



## 2022 IHHC Annual Conference Agenda

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### Tuesday, April 5

#### **TU01 – Value-Based Purchasing Pre-Conference**

**Time:** 12:00 pm -5:00 pm

**Audience:** HH, Hospice, Therapy

**Speakers:** Melinda Gaboury, Healthcare Provider Solutions; J’non Griffin and Christine Lang, SimiTree Healthcare Consulting; Thom Mills, Quality Home Health

**Description:**

This 3-part pre-conference will cover a Value-Based Purchasing overview, how data and analytics can guide your agency, and a provider’s experience in tackling VBP.

#### **Nationwide Rollout of Home Health Value-Based Purchasing**

The Value-Based Purchasing (VBP) Demonstration for home health was conducted in nine states and ended December 31, 2020. This presentation will review the impact of VBP on agencies in these nine states. CMS has announced that HHVBP will be implemented nationwide effective January 2023. There are some slight changes to the measures that will be utilized in the program moving forward. Statistics and experiences from the demonstration will be reviewed. We will look at what a nationwide rollout would look like and how the states that have been through the demonstration might fare as compared to states that were not in the demonstration.

#### **Analytics as Your Agency’s Nervous System**

Under the right structure and with the right focus, data can become the nervous system of your organization—assessing situations and directing reactions, especially in a PDGM/VBP world. We will present examples of common patient assessment (coding and OASIS) problems and how those problems impact payment and outcomes, benchmarks for measuring your agency’s situation and performance, and a blueprint for using data to prioritize education and quality improvement activities based on the areas of most need and greatest impact.

- Explain the relationship between coding/OASIS accuracy, payment, and quality outcomes/VBP success
- Assess organizational performance data and OASIS scores relative to Illinois benchmarks
- Identify relevant measures and stratifications for analyzing payment and outcomes
- Create a plan for capturing and monitoring critical metrics, assessing performance, and prioritizing future efforts

### **Provider Experience with VBP**

In this session, we will briefly review homecare past, present, future and beyond reimbursement. We will talk about acronyms such as QAPI, OBQI, VBP, because you know we need more acronyms. What is HHCAPHS and why is it so long? We will explore why all this is extremely important in preparing for VBP. We will share the challenges of a new program, our outcomes and staff education. One only knows we all desire more classroom time. We will put on our VBP toolbelt and discuss engaging the staff. We will wrap up with training treats (my favorite).

### **Bios:**

**Melinda A. Gaboury**, with more than 29 years in home care, has over 20 years of executive speaking and educating experience, including extensive day to day interaction with home care and hospice professionals. She routinely conducts Home Care and Hospice Reimbursement Workshops and speaks at state association meetings throughout the country. Melinda has profound experience in Medicare PDGM training, billing, collections, case-mix calculations, chart reviews and due diligence. UPIC, RA, ADR & TPE appeals with all Medicare MACs have become the forefront of Melinda's current impact on the industry. She is currently serving on the NAHC/HHFMA Advisory Board and Work Group and is Treasurer on the Home Care Association of Florida Board of Directors. Melinda is also the author of the Home Health OASIS Guide to OASIS-D1.

**J'non Griffin, RN, MHA, HCS-D, HCS-H, COS-C, HCS-C**, J'non launched her own outsourcing and coding company, Home Health Solutions LLC, in 2012. It was named by Inc. magazine as one of the fastest growing companies in the nation in 2017, 2018 and 2019 before merging with Simone Healthcare Consultants in 2020. When Simone merged with BlackTree in 2021, J'non took the helm of SimiTree's new coding division as a director.

J'non Griffin is a registered nurse with 30+ years of clinical and leadership experience as a field nurse, agency director, regional director, executive and consultant for home health and hospice agencies. She is an accredited ACHC and CHAP consultant and a AHIMA-approved ICD-10-CM trainer/ambassador with certifications in home care coding (HCS-D), OASIS competency (COS-C), hospice coding (HCS-H) and home care compliance (HCS-C). A frequent national speaker, she is a collaborator for Decision Health's The Diagnosis Coding Pro, has published several manuals and assisted with online coding/OASIS instruction modules. J'non earned a master's degree in health care administration in 2005.

**Christine Lang** has more than 20 years' experience in post-acute care data analysis. She works on applications to drive analysis, care and utilization management, performance improvement, and strategic planning for home health and hospice agencies, as well as on client-specific research and reporting to solve real-world, immediate-need problems. She has presented to numerous state, regional, and national audiences on using data to drive organizational performance, particularly related value-base purchasing, payment reform, financial management, strategic growth, patient experience, and quality outcomes. She has an undergraduate degree in political science and math, and an MBA from the University of Washington.

### **Thom Mills**

Thom has been the administrator of Quality Home Health, since 2004. Thom also has a homecare and hospice consulting company he has been with since 1986, working with healthcare partners on vision, strategies and operational planning/forecasting. He is the current President of the Tennessee Association of Home Care. He has served on the TN HS&DA (Health Services & Development Agency) for 6 years. This board governs all the CON's (Certificate of Need) for most all healthcare businesses in the state of Tennessee. He has spoken at NAHC and several home health associations across the country.

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## **Wednesday, April 6**

### **WE02 – Opening Keynote**

**Time:** 9:00 AM-10:15 AM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Bill Dombi, President and CEO, *National Association of Home Care and Hospice*

**Description:** William Dombi, NAHC President, will present an update on federal issues concerning home care and hospice. His discussion will include extensive thoughts on the future of home health and hospice in the midst of significant changes. This session brings Washington to the stage with up-to-the minute details on the legislative, regulatory and legal matters that impact home care and hospice.

**Objectives:** Upon completion of this session, participants will be able to:

1. Identify trends in health care affecting home care and hospice
2. Recognize current federal legislative issues involving home care and hospice

3. Recognize current federal regulatory issues involving home care and hospice
4. Identify legal issues in home care and hospice

**Bio:**

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

In addition to litigation, Bill offers extensive community and professional educational services through lectures, publications, teleconferences, and videos. He is the Editor and lead author of *Home Care & Hospice Law: A Handbook for Executives*, the only comprehensive legal treatise on the topic. His lectures include market trends in home care, compliance, risk management, patient rights, fraud and abuse, health care reimbursement, legislative and regulatory reforms, and legal issues in telehealth services.

