



**SCHCHA**

SC Home Care & Hospice Association

# INSPIRE

**2024 SCHCHA ANNUAL CONFERENCE**

Kingston Resorts, Embassy Suites  
Myrtle Beach Oceanfront  
NOVEMBER 13-15, 2024

# *Message from Kiersten Colovin & Tim Rogers*



Kiersten Colovin  
SCHCHA Board Chair  
VP Experience, Insights and  
Innovation  
Interim Healthcare of the Upstate



Tim Rogers  
President & CEO  
South Carolina Home Care &  
Hospice Association

On behalf of the South Carolina Home Care & Hospice Association and the Professional Development Committee, we would like to invite you to SCHCHA's Annual Conference at the Kingston Resorts, Embassy Suites, Myrtle Beach Oceanfront, November 13-15.

Our conference gives you the opportunity to grow your career path and get inspired by our national speakers, who bring top-notch content. Use this time to learn about the latest updates in regulations, legislation, technology, advocacy and more.

Take full advantage of all the educational sessions, networking opportunities, and our awards luncheon that celebrates those in the industry who go above and beyond for their patients.

We look forward to seeing you at the 2024 SCHCHA Conference and thank you for your continued support and trust of our Association. We will continue to provide resources, education, advocacy and leadership for all of those working in home care, home health, hospice and palliative care across South Carolina.

# SCHCHA 2024 Professional Development Committee

## **Mark A Fox, MD FACP, FAAHPM, HMDC**

National Medical Director  
Gentiva/Empatia Palliative Care

## **Dorothy Wilson**

Home Health Quality Coordinator  
BON SECOURS  
BY COMPASSUS

## **Jacqueline Holland**

Vice President, Clinical Education  
Aveanna Healthcare

## **Jo Singleton**

Patient Care Coordinator  
Roper St. Francis Home Health

## **Marianna Moss**

HOS, MSW  
Interim Health Care

## **Stephanie Simmons**

Director  
Bayada Home Care

## **Jody Spence**

Director of Healthcare Services  
Interim Health Care

## **Janet Turner**

AVP, HOS Operations  
Interim Health Care

## 2024 SCHCHA EDUCATION TEAM

### **Shannon Pointer, DNP, RN, CHPN**

Senior Vice President of Hospice & Home Health Services  
Professional Development Director  
South Carolina Home Care & Hospice Association  
SCHCHA Nurse Planner and Professional Development Committee Facilitator

### **Kathie Smith, BSN, RN**

Senior Vice President of Home Care and State Relations  
South Carolina Home Care & Hospice Association  
SCHCHA Primary Nurse Planner

### **Susan Franklin, B.S., CDMP**

Director of Marketing and Communications  
South Carolina Home Care & Hospice Association

### **Kerri L. Ogburn**

Office Manager  
Executive Assistant to Tim Rogers, President & CEO  
South Carolina Home Care & Hospice Association

### **Ellen E. Anderson, B.S.**

Accounting & Special Projects Coordinator  
South Carolina Home Care & Hospice Association

# SCHEDULE AT A GLANCE

## Wednesday, Nov. 13, 2024

3:00pm - 6:00pm

Conference Registration  
Exhibitor Registration and Set-Up

## Thursday, Nov. 14, 2024

7:30am - 9:00am  
7:30am - 9:00am  
9:00am - 10:15am  
10:15am - 10:45am  
10:45am - 11:45am  
11:45am - 1:00pm  
1:00pm - 2:00pm  
2:00pm - 2:30pm  
2:30pm - 3:30pm  
3:30pm - 3:45pm  
3:45pm - 4:45pm  
4:45pm - 6:00pm

Conference Registration and Exhibitor Set-up  
Coffee and Continental Breakfast with Exhibitors  
SCHCHA Chair and President/CEO Welcome and Keynote Speaker  
Visit with Exhibitors  
Breakout Sessions (A)  
SCHCHA H.O.M.E. Awards Luncheon  
Breakout Sessions (B)  
Visit with Exhibitors  
General Session  
Break  
2024 State Advocacy Updates  
Exhibitor and Attendee Networking Reception

## Friday, Nov. 15, 2024

7:30am - 9:00am  
9:00am - 10:15am  
10:15am - 10:30am  
10:30am - 11:30am  
11:30am - 12:30pm  
12:30pm - 12:45pm  
12:45pm - 1:45pm  
1:45pm - 2:00pm  
2:00pm - 3:00pm  
3:00pm

