Home Health Care Spring Conference

Striving for Quality Health Care Services in Home Care Settings

March 31 – April 1, 2015

Embassy Suites Hotel
101 East Locust St.
Des Moines, IA
Home Health Care Spring Conference
March 31 – April 1, 2015
Embassy Suites Hotel, Des Moines

DAY ONE SCHEDULE

March 31 (Tuesday)

12:00 p.m.  Registration

1:00 p.m.  OPENING GENERAL SESSION

Keeping the Joy and Passion in Healthcare
Speaker: Steve Siemens

2:00 p.m.  Break

2:15 p.m.  BREAKOUT SESSION ONE

(1)  Condition of the State and How it Effects Long Term Care and Home Health Care
Panel: Donna Harvey, Dept. of Aging; Gerd Clabaug, Dept. of Public Health; Chuck Palmer,
DHS; Rod Roberts, DIA; Roxann Ryan, DPS; Col. Bob King Veteran Affairs

(2)  Bringing You’re “A” Game to Customer Service in Health Care
Speaker: Steve Siemens

(3)  Client and Family Relations – Creating Effective Communication
Speaker: Lori Atkinson

3:45 p.m.  Break

4:00 p.m.  BREAKOUT SESSION TWO

(1)  Don't Just be Excellent – Be “Distinct”
Speaker: Steve Siemens

(2)  Navigating the Financial Management Maze
Speaker: Lisa Bowers

5:30 p.m.  Legislative Reception
Legislators will be joining us to talk about the issues we face in healthcare

7:00 p.m.  Evening open
Home Health Care Spring Conference

DAY TWO SCHEDULE

April 1 (Wednesday)

8:00 a.m. Registration Open / Continental Breakfast

8:30 a.m. BREAKOUT SESSION THREE

Medicare Updates and Reminders for Home Health Agencies and Responding to Additional Development Requests (ADRs)
Speaker: Shonda Brummer

Decreasing the Symptoms of Pain
Speaker: Sue LaGrange

10:00 a.m. Break

10:15 a.m. BREAKOUT SESSION FOUR

Wage and Hour Review for Home Health Agencies
Speaker: Mike Staebell

Helping Families with Transitions to Higher Care
Speaker: Barb Shug

11:45 a.m. Lunch (Provided)

12:30 p.m. BREAKOUT SESSION FIVE

Home Health Regulatory Roundup
Speaker: Annette Lee

Capitol Visit and Legislative Advocacy
Speaker: Susan Cameron, Ted Stopulos

Try to See it My Way – Working Together No Matter When You Were Born
Speaker: Donna Honold

2:30 p.m. Break

2:45 p.m. BREAKOUT SESSION SIX

Avoiding Problems in Home Health Medicare Cost Reporting/Corporate Compliance
Speaker: Jeff Steggerda, Karen Steggerda

Medicaid Managed Care Fundamentals
Speaker: Rick Fredrickson

3:45 p.m. Adjourn
Keeping the Joy and Passion In Healthcare
Speaker: Steve Siemens

This entertaining keynote presentation will show healthcare professional how to thrive with joy and passion in their healthcare career. The best part of life is not just surviving, but thriving with joy and passion. Add a little of passion to anything you do and the rest will follow. With hilarious antidotes, Steve will encourage healthcare professionals to enhance the joy and passion in their career and will give you the tools to make it a foundational stone in your life so you can better serve the residents, tenants, or clients in your care.

Breakout Session Descriptions

DAY ONE (March 31) - Breakout Session 1
2:15 p.m. – 3:45 p.m.

Condition of the State and How it Effects Long Term Care and Home Health Care

This frank panel discussion, led by State Agency Directors and Department Heads, will review the State’s current policy on long term care and the direction that future State long term care policies will likely go. Each panel member will have an opportunity to discuss the important issues that their departments face on long term care policy and issues. Time will be allotted for question and answers during the panel discussion.