Bill Dombi is admitted to practice in Connecticut and Washington, DC. He is also admitted to numerous federal courts including, the US Supreme Court and several Court of Appeals. He has served on the Advisory Board for BNA's Health Law Report and Medicare Report. Bill also is a longstanding member of the American Health Lawyers Association and the American Bar Association.

**WE03 – Workforce Panel**

**Time:** 10:30 AM-11:30 AM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speakers:** Mike Carr, *Axxess*; Bill Dombi, *NAHC*; Sheila Guither MSN RN, *CWOCN, COS-C, OSF Home Care Services*; Linda B. Roberts, MSN, RN, *Illinois Nursing Workforce Center, IDFP/Division of Professional Regulation*;

**Description:** It is no secret that workforce is the number one challenge for home care and hospice agencies today. During this panel presentation we will hear from state and national leaders about the state of workforce and the myriad of ways this problem is being addressed - from introducing home care curriculum to nursing schools to utilizing technology to free up clinician time, and everything in between.

**Objectives:**

1. Understand workforce challenges in home care and nursing in Illinois and nation-wide.
2. Identify ways organizations are working to remedy workforce issues.
3. Understand resources available to agencies to help alleviate workforce issues.

**Bios:**

**Mike Carr** is the Senior Product Manager for our Axxess Certification product. His clinical expertise and industry knowledge has been critical to the development and implementation of the Axxess Certification program. Mike joined Axxess in 2018 through the acquisition of Home Health Gold. Mike had worked directly for Home Health Gold for more than a decade where he served in a variety of roles, including business development, sales, product enhancement, implementation, and clinical training. Mike has been intimately involved in the design, development, and creation of Axxess Certification and now oversees an international team of engineers and support personnel.

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

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Bill Dombi is admitted to practice in Connecticut and Washington, DC. He is also admitted to numerous federal courts including, the US Supreme Court and several Court of Appeals. He has served on the Advisory Board for BNA's Health Law Report and Medicare Report. Bill also is a longstanding member of the American Health Lawyers Association and the American Bar Association.

**Sheila Guither** is the Manager of Clinical Practice and Staff Development at OSF Home Care Services. Sheila has worked in Home Care for 21 years and previously has held positions as Case Manager, WOCN, WOCN Supervisor and Manager of Practice Integration. Sheila has a BSN in Nursing from Mennonite College of Nursing, Bloomington and a MSN in Nursing-Educator from Saint Francis College of Nursing, Peoria.

**Linda B. Roberts** is the IDFPR/Illinois Nursing Workforce Center Manager. She has an extensive background working in collaboration with state and national organizations focusing on the nursing workforce pipeline. Linda has held leadership positions in local, regional and national nursing organizations. She is a past member of the IDFPR Board of Nursing (2006-2008), past president of the Illinois Nurse Association (1997), Committee on Graduates of Foreign Nursing Schools/CGFNS (1999) and the ANA Cabinet on Practice (1994-1997). She completed her BSN at the University of Illinois Chicago College of Nursing, in 1978, her MSN at the Marcella Niehoff School of Nursing, Loyola University of Chicago in 1983. Linda has been the Nursing Workforce Center Manager since 2008.

### **WEQH2– Quick Hits - Utilizing a Strong Niche Network to Grow Business**

**Time:** 12:05 PM-12:25 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Andy Clark, *Worthy Insurance Group*

**Description:**

What are some headaches your clients have that you can help them solve? Value ad opportunities can position you as a valuable asset to you clients.

## WEQH1– Quick Hits - Caregivers, Compliance, and Connectivity Home Care Payroll and HR in 2022

**Time:** 12:35 PM-12:55 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Mike Seamon, *Viventium*

### **Description:**

The presentation will discuss how an HR and Payroll system can do more for your agency, helping with top industry challenges such finding and retaining caregivers, the, ever-changing world of compliance, integrations with other your other software systems.

## WE11 – Spill Less to Live Well

**Time:** 1:00 PM-2:15 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Virginia Bowen DPT, AdvocateAurora at Home

### **Description:**

Falls are not a normal part of aging—they can be prevented. Many people who fall, even if they're not injured, become afraid of falling causing a person to cut down on their everyday activities. Less activity leads to weakness and this increases their chances of falling. A fall impacts a patient's level of independence and autonomy and can cause a financial burden. Fall prevention strategies can simultaneously address multiple fall risk factors and can lead to cost-effective, sustainable patient outcomes. This insightful and innovative program will enhance traditional fall prevention thinking into a more holistic approach encompassing multiple aspects of fall prevention.

### **Objectives:**

1. Identify patient who are at a falls risk using STEADI screening questions
2. Determine the perceived self-efficacy of falling including the following categories: Pre-fall, Near-fall, Fall-landing, and Completed fall.
3. Ability to perform a multifactorial falls assessment on an at risk patient using a holistic approach
4. Determine need for referral (MSW, OT, PT, SN, SLP) to implement an integrated fall prevention program

### **Bio:**

Virginia Bowen has over 25 years of home health experience and has held the following positions: physical therapy case manager, physical therapy supervisor, clinical manager and rehab education coordinator. She teaches courses for new hire onboarding for OASIS and therapy. She has been part of developing and teaching about the following programs/subjects: pharmacology, lab values, TKR treatment updates, preventing rehospitalization in patients with chronic disease and Standing Strong fall prevention. She received her DPT in 2019 and is OASIS-C certified.

**WE12 – Getting a Clean OASIS: Balancing Speed and Accuracy**

**Time:** 1:00 PM-2:15 PM

**Audience:** HH, Therapy

**Speaker:** Cindy Krafft, *Kornetti & Krafft Health Care Solutions*

**Description:**

The ability to get a “clean” OASIS out the door in a timely manner has been an ongoing challenge to the home health industry. The resources consumed by the QA process can be a financial strain on the organization which has become even more of an issue in the PDGM environment. Focusing almost exclusively on the QA process in order to speed up the process will produce limited results and may actually drive up costs. This session will address the three pillars that impact achievement of a “clean” OASIS:

- Information collection by Intake
- Data Collection by Clinicians
- Accountability of Clinicians and QA

**Objectives:**

1. Discuss the impact of Intake on OASIS accuracy and timeliness
2. Examine the impact of clinician engagement on OASIS accuracy and timeliness
3. Explore the impact of the quality review process on OASIS accuracy and timeliness.