Coffee and Networking with Exhibitors  
General Session  
Break  
Brunch with Exhibitors  
Breakout Sessions (C)  
Break  
Break out Sessions (D)  
Break/Snacks/Exhibits Close  
Closing General Session  
Door Prize Drawing

**Hotel Information:** The Association has secured a block of rooms at **Kingston Resorts, Embassy Suites, Myrtle Beach Oceanfront**, November 12-15 at a special rate of \$159/night, King Oceanview Suites or Q/Q Oceanview Suites. Self-Parking costs for guests is \$11.99/day or valet parking is available \$20/day (Parking prices are subject to change). Room reservations may be made by clicking the reservation link below or calling the hotel directly at 1-800-876-0010, choose option 2 and **use group code: SCH**. The \$159/night room rate is available 3 days before and after the event, for attendees who book their stay using the conference room block (based on availability).

Please state that you are attending the 2024 SC Home Care & Hospice Association Conference when making your reservations to receive these special rates. Reservations must be made by October 13, 2024 to take advantage of the special rates. Check in time is after 4:00p.m. Check out time is 11:00a.m.



[RESERVE YOUR ROOM](#)

# SCHCHA FUN & NETWORKING

During our conference we like to have some fun and create ways for you to network and interact with individuals in your field. We have several events throughout the conference to meet like-minded constituents and exhibitors. We also celebrate those who go above and beyond in our industry with the 2024 H.O.M.E. (Honoring Outstanding Merit and Excellence) Awards Ceremony & Luncheon.



## EXHIBITOR & ATTENDEE NETWORKING RECEPTION

**THURSDAY 11/14 - 4:45PM - 6:00PM**

Join us on Thursday evening for our Networking Reception. Learn about our exhibitor's products and services while enjoying hors d'oeuvres, beer & wine.

## AWARDS LUNCHEON & CEREMONY

**THURSDAY 11/14 - 11:45am - 1:00pm**

Celebrate the achievements of those in the industry who go above and beyond.

Awards to be recognized:

- Nurse of the Year
- In-Home Aide of the Year
- Family Caregiver of the Year
- Volunteer of the Year
- SCHCHA Hospice-Veteran Partnership Leadership Award



# Keynote and Closing Speaker: Stan Phelps, CSP®



Stan Phelps walks the walk. He stands out in the sea of sameness by modeling his own Differentiated Experience (DX) message: Differentiation isn't just about what you say, it's about what you do and, more importantly, how and why you do it. Stan leverages his unique collection of 5,000+ case studies on customer, employee, and brand experience to engage audiences with informative learning-based experiences. He believes purposeful DX wins the hearts of employees and customers, and differentiation ultimately boosts loyalty, retention, referrals, and results.

## Opening Keynote

Thursday, November 14, 2024 | 9:00am - 10:15am

### **Managing Culture and Engagement in a Post-COVID World: Empowering Employees for Success**

This one-hour program is designed for leaders looking to enhance employee engagement and foster a thriving workplace culture. In the wake of COVID-19, the importance of employee engagement and culture has never been more critical. This program delves into the strategies and practices necessary to manage culture and drive engagement in a post-pandemic era. Participants will explore innovative approaches beyond monetary incentives, discovering the 15 types of Green Goldfish—those small, impactful extras that can fuel engagement, empower teams, and boost overall efficiency.

*Audience: All*

*\*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

## Closing General Session

Friday, November 15, 2024 | 2:00pm - 3:00pm

### **Shaping the Employee Experience for Sustainable Engagement**

During this engaging session, attendees will gain practical insights and actionable ideas to implement within their teams. They will be equipped with the necessary tools to turn vision into action. Ideas that will increase engagement levels, enhance retention rates, and fortify their organizational culture in the face of evolving workplace dynamics.

By the end of the opening keynote and closing general session programs, participants will leave INSPIRED with:

**Tools:** Acquire the process for designing an exceptional employee experience in the new normal.

**Skills:** Develop a profound understanding of crafting programs that address fundamental needs, foster a sense of belonging, and facilitate growth.

**Empathy:** Cultivate a heightened sensitivity towards the evolving needs, desires, and expectations of employees in the post-COVID landscape.

*Audience: All*

*\*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

# General Session: 2024 National Home Care & Hospice Updates

Friday, Nov. 15, 2024 | 9:00am - 10:15am



**William A. Dombi, Esq.**  
President Emeritus and Counsel  
National Alliance for Care at Home

Please join William A. Dombi, Esq., President Emeritus and Counsel National Alliance for Care at Home, for an informative general session on home care and hospice national updates and current advocacy efforts happening on behalf of the home care and hospice industry.