Panel members include:

| Donna Harvey | Department of Aging |
| Gerd Clabaugh | Department of Public Health |
| Rod Roberts | Department of Inspections and Appeals |
| Col. Bob King | Department of Veteran Affairs |
| Roxann Ryan | Department of Public Safety |
| Chuck Palmer | Department of Human Services |

Bringing Your “A” Game to Customer Service in Health Care
Speaker: Steve Siemens

Customer Service is one of those topics you must keep fresh, relevant, fun, and front and center. Customer Service is not a department; it is an attitude. This session offers a closer look at the challenges faced by every organization in developing consistent practices for ensuring customer service and satisfaction. The impact of the environment of care on the quality of care, and quality of life of the clients, and their families experience is the focus of this discussion. One of the key areas of the presentation will be the role of leaders in the implementation of practical approaches to ensuring the accommodation and satisfaction of the customers they serve.
**Client and Family Relations – Creating Effective Communication**
Speaker: Lori Atkinson
Clients and their families typically are not experts when it comes to evaluating the technical quality of the care they receive in a home care or long term care environment. As a result, their attention is naturally drawn to those aspects of care they can evaluate: how they’re treated by their care-givers, how timely their requests are met, their ease and satisfaction interacting with staff. Weaknesses in these areas can undermine excellence in the technical areas, and in addition, can lead to complaints, injuries and malpractice claims. This presentation helps participants identify strategies to enhance communication and improve satisfaction of clients and their families.

**Don’t Just be Excellent – Be “Distinct”**
Speaker: Steve Siemens
Excellence is the gradual result of always striving to do better. Pursuing excellence is a habit, not an act. This session will give you very practical tools to use to develop excellence in every area of your life, both personal and professional. When an organization is filled with people pursuing excellence, it’s a win-win-win outcome. Learn how to be an excellence-filled organization and person because we went above and beyond and became distinct.

**Navigating the Financial Management Maze – CEUs: None**
Speaker: Lisa Bowers
Get the basics of planning and investing explained in a way that makes sense. This session will help you identify and develop a manageable plan to reach your financial goals and set yourself up for long-term success. Whether you want to pay off debt, save for retirement or cut back on living expenses, learn the tools you need to take control of your finances once and for all.

**Medicare Updates and Reminders for Home Health and Responding to Additional Development Requests (ADRs)**
Speaker: Shonda Brummer
This educational session will address recent and future changes in Medicare that have or will impact the processing and payment of Medicare claims to home health agencies. CGS is the Medicare Administrative Contractor (MAC) for Jurisdiction 15 (J15). We will discuss common billing errors and resources for preventing and resolving these errors.

**Decreasing the Symptoms of Pain**
Speaker: Sue LaGrange
This insightful presentation will highlight opportunities for nurses to include ongoing monitoring of pain levels, anticipation of a client’s needs, creative pain management interventions, and keen assessment skills necessary to work with client on decreasing the symptoms of pain. The goal is to find solutions to ongoing pain and suffering that some of your clients are dealing with.
DAY TWO (April 1) - Breakout Session 4  
10:15 a.m. – 11:45 a.m.

**Wage and Hour Review for Home Health Agencies**  
Speaker: Mike Staebell  
Navigating the finer points of wage and hour law with the Home Care industry can lead to a quagmire of missed information, misunderstandings, and misinterpretation of critical laws, regulations, and amendments. This session will review the following wage and hour issues: Rules for overtime for Home Health; Paying by the visit – salary/hourly; On-call pay for salary/hourly; How to handle breaks between clients (downtime); Staff that flip from private pay patients to Medicaid or Medicare patients; Companion rule overtime; Travel time and mileage; and many other topics relevant to Home Health staff.

DAY TWO (April 1) - Breakout Session 5  
12:30 p.m. – 2:30 p.m.

**Helping Families with Transitions to Higher Care**  
Speaker: Barb Shug  
Working with families struggling through the decisions on when and how to move a loved one to a higher level of care can be stressful. Today’s economy has added a new financial dimension to the already high levels of stress and emotional drain when going through the process. This session will provide tips and strategies on how healthcare staff can make the transition more successful, when the senior’s family, caregivers, and doctor work as a team.

**Home Health Regulatory Roundup**  
Speaker: Annette Lee  
With all the regulatory changes happening in Home Health Care it’s hard to keep up. This session will inform attendees about the status of the current Centers for Medicare and Medicaid Services (CMS) regulations and policies that are of the greatest concern to home health agencies. Hot topics will include: changes to the F2F requirement, therapy reassessment requirements, OASIS-C-1/ICD9, ICD10. We will also explore the new proposed COP changes and strategies for implementation.