**Bio:**

Cindy Krafft PT, MS, HCS-O brings more than 20 years of home health expertise that ranges from direct patient care to operational / management issues as well as a passion for understanding regulations. She is a nationally recognized educator in the areas of documentation, regulation, therapy utilization and OASIS. She currently serves on multiple Technical Expert Panels with CMS Contractors working on clinical and payment reforms.

Cindy is on the editorial board of Home Healthcare Now and a frequently sought out expert contributor for other home health publications. She has written 3 books – The How-to Guide to Therapy Documentation, An Interdisciplinary Approach to Home Care and the Handbook to Home Health Therapy Documentation – and co-authored her fourth, The Post-Acute Care Guide to Maintenance Therapy with her business partner Diana Kornetti PT, MA, HCS-D.

### **WE13 – Home Health Billing and Revenue Cycle Best Practices**

**Time:** 1:00 PM-2:15 PM

**Audience:** HH, Therapy

**Speaker:** M. Aaron Little, BKD, LLP

#### **Description:**

The home health revenue cycle has undergone tremendous change since 2020 and the implementation of the Medicare Notice of Admission (NOA) billing requirement will bring even more change in 2022. This session will provide attendees with the latest updates on billing and revenue cycle best practices related to PDGM, including NOAs, Review Choice Demonstration, and other updates on billing requirements and compliance activities. Additionally, this session will examine the influence of the national expansion of Value Based Purchasing on payment and revenue cycle.

#### **Objectives:**

1. To empower attendees with the most current available facts related to PDGM billing and payment updates, including NOAs.
2. To provide attendees with the latest strategies for successfully navigating cash flow through RCD.
3. To prepare attendees for what to expect with the national expansion of VBP.

#### **Bio:**

A leading national home care and hospice consultant, **Aaron Little** is a CPA with nearly 25 years of experience with BKD, LLP. He routinely performs general financial and operational consulting services for home care and hospice organizations, including operations and compliance assessments, benchmarking, and Medicare cost report preparation. He also oversees the operations of BKD's revenue cycle services, which manages the revenue cycle operations for more than 100 home care, hospice, and senior living organizations. He serves on the Palmetto GBA Provider Outreach and Education Advisory Group and 16-State Home Health and Hospice Coalition.

## **WE14 – Attributes of a Strong Health Literate Organization**

**Time:** 1:00 PM-2:15 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Lisa Selman-Holman JD, BSN, RN, Sherri Parson RN, HCS-D, HCS-O, COS-C, HSC-H, McBee

### **Description:**

9 out of 10 patients are Health illiterate. What if your agency changed its mindset and approach to make the complex simple? Or at least simple to understand. Not only can we affect a positive outcome for our patients, but our agencies as well. Could this simple truth take your agency to the next level in VBP? Join us as we explore ways to approach Health Literacy and other SDoH to have the innovation and change we need to be a cut above the rest!

### **Objectives:**

1. Discuss reports to Congress on Health Literacy, SDoH and VBP
2. Evaluate key areas your agency needs to improve related to Health Literacy
3. Identify resources and tools to promote a strong health literate organization at all levels.

### **Bios:**

**Lisa Selman-Holman** JD, BSN, RN, Vice President of Quality & Education at McBee, brings more than 35 years of experience in the home health & hospice industry, specializing in regulatory compliance, both as an RN and a home care attorney. Lisa founded Selman-Holman & Associates and CoDR (Coding Done Right), a coding outsource and audit company in 2004. Lisa has a wide range of regulatory experience in home health and has served on numerous committees and task forces. Selman-Holman was recently acquired by McBee in July 2021. In her role as VP of Education and Quality, Lisa leads the quality audit team to ensure the highest-level of accuracy in coding and clinical documentation internally at McBee and externally for clients nationwide. She will expand McBee's educational offerings, including live events and on-demand online trainings through the McBee Post-Acute Academy.

**Sherri Parson** RN, HCS-D, HCS-O, COS-C, BCHH-C, HSC-H brings more than 25 years of healthcare experience to her role as Post-Acute Education Senior Manager at McBee. Sherri has been an in-home provider of skilled-nursing services, as well as developing expertise in quality assurance, diagnosis coding, OASIS review and regulatory compliance. In addition to providing staff and client training and education, other accomplishments include serving as an adjunct professor and developer of a college Home Health Coding Course. Sherri has authored numerous articles and is frequently sought after for her expertise by publications. Sherri currently serves on the AHCC's Board of Medical Specialty Coding and Compliance Certification HCS-H Committee.

## **WE21 – Case Management Under PDGM**

**Time:** 2:30 PM-3:45 PM

**Audience:** HH, Therapy

**Speaker:** J'non Griffin, RN MHA, Principal, SimiTree

### **Description:**

This session will describe components of a Case Management Model designed to manage caseloads, reduce chaos, optimize patient and staff satisfaction, and improve quality metrics. Balancing patient volume with staffing capacity is a challenge. Implementing this model helps to manage patient volumes by utilizing a mix of visiting and virtual case management teams to oversee patient care.

### **Objectives:**

1. Attendees will understand Home Health Best Practice Case Management Model components and how to implement in their organization.
2. Attendees will understand how Home Health Best Practice Case Management Model implementation can impact organizational metrics.