**Audience: All**

***\*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit***

# General Session: 2024 State Advocacy Updates

Thursday, Nov. 14, 2024 | 3:45pm - 4:45pm



**Tim Rogers**  
President and CEO  
SCHCHA



**Billy Routh**  
Lobbyist, SCHCHA  
Copper Dome Strategies



**Wanda Crotwell**  
Lobbyist, SCHCHA  
The Southern Group



**William Glenn**  
VP of Government Relations  
& Public Policy  
SCHCHA



**Melissa Allman**  
Area Director, Government  
Relations & Advocacy Engagement  
(FL, SC), with BAYADA Hearts for  
Home Care, Inc.

SCHCHA is excited to bring to you the 2024 State Advocacy Updates General Session as part of the SCHCHA Annual Conference.

In this session, attendees will gain insight into many activities happening at the state level, legislative priorities and SCHCHA advocacy efforts for the upcoming session.

We are excited to also welcome SCHCHA Board Member, Melissa Allman, Area Director, Government Relations & Advocacy Engagement (FL, SC), with BAYADA Hearts for Home Care, Inc. who will share information with attendees on the importance of advocacy. INSPIRE your advocacy efforts by making plans to attend this important session.

**Audience: All**

***This session is not eligible for nurse contact hours.***

# INSPIRE Breakout Session Highlights

## Palmetto GBA's 2024 Workshop Series 2024 Jurisdiction M (JM) Medicare **Home Health** Workshop

Palmetto GBA is pleased to announce our 2024 Home Health Workshop series, titled "Medicare Home Health: Back with More in 2024." This workshop is designed to equip home health providers with the tools they need to be successful with Medicare billing, coverage and documentation requirements.

This workshop will provide insight for home health agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend our online learning courses for beginners at [www.PalmettoGBA.com/hhh](http://www.PalmettoGBA.com/hhh).

Basic billing and other online educational resources can be found by accessing the Events and Education topic at the top of the page.

Errors in billing and responding to additional documentation requests can be costly. During this workshop series, Palmetto GBA will provide information related to the most common errors and why these errors occur. We will also provide tips to avoid these errors.

Palmetto GBA's goal is to educate providers on the most up-to-date information and apply skillful techniques to their documentation and billing practices.

### Workshop Topics Covered



**Charles Canaan**, MPH, BSN, RN, CCA, CPC, CPB, CPMA, APM  
Senior Provider Education  
Consultant  
Provider Outreach and Education  
Palmetto GBA



**Marlene Frierson**  
Senior Provider Education  
Representative  
Provider Outreach & Education  
Palmetto GBA

#### **C1- Palmetto GBA Home Health Workshop Series**

- Home Health Compliance Program
- Home Health Utilization
  - PEPPER
  - Disbursement
  - Length of Stay
- Improper Payments
  - Medical review
  - Comprehensive Error Rate Testing (CERT)
  - Unified Program Integrity Contractor (UPIC)
- Care Planning

#### **A1- Palmetto GBA Home Health Workshop Series**

- 2024 Final Rule Summary
  - Prospective Payment System (HH PPS) Rate Update
  - Expanded Home Health Value-Based Purchasing (HHVBP) Model
  - Safeguarding Taxpayer Dollars
- Home Health Updates
  - Separate Payment for Disposable Negative Pressure Wound Therapy Devices on Home Health Claims
- Palmetto GBA's eServices Portal
  - How to Use the eServices' Eligibility Tabs
  - Using eServices' Newest Self-Service Tools
- Overview of the Targeted Probe and Educate (TPE) Process
- CERT Overview
- Educational Resources for Providers



# INSPIRE Breakout Session Highlights

## Palmetto GBA's 2024 Workshop Series 2024 Jurisdiction M (JM) Medicare **Hospice** Workshop

Palmetto GBA is pleased to announce our 2024 Hospice Workshop series, titled "Medicare Hospice: Back with More in 2024."

These workshops are designed to equip hospice providers with the tools they need to be successful with Medicare billing, coverage and documentation requirements.

These workshops will provide insight for hospice agency staff at all levels. However, we do suggest that providers who are new to Medicare, or have new staff, attend our online learning courses for beginners at [www.PalmettoGBA.com/hhh](http://www.PalmettoGBA.com/hhh). Basic billing and other online educational resources can be found by accessing the Events and Education topic at the top of the page.

Errors in billing and responding to additional documentation requests can be costly. During the workshop series, Palmetto GBA will provide information related to the most common errors and why these errors occur. We will also provide tips to avoid these errors.

Palmetto GBA's goal is to educate providers on the most up-to-date information and apply skillful techniques to their documentation and billing practices.