**Capitol Visit and Legislative Advocacy**  
Speaker: Susan Cameron  
This session will start with a review of the current legislative bills and what they mean to Iowa’s long term care and home health care profession and how they may affect you and your facility/organization. Following the briefing, we will take a trip to the State Capitol where you can take the opportunity to visit with your legislators and explain to him/her your position on a particular bill. Talking points will be provided.

**Try to See it My Way – Working Together No Matter When You Were Born**  
Speaker: Donna Honold  
This session will include a fresh overview and understanding of the generations from Traditionalists through Millennials. Participants will gain tips for better communication and motivation. Understanding what influences each generation will strengthen the respect for the differences among them. Everyone who attends will have a better understanding and appreciation of co-workers, clients, families, caregivers or anyone else on the healthcare team, which will lead to better quality care with the seniors you serve.
Avoiding Problems in Home Health Medicare Cost Reporting
Speaker: Jeff Steggerda
Do you help prepare the annual Medicare cost report? This session will help you gain an understanding of the many problems found in cost reporting for home health agencies and how to avoid them. We will discuss the legal and regulatory requirements of the cost report and a practical approach to filing the cost report. We will also demonstrate how information from the cost report can be a useful management and operational tool.

Medicaid Managed Care Fundamentals - CEUs: ADM, ALMC
Speaker: Rick Fredrickson
Managed Care in Medicaid has continued to expand throughout the US to 29 states, and is being proposed to begin in Iowa. The Managed Care Organizations (MCO) have both unity characteristics and striking similarities in their approach to managing care. As the scope and influence of managed care grows the profession needs to be engaged on these issues. In this session, participants will hear from an MCO’s resident expert on managed long term care. He will be speaking on managed care, especially in relation to long term care, HCBS, and the waiver population. He will speak on effective practices and solutions to problems within the long term & HCBS landscape.

The Importance of Clear Consistent Messaging in Healthcare- CEUs: ALL
Speaker: Donna Honold
Communication is two-way dialogue. In healthcare, it is imperative that messages are clear and consistent within an organization, especially when it comes to the care of clients and their families. Conflicting messages cause distrust in any organization. This session will focus on how to clarify to assure ‘what you said is what they heard’. Clear and consistent communication is everyone’s job, both within the internal structure of the agency and externally to clients, families, and the public.

SPEAKER INFORMATION
The Home Health Care Conference speakers are professionals, chosen for their expertise and knowledge - to make the education sessions stimulating and challenging. They are leaders in health care administration, law, reimbursement, nursing, home care business, and human services.
Speaker biographies are available on-line and will be distributed during the program.

Continuing Education Credit for Nurses
A total of 10 Contact hours is available Nurses
These continuing education meets the Iowa Board of Nursing’s established criteria for continuing education credit. (IBON provider #166)
The number of CEUs earned will depend on the number of sessions you attend and the length of the session.
Registration Fees

**MEMBER RATES**
- FULL Two-Day Registration for IHCA ICAL Members $210
- Day ONE Registration for IHCA ICAL Members $100
- Day TWO Registration for IHCA ICAL Members $155

**NON-MEMBER RATES**
- FULL Two-Day Registration for Non-Members $420
- Day ONE Registration for Non-Members $200
- Day TWO Registration for Non-Members $310

How to Register

- To register you need to access our website: www.iowahealthcare.org and then click on the Home Health Care Spring Conference under the EDUCATION section of the website.
- Select Register online. If you have not previously created a personal profile, you will need to do so before you register (One profile per person).
- Complete the online registration and click Submit. A registration confirmation will be e-mailed to you.
- To register another person, click on LOGOUT and repeat this process.

Refunds/Cancellations

Refunds will only be granted to those who cancel their registration for the program in writing by 4:00 p.m. on March 19, 2014. Cancellations after this time/date, no-shows due to weather, acts of God or illness, will be charged the full registration fee. IHCA ICAL reserves the right to cancel any educational program; in the event of such a cancellation, all fees will be refunded.

Sleeping Room Information

**Embassy Suites Hotel, 101 E. Locust St., Des Moines, Iowa 50309**

(515) 244-1700

Rooms available the nights of March 30 – 31, 2015

Room rates: $129 + Tax (Two room suite - single or double occupancy)

To receive the special rate, mention you will be attending the Iowa Health Care Association Conference.

**Please note the IHCA ICAL Room Block cut-off date is February 27, 2015**