### **Bio:**

**J'non Griffin** is a 32 year veteran of home care as an RN. She received her Master's Degree in Health Care Administration in 2005. She has experience as a field nurse, director and executive with home health and hospice agencies, both large and small. She has served as Director of Staff Development and Appeals for home health and hospice agencies. She has taken part in mock surveys for agencies, and prepared agencies for accreditation. She has been directly involved in accreditation surveys, acquisitions and many regulatory crises with state survey agencies and the intermediary. As Regional Director of Operations for a home care company, J'non was ultimately responsible for the operations of several branch agencies. She completed billing audits, supervised personnel, handled employment issues and trained managers. Part of her responsibilities have included risk management, acting as Compliance Officer, development of policies and forms, survey compliance, appeals of Medicare denials, writing Corrective Action Plans, start-ups of parent and branch agencies, consulting with agencies on a variety of subjects and education of staff. J'non is certified as a Homecare Coding Specialist-Diagnosis (HCS-D), Certified in OASIS competency, COS-C, Certified in Homecare Coding Specialist-Hospice (HCS-H), Home Care Specialist-Compliance (HCS-C) and is an AHIMA approved ICD-10-CM trainer/ambassador. J'non is an accredited ACHC and CHAP consultant. J'non is also on the board of Home Care Directions, and is a frequent contributor, along with an expert on HcPro's Ask an Expert Panel. She has also been a frequent contributor to the Decision Health Publication, The Diagnosis Coding Pro, Published several manuals, and assisted with composition of several online modules for coding and OASIS instruction. She has presented several webinars, and has been a nationally recognized speaker on a variety of subjects.

## **WE22 – Using M1033 Risk for Hospitalization to Drive your Plan of Care and Improve Outcomes**

**Time:** 2:30 PM-3:45 PM

**Audience:** HH, Therapy

**Speaker:** Sherri Parson RN, HCS-D, HCS-O, COS-C, BCHH-C, HSC-H, *McBee*

### **Description:**

The implementation of PDGM has brought to light the importance of OASIS item M1033 Risk for Hospitalization. Not only is M1033 a key determinant of functional impairment level and therefore reimbursement, but it can also help guide your agency to improved outcomes. The main goals of home care are to help patients improve function, live more independently, and avoid hospitalization. Proper completion of M1033 will help agencies to identify the patient's deficiencies and needs. Once those deficiencies are identified you can create a comprehensive plan of care with interventions to address those needs and improve patient outcomes.

### **Objectives:**

1. Discuss M1033 Risk for Hospitalization Item Intent
2. Identify Tips for a team approach for proper completion
3. Define specific interventions to utilize based on M1033 responses
4. Discuss the potential impact utilizing this care planning approach will have on outcomes

### **Bio:**

**Sherri Parson** RN, HCS-D, HCS-O, COS-C, BCHH-C, HSC-H brings more than 25 years of healthcare experience to her role as Post-Acute Education Senior Manager at McBee. Sherri has been an in-home provider of skilled-nursing services, as well as developing expertise in quality assurance, diagnosis coding, OASIS review and regulatory compliance. In addition to providing staff and client training and education, other accomplishments include serving as an adjunct professor and developer of a college Home Health Coding Course. Sherri has authored numerous articles and is frequently sought after for her expertise by publications. Sherri currently serves on the AHCC's Board of Medical Specialty Coding and Compliance Certification HCS-H Committee.

## **WE23 – Leveraging Technology for Recruitment and Retention**

**Time:** 2:30 PM-3:45 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Mike Carr PT COS-C, *Axxess*

**Description:** In this interactive session, you will learn how technology can help gather data, streamline processes, improve compliance, connect clinicians with colleagues and patients, and help alleviate your staffing challenges.

**Objectives:**

1. Understand the perfect storm of aging demographics and the evolving workforce
2. Learn the value of transferable skills and remote onboarding for long-lasting recruitment and retention
3. Define strategies to motivate your healthcare workforce in a remote-first world, now and into the future
4. Explore technology advancements for HR, staffing, recruitment, training, onboarding and virtual care

**Bio:**

**Mike Carr** is the Senior Product Manager for our Axxess Certification product. His clinical expertise and industry knowledge has been critical to the development and implementation of the Axxess Certification program. Mike joined Axxess in 2018 through the acquisition of Home Health Gold. Mike had worked directly for Home Health Gold for more than a decade where he served in a variety of roles, including business development, sales, product enhancement, implementation, and clinical training. Mike has been intimately involved in the design, development, and creation of Axxess Certification and now oversees an international team of engineers and support personnel.

**WE24 – Depression and Anxiety Disorders-What We Know and Keys to Managing the Patient at Home**

**Time:** 2:30 PM-3:45 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Katherine Vanderhorst, C&V Senior Care

**Description:**

The CDC long-term study found that 37.9% of Home Health agency claims had a diagnosis of depression on them. Anxiety is known to co-exist at rates of up to 50% in people who have depression. Both these diagnoses coexist with numerous co-morbidities and are often the common factor related to hospital readmissions. Learn about depression and anxiety in the elderly and strategies to manage patients with these disorders at home.

**Objectives:**

1. Discuss the occurrence of depression and anxiety in the elderly.

2. Define depression and anxiety diagnoses.
3. Identify the co-occurrence of depression and anxiety with the leading medical co-morbidities.
4. Assess depression & anxiety in the homebound elderly.
5. Describe behaviors that decrease depression and anxiety.
6. State patient goals for an episode.

**Bio:**

Katherine Vanderhorst is the President and co-founder of C&V Senior Care Specialists Inc. Katherine is a board-certified psychiatric nurse with 30+ years of clinical experience in Behavioral Health Care and Alzheimer's Care and is a Certified Care Manager. She has been working in the Post-Acute care arena specifically in-Home Care and Home Health since 1995. She has published two studies on the effectiveness of behavioral health home care. In her 15 years, with a National Home Care Provider she developed Behavioral Health Home Care Programs for Seniors, Adults and Children as well as Alzheimer's and Related Dementias Programs.

She is the co-developer of both The Road to Wholeness Behavioral Health and Becoming an Alzheimer's Whisperer Programs with Dr. Verna Carson.

She has written three books (Becoming an Alzheimer's Whisperer: A Resource Guide for Families (Vol 1 and 2) and Care Giving for Alzheimer's disease: A Compassionate Guide for Clinicians and Loved Ones) for family and professional caregivers with Dr. Verna Carson as well as numerous articles.