### Workshop Topics Covered



**Charles Canaan**, MPH, BSN, RN, CCA, CPC, CPB, CPMA, APM  
Senior Provider Education  
Consultant  
Provider Outreach and Education  
Palmetto GBA



**Marlene Frierson**  
Senior Provider Education  
Representative  
Provider Outreach & Education  
Palmetto GBA

#### **D1- Palmetto GBA Hospice Workshop Series**

- Hospice Utilization
  - Length of Stay
  - Disbursement
  - Part B Spending
- Continuous Care
- Improper Payments
  - Comprehensive Error Rate Testing (CERT)
  - Medical Review
  - Appeals

#### **B1- Palmetto GBA Hospice Workshop Series**

- 2024 Final Rule Summary
  - FY 2024 Routine Annual Rate Setting Changes
- Hospice Updates
  - Implement Edits on Hospice Claims (Certifying Physician Edit)
  - Billing Manual Updates
  - Top Billing Errors
  - 2024 Hospice Benefit Component, Value-Based Insurance Design (VBID) Model
- Palmetto GBA's eServices Portal
  - How to Use the eServices' Eligibility Tabs
  - Using eServices' Newest Self-Service Tools
- Overview of the Targeted Probe and Educate (TPE) Process
- CERT Overview
- Educational Resources for Providers

# INSPIRE BREAKOUT Sessions A

## Thursday, November 14, 2024 | 10:45am - 11:45am

### **A1: Palmetto GBA Home Health Workshop Series (Part 1)**

#### **Speaker:**

**Marlene Frierson**

Senior Provider Education Representative

Provider Outreach & Education

Palmetto GBA

#### **Description**

This workshop is a **two-part offering** during the conference that is designed to equip home health providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for home health agency staff at all levels.

(See page 8 in the conference brochure for more details.)

*Audience: Home Health*

*This session is eligible for 1.0 Nurse Contact Hour.*

### **A3: South Carolina Department of Public Health (DPH) /SC Department of Health and Human Services (In-Home Care Updates)**

#### **Speaker:**

**Russell Morrison**

Program Manger II

SC DHHS

**Lisa Ragland, MSW, CPM**

Program Manager I

Bureau of Policy

SC DHHS

**Joseph Chandler Jr**

Field Manager

Bureau of Hospitals, Community Services, & Emergency Management

Healthcare Quality

S.C. Department of Public Health

#### **Description**

This session will include a review of information on in-home care provider state regulations and updates from SC DPH and SC DHHS, including an overview of the top deficiencies for in-home care providers.

*Audience: Home Care*

*This session is eligible for 1.0 Nurse Contact Hour.*

### **A5: Prognosis and the use of the Prognostic Tools: PPS, FAST, NYHA**

#### **Speaker:**

**Mark A Fox, MD FACP, FAAHPM, HMDC**

National Medical Director

Gentiva/Empatia Palliative Care

#### **Description**

Only in the last decade has serious research been performed on prognostication of life expectancy. There are a growing number of disease-specific prognostic tools. Debate over which is the best way to document prognosis guides us in considering the Hospice Local Coverage Determinants. Guideline-based documentation includes the use of the prognostic tools: Palliative Performance Scale (PPS), the Functional Assessment Staging scale (FAST) and the New York Heart Association Classification System (NYHA). We will review prognosis and how to use the PPS, FAST and NYHA tools to assist in prognostication when considering who to certify and recertify in hospice.

*Audience: Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

### **A2: Hospice Regulatory Updates**

#### **Speaker:**

**Katie Wehri**

Vice President, Regulatory Affairs, Quality & Compliance

National Alliance for Care at Home

#### **Description**

This session will include important regulatory updates and include an overview of the hospice final rule and new developments or updates of importance for hospice providers.

*Audience: Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **A4: VBP: Be Inspired to get Ready, Engage, & Ignite!**

#### **Speaker:**

**Angela Huff, RN**

Senior Managing Consultant

Forvis Mazars – Home Care & Hospice

#### **Description**

VBP is changing in 2025 and will require shifts in focus to successfully navigate for your organization. Join this session to understand the elements of this new model and strategies to positively impact OASIS, Claims and CAHPS that make up your Total Performance Score.

*Audience: Home Health*

*This session is eligible for 1.0 Nurse Contact Hour.*

# INSPIRE BREAKOUT Sessions B

## Thursday, November 14, 2024 | 1:00pm - 2:00pm

### **B1: Palmetto GBA Hospice Workshop Series (Part 1)**

#### **Speaker:**

**Marlene Frierson**

Senior Provider Education Representative

Provider Outreach & Education

Palmetto GBA

#### **Description**

This workshop is a **two-part offering** during the conference that is designed to equip hospice providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for hospice agency staff at all levels.