Katherine is deeply passionate about the elderly with Mental Health and Cognitive Issues being able to receive the highest level of care at the least restrictive level of care

**WE31 – Home Care's Monoclonal Antibody Administration**

**Time:** 4:15 PM-5:30 PM

**Audience:** HH

**Speaker:** Cheryl Adams RN, BSN, MBA, *At-Home Health Care of Sparta Community Hospital*

**Description:**

Utilizing home care for the administration of Monoclonal Antibodies.

**Objectives:**

1. Describe the use of monoclonal antibodies for Covid 19 patients and exposures
2. Describe the Criteria for administration
3. Setting up mAB program for your agency.

**Bio:**

Cheryl Adams RN, BSN, MBA with 43 years of clinical nursing and healthcare executive experience. Cheryl has been the administrator of At-Home Health Care of Sparta Community Hospital since its inception in 1996. Cheryl is responsible for developing, implementing and sustaining the business plan for the hospital based home health agency known as At-Home Health Care.

### **WE32 – Improving Revenue Accuracy by Improving Coding**

**Time:** 4:15 PM-5:30 PM

**Audience:** HH

**Speaker:** M. Aaron Little, BKD, LLP; Lisa McLammy BSN, RN, COS-C, HCS-D, MAC Legacy

#### **Description:**

Improving home health coding practices can have a significant impact on quality reporting and revenue accuracy. Yet, often there is a knowledge gap between clinicians and financial managers to measure the impact and understand the significance of everyday clinical documentation scenarios that drive quality reporting and financial results.

This session will explore various coding scenarios and resulting financial impact to deepen participants' understanding of how to adopt best practices in documentation and process to drive coding and resulting financial accuracy.

#### **Objectives:**

1. To empower attendees to recognize typical weaknesses in coding practices that result in poor quality reporting and financial accuracy.
2. To relate common coding documentation scenarios to specific financial results.
3. To apply methods for assessing coding accuracy in relation to quality reporting and financial performance.

#### **Bios:**

A leading national home care and hospice consultant, **Aaron Little** is a CPA with over 20 years of experience with BKD, LLP. He routinely performs general financial and operational consulting services for home care and hospice organizations, including operations and compliance assessments, benchmarking, and Medicare cost report preparation. He also oversees the operations of BKD's revenue cycle services, which manages the revenue cycle operations for more than 100 home care, hospice, and senior living organizations. He also serves on the Provider Outreach and Education Advisory Group for Palmetto GBA.

**Lisa McClammy**, BSN, RN, COS-C, HCS-D has more than 24 years of nursing experience in various areas of healthcare. She currently holds certifications in OASIS-D, and ICD 10 coding. Lisa is a Senior Clinical Education Consultant for MAC Legacy. She has presented for various state associations and well as conducted training and education on a variety of topics. Her experience as a consultant, Director of Customer Success for a Home Health Software company, and Director of Patient Care and Alternate Administrator for a home health agency give her a unique perspective and an understanding of the challenges home care agencies face.

### **WE33 – Home Health Value Based Purchasing: Where Does Stabilization Fit?**

**Time:** 4:15 PM-5:30 PM

**Audience:** HH

**Speaker:** Cindy Krafft, *Kornetti & Krafft*

#### **Description:**

Home health outcome measured have historically focused on the ability of agencies to demonstrate improvement as seen in the scores that are publicly accessible and the related stars ratings. Although there is a shift to some composite measures in the value based purchasing model, agencies continue to see improvement as a “positive” outcome and stabilization or decline as “negative”. Discussion of the model in the final rule for 2022 highlighted the importance of both maintenance therapy and nursing management and evaluation - two areas that make agencies nervous and leading to both components of the home health benefit being underutilized. This session will connect the stabilization approach to care to positive patient outcomes as home health value based purchasing continues to expand.

#### **Objectives:**

1. Briefly examine the fundamental elements of HHVBP
2. Discuss key elements of maintenance therapy and nursing M&E
3. Explore strategies for meaningful management of outcomes in home health

#### **Bio:**

Cindy Krafft PT, MS, HCS-O brings more than 20 years of home health expertise that ranges from direct patient care to operational / management issues as well as a passion for understanding regulations. She is a nationally recognized educator in the areas of documentation, regulation, therapy utilization and OASIS. She currently serves on multiple Technical Expert Panels with CMS Contractors working on clinical and payment reforms.

Cindy is on the editorial board of Home Healthcare Now and a frequently sought out expert contributor for other home health publications. She has written 3 books – The How-to Guide to Therapy Documentation, An Interdisciplinary Approach to Home Care and the Handbook to Home Health Therapy Documentation – and co-authored her fourth, The Post-Acute Care Guide to Maintenance Therapy with her business partner Diana Kornetti PT, MA, HCS-D.

### **WE34 – Bridging Lapses in Care - An Integrated Model for the Care Continuum**

**Time:** 4:15 PM-5:30 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Vincent Sanchez, Careforce Homehealth, Inc.; Yvette Kimble, *Department of Family Medicine at UI Health*

#### **Description:**

Continuity of care throughout our healthcare system is essential to support safety, ensure quality of care, decrease costs, and provide positive experiences in difficult times. However, accessing care outside of the hospital is a complex process involving multiple persons and multiple tasks across multiple organizations, thereby making continuity of care prone to problems for which single, simple solutions have yet to emerge. There are often too many gaps and pitfalls to navigate through. Strategies to support the successful bridging of these processes can be accomplished through a multitiered bridging approach involving integration and collaboration across the entire care continuum.

#### **Objectives:**

1. Identify the gaps and pitfalls in the care continuum.
2. Understand how the care continuum includes everything that happens between care visits and outside the clinical setting
3. Understand how to promote a more sustainable health care for our health systems partners

#### **Bios:**

**Vincent Sanchez** is the Director of Business Development at Careforce Homehealth and former Administrator for several home health agencies. As a first-generation Filipino American immigrant whose life was impacted early on by his mother, an oncology and home health nurse, Vincent works to serve geriatric communities and to offer a new perspective of authentic aging for everyone. Through home care, Vincent strives to share his vision of authentic aging, while empowering his peers to do the same.

**Yvette Kimble** is a nurse practitioner in the Department of Family Medicine at UI Health. Ms. Kimble specializes in home health visits, and her areas of interest include geriatric care and wound care. Her practice focuses on health promotion and maintenance, and she values patient input in their plan of care.

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## Thursday, April 7

### **TH02 – Hot Topics**

**Time:** 8:30 AM-9:30 AM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speaker:** Liz Vogt, *Illinois HomeCare & Hospice Council*; Jess Stover, SimiTree Healthcare Consulting, LLC

#### **Description:**

Liz Vogt and Jess Stover are here to bring clarity to what may appear fuzzy. Join them for Hot Topics, IHHC's annual, can't-miss session outlining all things regulatory and reimbursement for the coming year. Home health, hospice and private duty providers will hear about both federal and state actions ranging from PDGM and RCD to COVID-19 Waivers and the minimum wage-- and everything in between.

1. Identify recent and planned regulatory and reimbursement changes impacting agencies in Illinois
2. Identify ways agencies can comply with new and updated regulations
3. Identify how IHHC advocates for its members on regulatory matters impacting care at home

#### **Bios:**

**Jess Stover** has a Bachelor of Science degree in Health Policy and Administration from Penn State University.

Ms. Stover's work at SimiTree has focused on revenue cycle work and operational assessments with emphasis on project management and leadership surrounding accounts receivable reductions, revenue cycle redesigns, system implementation direction, compliance reviews, and audits for home health and hospice agencies. Ms. Stover has worked extensively within the revenue cycle departments in home health and hospice organizations across the country in leadership roles including director of revenue cycle and project manager for system implementation.

Jess is married to James and resides in Coopersburg, PA. Jess and her family started contributing to the Alzheimer's Association annually to support further research and development for this association to find a cure. When Jess is not working her and her husband like to travel as much as possible. They love exploring a new place and culture together. She also likes to cook and trying new recipes.

**Liz Vogt** leads IHHC's government and regulatory affairs activities where she constantly focuses on ways to amplify IHHC's voice in policy-making arenas. She is a skilled researcher and relationship-builder; members trust her expert analysis and ability to develop and execute strategic action plans to advance their interests. Liz joined IHHC in June 2018, after six years in Illinois state government and three years directing the policy & advocacy efforts of a surgical society. She earned a BA from Southern Illinois University Edwardsville and holds an MA in Political Science from the University of Illinois at Springfield. Liz lives in Petersburg with her husband, Brian, and 5-year old daughter, Evelyn.

### **TH11 – Alternative Care Strategies to Maximize Efficiency**

**Time:** 10:00 AM-11:15 AM

**Audience:** HH, Hospice, Therapy

**Speaker:** Sheila Guither MSN RN CWOCN, *OSF Healthcare*

#### **Description:**

This session will describe alternative strategies to maximize care efficiency in the Home Health and Hospice care setting. Enhancing the care team with non-traditional team members, such as RTs, Dietitians, Pharmacists and Phlebotomists, allows organizations to stretch their scarce nursing resources and enables all team members to practice at the top of their license. Implementing processes such as video visits, electronic communication, and virtual case management can also increase patient contact without increasing visit frequency

#### **Objectives:**

1. Attendees will understand how virtual connections can be utilized to increase patient contact without increasing visit frequency.
2. Attendees will understand how non-traditional care team members can be utilized to extend the Home Health and Hospice care team.

#### **Bio:**

**Sheila Guither** is the Manager of Clinical Practice and Staff Development at OSF Home Care Services. Sheila has worked in Home Care for 21 years and previously has held positions as Case Manager, WOCN, WOCN Supervisor and Manager of Practice Integration. Sheila has a BSN in Nursing from Mennonite

College of Nursing, Bloomington and a MSN in Nursing-Educator from Saint Francis College of Nursing, Peoria.

### **TH12 – Why you need to hardwire PDGM Value Operations for Future Success**

**Time:** 10:00 AM-11:15 AM

**Audience:** HH, Therapy

**Speaker:** Kimberly McCormick, Home Health Strategic Management (HHSM)

#### **Description:**

Prior to the pandemic, most PDGM education focused on billing or coding, with little attention to operational and care delivery requirements. As a result, many HH clinicians don't understand exactly how PDGM works, the Value-based care changes, and how traditional homecare practices compromise clinical and fiscal outcomes. Many HH episodes deliver pre-2020 levels of care, with PDGM operational requirements un-addressed. This presentation addresses areas that directly affect quality outcomes under PDGM, from both a front-line delivery and in-office managerial aspect. Hardwire for tangible results, drive costs down and fiscal margins up, while achieving 5 Star Ratings with single digit readmissions.

#### **Objectives:**

1. Identify areas of PDGM programming that require hardwire changes compared to the PPS era
2. Outline successful changes to legacy HH Operations for PDGM success
3. Present how PDGM hardwired operations prepares HH Providers for future Impact Act changes
4. Provide Case Studies of rewired PDGM HH Outcomes

#### **Bio:**

**Kimberly McCormick**, RN/BSN, a highly accomplished nurse consultant in the Home Health industry, is Executive Clinical Director for Home Health Strategic Management. Her 24 years' experience in Home Health, 8 spent as Administrator of a Home Health Agency, has given her the experience and knowledge to provide unrivaled insight into the homecare arena. Kimberly has established herself as an expert in the area of Utilization Management of Home Health services.

### **TH13 – Achieving Success during VBP Pre-Implementation with Clinical Operational Best Practices**

**Time:** 10:00 AM-11:15 AM

**Audience:** HH, Therapy

**Speaker:** Mike Carr PT COS-C, Andrew Awoniyi, Axxess

**Description:**

Under the Final Rule policies, CMS will assess achievement or improvement of performance based on designated quality measures and home health providers will compete nationally in their applicable size cohort, smaller-volume providers or larger-volume providers. Financial Success starts with clinical and operational best practices. In order to ensure that agencies do not incur a negative revenue adjustment, CMS has granted a one-year pre-implementation phase for Value Based Purchasing. Organizations should use this year to focus on quality value-based performance metrics that will ensure success under the new revenue adjustment model. Having a quality plan that addresses both outcome and process measures as well as patient satisfaction is the foundation to success under VBP. This presentation is a must for all areas of home health to include financial managers, clinical staff and operational leaders as they learn the value of collaboration and team metrics while exploring the details of Value Based Purchasing. Participants will walk away with a foundational knowledge of VBP and practical solutions to implement in their organizations.