(See page 9 in the conference brochure for more details.)

*Audience: Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **B3: Home Health GG Items – Digging Into the Details**

#### **Speakers:**

**Jennifer Osburn, RN, HCS-D, COS-C**

Clinical Consultant

Healthcare Provider Solutions, Inc.

#### **Description**

The 2025 HHVBP Discharge Function Score relies on OASIS GG items rather and impacts a whopping 20% of the Total Performance Score. Although home health agencies have had GG0130 and GG0170 OASIS items for five years, clinicians and clinical leadership staff often remain unable to accurately assess and score (code) the GG items. This session will briefly overview the Discharge Function Score calculation and then deep dive into guidance and tips for accurately coding the GG items. Meaningful, real-world scenarios and attention to the most misunderstood aspects of the GG items are included to make this information actionable immediately.

*Audience: Home Health*

*This session is eligible for 1.0 Nurse Contact Hour.*

### **B5: The Retention Revolution – Unleashing the Power of Coaching Supervision for Employee Retention**

#### **Speaker:**

**Jacqueline Holland**

VP Clinical Education

Aveanna Healthcare

#### **Description**

Prepare to transform your approach to supervision in this dynamic and engaging session. Discover how coaching supervision creates a paradigm shift to our approach to employee supervision. This method cultivates an environment where employees feel valued, supported and committed to their roles, thereby reducing turnover. This isn't just a presentation; this is a call to action. Join this session and discover how coaching supervision can be your secret weapon in the battle for employee retention.

*Audience: All*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **B2: South Carolina Department of Public Health (DPH)/SC Department of Health and Human Services (Home Health and Hospice Updates)**

#### **Speaker:**

**Kristen Juarez Kollu**

Director, Medical Services Section

Bureau of Nursing Homes & Medical Services Healthcare Quality

S.C. Department of Public Health

#### **Natasha Sharpe, MHA**

Program Manager I, Long Term Care Manager

Healthcare Quality, Bureau of Nursing Homes and Medical Services

S.C. Department of Public Health

#### **Russell Morrison**

Program Manger II

SC DHHS

#### **Lisa Ragland, MSW, CPM**

Program Manager I

Bureau of Policy

SC DHHS

#### **Myranetta McCray**

Program Coordinator II

SC DHHS

Hospice and Home Health Services

#### **Description**

This session will include a review of home health and hospice state regulations and updates from SC DPH and SC DHHS, including an overview of the top deficiencies for home health and hospice providers.

*Audience: Home Health & Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **B4: From the Top Line to the Bottom Line Protecting Your Agency's Profitability in the Current World**

#### **Speaker:**

**Phil Feldman**

National Director of Revenue Cycle Management

Sandata Technologies

#### **Description**

With the 80/20 rule ratified, and all of the other challenges that home care providers face today, profits are under pressure. How do we preserve margins so that we can cover our overhead and make investments back into our agency for technology, training, etc.? Agencies need to consistently follow best practices to protect their bottom line. During this session, we will discuss the most important of those practices, including relevant metrics and KPI's, and benefits provided by a robust agency management system.

*Audience: Home Care*

*This session is not eligible for contact hours.*

# General Session: Operational Governance: Mastering AI, Technology, and Cybersecurity Risk Thursday, Nov. 14, 2024 | 2:30pm - 3:30pm



**Layna Rush, CIPP/US, CIPP/C**  
Shareholder  
Baker Donelson

In today's tech-driven world, your organization's security and efficiency hinge on how you manage and protect data. This session tackles the critical risks posed by AI, emerging technologies, and cybersecurity threats—challenges that are top of mind for every organization. Discover how to craft a health data strategy to safeguard against potential vulnerabilities and ensure your operation remains resilient in the face of digital threats. Join us to equip yourself with the knowledge and strategies needed to navigate this new era of data risk management with confidence and foresight.

*Audience: All*

*\*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

Ms. Rush leads the Firm's Data Incident Response Team, which is a NetDiligence Authorized Breach Coach® firm. She assists clients in the investigation of and response to privacy and security incidents. She is a U.S. and Canadian Certified Information Privacy Professional and member of the Firm's Data Protection, Privacy and Cybersecurity

Ms. Rush counsels clients on the investigation of, and response to, privacy and security incidents and data breaches. She represents clients in investigations by the Office for Civil Rights, state attorneys general and insurance departments, and in litigation involving privacy challenges. She routinely advises clients on state and federal laws related to privacy and security of personal information, including HIPAA, Part 2 Substance Abuse laws, the Genetic Information Nondiscrimination Act, the Telephone Consumer Protection Act, the CAN-SPAM Act and state laws related to privacy protections and breach notification requirements. She has assisted clients in the development of policies and procedures for compliance with HIPAA and state and federal laws related to privacy and security.

Her privacy and security experience includes:

Assisting clients with response to security incidents, including phishing scams and ransomware attacks.

Advising clients on notification requirements under state and federal breach notification laws.

Representing clients in investigations by the Office for Civil Rights, state attorneys general and other state agencies that enforce privacy and security regulations.

Assisting with review and development of privacy and security compliance manuals.

Drafting and advising on business associate obligations and contracts.

Reviewing and drafting website privacy policies.

Assisting clients with development and testing of incident response plans.

# INSPIRE BREAKOUT Sessions C

## Friday, November 15, 2024 | 11:30am - 12:30pm

### **C1: Palmetto GBA Home Health Workshop Series (Part 2)**

#### **Speaker:**

**Charles Canaan, MPH, BSN, RN, CCA CPC, CPB, CPMA, APM**  
Senior Provider Education Consultant  
Provider Outreach & Education  
Palmetto GBA

#### **Description**

This workshop is a **two-part offering** during the conference that is designed to equip home health providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for home health agency staff at all levels.

(See page 8 in the conference brochure for more details.)

*Audience: Home Health*

*This session is eligible for 1.0 Nurse Contact Hour.*

### **C3: Littler – Ask The Employment Attorney Anything! Open Q&A Session with Brief Employment Law Update**

#### **Speakers:**

**Joshua C. Vaughn**  
Shareholder  
Littler

#### **Description**

Join Littler Shareholder -- Joshua Vaughn -- for a lively Q&A session where he will address your burning employment law questions. From hiring to handbooks, discipline to discharge, leaves to litigation, and everything in between – this session is designed for you to ask and get answers from a leading employment law practitioner who regularly handles and provides advice regarding home and hospice care employment law issues. Josh will also provide a brief update regarding the status of the FTC's non-compete ban, status of the US DOL salary level increases, the US DOL's Home Care Enforcement Initiative, and more!

*Audience: All*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

### **C5: Hospice Medical Review: Is Your Documentation Audit Proof?**

#### **Speaker:**

**Victoria Barron, MBA, BSN, RN, COS-C**  
Clinical Consultant  
Healthcare Provider Solutions Inc.

#### **Description**

As scrutiny and oversight to prevent Medicare fraud and overpayment intensifies for all provider types including hospice providers; now more than ever, hospice providers must ensure regulatory guidelines are followed at all times. This session discusses the various medical review audit types, compliance risks that may jeopardize hospice claims and discusses documentation requirements to support the conditions of participation and conditions of payment are met. Tips and examples of compliant documentation will be provided and discussion will address the responsibility that all hospice team members hold to achieve and maintain regulatory compliance.

*Audience: Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **C2: An Interdisciplinary Approach to Caring for Patients with Opioid Use Disorders**

#### **Speakers:**

**Benjamin Thompson, MD**  
Medical Director of Palliative Medicine Services Midlands  
Chief of the Division of Hospice and Palliative Medicine Midlands  
Hospice and Palliative Medicine Fellowship Program Director  
Prisma Health

#### **Description**

Are you seeing a patient in the home health setting who seems altered? Is your patient on home hospice asking for early refills of their opioids? This presentation will explore non-stigmatizing approaches to giving patients with opioid use or other use disorders the best care possible. We will examine language, explore communication, discuss best practices for screening, and meeting patients with opioid use disorder where they are.

*Audience: Home Health, Hospice, Palliative Care*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **C4 – Navigating the Complexities of Hospice Documentation**

#### **Speaker:**

**Jennifer Hannum, RN, BSN**  
Director of Learning Services  
KanTime Software

#### **Description**

This program will provide a closer look at Hospice eligibility requirements and their effect on surveys, audits, payments, and possible penalties for poor documentation. Related common survey and audit deficiencies and their possible penalties will be discussed to show the importance of and the continued need to improve eligibility documentation across the Hospice industry. Tips for employee and physician training and available resources will be provided.