**Objectives:**

1. Understand the key components of value based purchasing to include OASIS Measures, HHCAPS Measures, and Total Performance Scoring as it relates to the expanded value base purchasing model.
2. Explore best practice guidelines to ensure patient engagement and satisfaction to ensure VBP success scoring.
3. Navigate the complexities of OASIS scoring to understand the impact of training and education to achieve VBP success.
4. Understand the Development of a Quality VBP Quality Plan.

**Bios:**

**Mike Carr** is the Senior Product Manager for our Axxess Certification product. His clinical expertise and industry knowledge has been critical to the development and implementation of the Axxess Certification program. Mike joined Axxess in 2018 through the acquisition of Home Health Gold. Mike had worked directly for Home Health Gold for more than a decade where he served in a variety of roles, including business development, sales, product enhancement, implementation, and clinical training. Mike has been intimately involved in the design, development, and creation of Axxess Certification and now oversees an international team of engineers and support personnel.

**Andrew Awoniyi** is the Director of Patient Engagement and Clinical Education for Axxess. In this role, Andrew is responsible for providing industry thought leadership and the strategic direction and delivery of AxxessCAHPS, a patient engagement solution aimed at improving client organization's patient survey and quality ratings. Prior to joining Axxess in 2014, Andrew accumulated more than 25 years of

experience designing, building, testing, implementing and evaluating various aspects of electronic health records across various clinical settings.

### **TH14 – Leading in Times of Transition**

**Time:** 10:00 AM-11:15 AM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speakers:** Melynda Lee, SimiTree Healthcare Consulting, LLC

#### **Description:**

Hear from industry experts on effective strategies and options for workforce leadership planning and performance during times of transition and uncertainty in a shifting marketplace. This interactive workshop will guide you to harness the power of your team's talent to maximize and sustain peak performance.

#### **Objectives:**

1. Optimize your leadership team's effectiveness to steer your organization using True Colors® methodology to identify the unique contributions and communication styles of you and your team.
2. Recognize the gaps and opportunities to recruit and retain the best.
3. Apply the best practices for succession planning to ensure your organization is positioned for the future.

#### **Bios:**

**Melynda Lee, MBA**, has been with SimiTree for six years, and is a nationally recognized expert in home and community-based (HCBS) leadership development, strategic growth, and learning strategy, as well as communications and public relations. Melynda previously served as a hospice and home care executive in Florida and Georgia for 8 years, and is a former board member and education committee member for the Georgia Hospice and Palliative Care Organization. She is a co-founder of the Greater Atlanta Hospice-Veteran Partnership. Melynda is an expert trainer of HCBS professionals, and frequently serves as faculty at state and national association conferences, including NAHC and NHPCO.

Melynda earned an MBA from Webster University, where she expects to also earn an MA in HR Development in 2022. She completed the Management Development Program at Northwestern University, Kellogg School of Management, the Executive Development Program of the American College of Healthcare Executives, and the Executive Development Program at the American Press Institute.

## **TH21 – OASIS E**

**Time:** 11:30 AM-12:45 PM

**Audience:** HH, Therapy

**Speaker:** J'non Griffin, SimiTree Healthcare Consulting, LLC

**Description:** One of the biggest OASIS changes we have had is coming soon to your agency! Start introducing the importance of OASIS E, and how it is essential to understand the changes and how it will impact value-based purchasing. Prepare your clinicians in the new behavioral health screening tools, transfer of health information, among many more things! Join us in this interactive session to understand what needs to happen sooner than later at your agency.

### **Objectives:**

1. The learner will be able to identify the differences in OASIS D1 and OASIS E
2. The learner will be able to identify processes needed to be in place prior to implementation.
3. The learner will be able to identify an education plan implementation for the agency

### **Bio:**

**J'non Griffin** is a 32 year veteran of home care as an RN. She received her Master's Degree in Health Care Administration in 2005. She has experience as a field nurse, director and executive with home health and hospice agencies, both large and small. She has served as Director of Staff Development and Appeals for home health and hospice agencies. She has taken part in mock surveys for agencies, and prepared agencies for accreditation. She has been directly involved in accreditation surveys, acquisitions and many regulatory crises with state survey agencies and the intermediary. As Regional Director of Operations for a home care company, J'non was ultimately responsible for the operations of several branch agencies. She completed billing audits, supervised personnel, handled employment issues and trained managers. Part of her responsibilities have included risk management, acting as Compliance Officer, development of policies and forms, survey compliance, appeals of Medicare denials, writing Corrective Action Plans, start-ups of parent and branch agencies, consulting with agencies on a variety of subjects and education of staff. J'non is certified as a Homecare Coding Specialist-Diagnosis (HCS-D), Certified in OASIS competency, COS-C, Certified in Homecare Coding Specialist-Hospice (HCS-H), Home Care Specialist-Compliance (HCS-C) and is an AHIMA approved ICD-10-CM trainer/ambassador. J'non is an accredited ACHC and CHAP consultant. J'non is also on the board of Home Care Directions, and is a frequent contributor, along with an expert on HcPro's Ask an Expert Panel. She has also been a frequent contributor to the Decision Health Publication, The Diagnosis Coding Pro, Published several manuals, and assisted with composition of several online modules for coding and OASIS instruction. She has presented several webinars, and has been a nationally recognized speaker on a variety of subjects.

## **TH22 – Home Health Statistics and the Medicare Cost Report 1728-20**

**Time:** 11:30 AM-12:45 PM

**Audience:** HH, Therapy

**Speakers:** Scott Manson CPA, CGMA, CMA and Donna Zoellick, *Marcum LLP*

### **Description:**

The Centers for Medicare and Medicaid Services (CMS) recently updated the Medicare cost report to form 1728-20. In this educational session, we will look at some of the changes made to the cost report form, including average hourly wages for employee and contract staff. For most agencies, 2020 was the first year information was reported using the new cost report form. This presentation will use statistical information from the CMS cost report database to provide attendees with costs and averages of other agencies. The program will also include ways agencies can utilize this information for their benefit.