*Audience: Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

# INSPIRE BREAKOUT Sessions D

## Friday, November 15, 2024 | 12:45pm - 1:45pm

### **D1: Palmetto GBA Hospice Workshop Series (Part 2)**

#### **Speaker:**

**Charles Canaan, MPH, BSN, RN, CCA CPC, CPB, CPMA, APM**  
Senior Provider Education Consultant  
Provider Outreach & Education  
Palmetto GBA

#### **Description**

This workshop is a **two-part offering** during the conference that is designed to equip hospice providers with the tools they need to be successful in Medicare billing, coverage and documentation requirements. This workshop will provide insight for hospice agency staff at all levels.

(See page 9 in the conference brochure for more details.)

*Audience: Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit*

### **D3: Home Health Regulatory Updates**

#### **Speaker:**

**Katie Wehri**  
Vice President, Regulatory Affairs, Quality & Compliance  
National Alliance for Care at Home

#### **Description**

This session will include important and timely regulatory updates for home health providers. It is anticipated this session will include an overview of the home health final rule and new developments or updates of importance for home health providers.

*Audience: Home Health*

*This session is eligible for 1.0 Nurse Contact Hour.*

### **D5: Practical Goals of Care and DNR Conversations for all Clinicians**

#### **Speakers:**

**Tiffany Richter, DO**  
Medical Officer  
Agape Care Group

**Kari Bradford, DNP**  
Palliative Care Medical Director  
Agape Care Group

#### **Description**

Discussing a patient's goals for their medical treatment is an essential skill for all clinicians, not just Palliative Care providers. In this talk, we will learn why gentle prognosis disclosure can unlock effective goals of care conversations, discuss the structure of a goal of care talk, and learn how to discuss DNR orders with patients and their loved ones.

*Audience: All*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **D2: Workplace Safety: Assess and responding to workplace violence and other risks to your staff**

#### **Speaker:**

**Robert W. Markette, JR., JD. CHC, HSC-C**  
Of Counsel  
Hall, Render, Killian, Heath & Lyman, P.C.

#### **Description**

As a home health, hospice or homecare employer, you are required to keep employees safe in the workplace, even when that workplace is the client's home. Employees face a wide range of potential threats in the home. Two recent cases involving the deaths of home health workers have raised awareness, but workplace violence is not the only issue employees face in patient's homes. Employees may be harassed, discriminated against, touched inappropriately, or even assaulted by patients, patients' family member, patients' friends, or others in the home. Employees also face dangers from pets, firearms, infestations, and other environmental hazards. Homecare employers must assess these risks and implement policies and procedures to address them. This can include adding risk assessment components to your intake process. Training staff in how to respond to threatening situations. Developing for cause discharge policies and more. This session will review OSHA guidance in this area and the threats your employees face in the home to assess strategies to keep your personnel safe.

*Audience: All*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*

### **D4: Using Data for Actionable Improvement**

#### **Speaker:**

**Claudia Baker, RN, MHA, HCS-D, HCS-O**  
Senior Manager  
SimiTree

#### **Description**

Discover how predictive data analytics is helping home health and hospice organizations enhance patient care, improve outcomes, and reduce costs. Learn how information is used to identify risk factors faster to drive early and effective interventions. The appropriate use of data can improve population health and streamline operational efficiencies.

*Audience: Home Health and Hospice*

*This session is eligible for 1.0 Physician, Nurse, and Social Work Credit.*



## THE 2024 SCHCHA H.O.M.E. AWARDS

**Nominate your Home Care & Hospice Heroes today!**

Do you know a dedicated nurse, volunteer, in-home aide, or family caregiver who deserves recognition? Someone selfless who consistently makes a difference in their community? Then nominate them for a H.O.M.E. Award!

The HOME in the 2024 SCHCHA HOME Awards stands for: Honoring, Outstanding, Merit, and Excellence!

Help us to shine a light on a star who deserves recognition.

This year we are nominating for the following categories:

- Nurse of the Year
- In-Home Aide of the Year
- Family Caregiver of the Year
- Volunteer of the Year
- SCHCHA Hospice-Veteran Partnership Leadership Award

**Nominations are due by October 11, 2024!**

Awards will be presented on November 14, 2024, at the SCHCHA Annual Conference at the Kingston Resorts, Embassy Suites, Myrtle Beach Oceanfront. To learn more about the 2024 SCHCHA Annual Conference & submit a nomination, visit the link below.

Just visit [schchaconferences.com/awards](https://schchaconferences.com/awards) to fill out the online form.

*Make a Nomination*



**SCHCHA**  
SC Home Care & Hospice Association



# CONTINUING EDUCATION

**Nursing Continuing Education:** This activity is eligible for 8.0 Nurse Contact Hours. This activity is presented by the Association for Home and Hospice Care of North Carolina, jointly provided by the South Carolina Home Care and Hospice Association. The Association for Home and Hospice Care of NC is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Participants must complete and submit an evaluation for each session they attended to receive their selected CE credit.



## Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by Association for Home & Hospice Care of North Carolina and National Alliance for Care at Home. National Alliance for Care at Home is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



## Available Credit

- 8 *AMA PRA Category 1 Credit(s)*™
- 8 Social Work Credits

## ACE Approval Statement

As a Jointly Accredited Organization, National Alliance for Care at Home is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 8 general continuing education credits.





# REGISTRATION INFORMATION

**Register!** Online Registration: Visit [www.schcha.org/2024SCHCHA](http://www.schcha.org/2024SCHCHA). You must log in to your user account before registering for this event. If you do not have an account, please choose “create new account”. An account is required to register online for this event. Email [info@ahhcnc.org](mailto:info@ahhcnc.org) for login assistance.

**By Fax:** Fax a copy of the registration form with the appropriate credit card information and signature to (919) 848-2355.

**By Mail:** Mail registration form with payment to: SCHCHA, 3101 Industrial Drive, Suite 204, Raleigh, North Carolina, 27609. (Be sure and include the suite number!) Mailed and faxed registration forms will not be processed without payment.

**Cancellation Policy:** Please note that fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by October 18, 2024. In the event of cancellation, SCHCHA will retain, or charge, \$100 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, a SCHCHA staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. While it is not permissible for several individuals to share a registration, SCHCHA will be happy to accept substitutions if notified of the change in writing.

**Mobile Event App Access:** Registrants will be provided with instructions on how to access and use the mobile event app in advance of the conference. Access is granted to approved email addresses. Registrations may not be shared between agencies – the agency’s registration covers the access of only one email address (except when the agency rate has been selected). Materials, including handouts, will be made available in the conference app. SCHCHA does not provide printed copies of handouts for conference attendees. If you need assistance with the mobile event app, please contact Sue Franklin at [sue@ahhcnc.org](mailto:sue@ahhcnc.org).

**Auxiliary Aids, Services, & Special Diet Requests:** SCHCHA is committed to ensuring that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services identified in the Americans with Disabilities Act. If you need any auxiliary aids or services or have a special diet request, please contact Sue Franklin at [sue@ahhcnc.org](mailto:sue@ahhcnc.org).

**Continuing Education:** This activity is eligible for 8.0 nurse contact hours. This activity is presented by the Association for Home and Hospice Care of NC, jointly provided by the South Carolina Home Care and Hospice Association. The Association for Home and Hospice Care of NC is approved as a provider of nursing continuing professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

*Register Online*



**SCHCHA**

SC Home Care & Hospice Association

**SOUTH CAROLINA HOME CARE & HOSPICE ASSOCIATION  
ANNUAL CONFERENCE EARLY REGISTRATION DEADLINE: OCTOBER 11, 2024**

**Conference Registration Rates**

	<b>Full Conference</b>	<b>Day Rate (Thur or Fri)</b>
<b>Members (Before 10/11/24)</b>	<b>\$539</b>	<b>\$489</b>
<b>Members (After 10/11/24)</b>	<b>\$589</b>	<b>\$489</b>
<b>Non-Members</b>	<b>\$889</b>	<b>\$669</b>

**REGISTER ONLINE**

\*AGENCY RATE: If you are an SCHCHA member and are interested in registering 5 or more attendees, and be able to take \$15.00 off each registration, please contact Kerri Ogburn, Office Manager, SCHCHA, at [kerri@ahhcnc.org](mailto:kerri@ahhcnc.org).

**SCHCHA Annual Conference Early Registration Deadline:  
October 11, 2024  
Attendee/Payment Information**

**PLEASE SELECT ONE REGISTRATION OPTION:**

- Full Conference
- Thursday Only
- Friday Only

**AMOUNT DUE: \$** \_\_\_\_\_  
(See above for rates)

**BILLING INFORMATION**

- I agree to the Payment & Cancellation Policy Check (Payable to SCHCHA)
- American Express
- Discover
- MasterCard
- VISA

**Full Name:** \_\_\_\_\_ **Agency Name:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Phone#:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Job Title:** \_\_\_\_\_

**Credit Card Number:** \_\_\_\_\_ **Exp. Date:** \_\_\_\_\_ **Code:** \_\_\_\_\_

**Name(as it appears on the card):** \_\_\_\_\_

**Cardholder Billing Address:** \_\_\_\_\_ **City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip:** \_\_\_\_\_

**Signature: of Credit Card Holder (required):** \_\_\_\_\_