### **Objectives:**

1. The attendees will learn about the changes made to the Medicare cost report when it was updated in 2020.
2. The attendees will receive statistical information from the 2020 Medicare cost reports filed with CMS.
3. The attendees will learn how to apply the Medicare cost report statistics to their own agency.

### **Bios:**

**Scott Manson** is a managing director in the Firm's Advisory Services Division and a member of the Healthcare Industry Practice Group. Mr. Manson has over 20 years of experience providing healthcare consulting, accounting and assurance services to small growth, mid-size, and national organizations that are public and privately held for profit, not-for-profit, and county owned. He works with many healthcare providers including skilled nursing facilities, home health agencies, hospices, and health centers, among others.

Mr. Manson uses his extensive experience to review and prepare Medicare and Medicaid cost reports, assist providers with state and federal audits, guide businesses as they start up, and advise on billing and reimbursement issues. His services also include financial statement reviews and compilations, forecasts and projections, agreed upon procedures, comparison of revenues and expenses with industry averages, operational analysis and budgeting assistance, and general financial business matters.

Mr. Manson blends his experience acquired in positions at regional and national accounting firms, corporate accounting at a national publicly held corporation, and audit experience with a government

contractor. Mr. Manson is a frequent writer and speaker on healthcare, accounting and finance topics for industry associations, financial institutions, and continuing education programs.

**Donna Zoellick** is a director and co-leader of the Firm's healthcare industry group for Illinois. She brings 16 years of experience as an auditor for a Medicare fiscal intermediary, as well as over 20 years of experience as a healthcare consultant. Her background and knowledge of Medicare and Medicaid reimbursement and regulations make her an invaluable resource to healthcare clients.

Donna's areas of expertise include Medicare and Medicaid cost reports, Medicare bad debt audits, preparation of the CMS-855 for Medicare change of ownership and revalidations, as well as, regulatory issues in the healthcare arena. Donna assists clients with navigating the ever changing and complex regulations and operational issues facing the industry.

Donna's clients include skilled nursing facilities, home health agencies, hospices and end stage renal disease facilities. Donna frequently speaks and authors articles on topics related to the healthcare industry, specifically for senior living and long-term care.

### **TH23 – Hospice Symptom Management: Suicide Ideations**

**Time:** 11:30 AM-12:45 PM

**Audience:** Hospice

**Speakers:** Dawn Futris MSHI, BSN, RN, Joshua Kaplan-Lyman AM, LCSW, and Nicole Dappert BSN, CHPN, WCC, RN, *JourneyCare*

#### **Description:**

JourneyCare completed a Suicide Rapid Improvement in 2019. In 2021, we utilized these processes as patients experienced COVID-19 related social isolation resulting in suicide ideations and chronic illness related suicide ideations. Through review of those cases, we identified opportunities to update processes, educate and train staff, and define expectations. Participants will learn about suicide risk and spectrum, understand how we utilized the Lean Process Improvement Approach to plan and update processes, and identify technological or paper resources to support these processes. While focused on Hospice, these same processes can be utilized in other care settings.

#### **Objectives:**

1. Recognize suicide risk factors and the suicide spectrum
2. Follow the Lean Process approach utilized to build and update Suicide Ideations process
3. Discover technological & paper tools to assist staff in identifying risk and developing suicide ideations interventions and plan of care

**Bios:**

**Dawn Futris** has worked in home health and hospice since 1991. She moved to quality in 2014 and has been the Quality Director at JourneyCare since 2019. Dawn led the initial Suicide Rapid Improvement Event, evaluation, and update projects.

**Joshua Kaplan-Lyman** is the Lead Social Worker at JourneyCare. Before working in hospice, he worked at the Cognitive Neurology and Alzheimer's Disease Center at Northwestern University and the Rush University Cancer Center. Joshua received his Master's Degree in Social Service Administration from the University of Chicago. He began working at JourneyCare in 2018 and became Lead Social Worker in 2021.

**Nicole Dappert** began working in hospice in 2005 as an RN. In 2015, her focus shifted to informatics helping increase efficiencies and providing data driven solutions. As the Director of Informatics at JourneyCare, she has been involved in various process improvement projects, including the Suicide Rapid Improvement Event and Anxiety PIP utilizing technology to its maximum potential allowing clinicians to focus on the patient and family.

**TH24 – Big Issues to Owning: Strategic, Ethical and Legal Ways to Expand and Grow**

**Time:** 11:30 AM-12:45 PM

**Audience:** HH, Hospice, Private Duty, Therapy

**Speakers:** David Alfini and Aimee Delaney, *Hinshaw Culbertson*; Vincent Sanchez, *Careforce Homehealth, Inc.*

**Description:**

As a business entity, Home Care, Home Health and Hospice companies are correct to be focused on expansion and growth. The balancing act is how an organization can grow and continue to offer top notch care. Hear from three experts as how to strategically grow while maintaining excellence in client service. Leading the panel is Vincent Sanchez has been a part owner of two successful Home Health agencies. His experiences growing and expanding his client base serves as an excellent roadmap for all looking to take their business to the next level.

**Objectives:**

1. Understanding the use of marketing materials and strategic focus on emerging demographics like LGBTQ elders
2. Navigating the competition with other providers and healthcare systems

3. Navigating the legal landscape when growing as an owner including staffing / labor and employment
4. Tips for maintaining care standards during the growth stages

**Bios:**

**David Alfini** is a partner at the law firm of Hinshaw & Culbertson LLP and a leader in the firm's Aging Services practice area. He focuses on the defense of clients in litigated matters as well as client facing risk management issues.

**Aimee Delaney** is a partner at the law firm of Hinshaw & Culbertson LLP and a leader in the firm's Aging Services practice area. Her practice focuses on labor and employment issues.

**Vincent Sanchez** is a partner and Director of Business Development for Careforce Homehealth. Raymond De Leon, RN, is partner and clinical manager for Careforce Homehealth. Careforce Homehealth is a boutique agency serving five counties in Chicagoland.