ADMINISTRATIVE SESSIONS
At-A-Glance Listings & Descriptions

AT-A-GLANCE

Thursday, October 4, 2012
1B. The Compliance Framework: An Elegantly Simple Path to Better Patient Care, 8:30 a.m. – 4:45 p.m.

Friday, October 5, 2012
5A. Master Speaker Session: Hospice at Risk: What Hospice Staff Need to Know and Do, 10:30 a.m. – 11:30 a.m.
6B. How to Lose a Million Dollars: A Case Study in Cost Containment, 1:45 – 3:15 p.m.
7B. Effective Privacy Law Compliance in Health Information Management, 3:45 – 5:15 p.m.

Saturday, October 6, 2012
8C. Measuring Hospice Quality: Don’t Fall Off Your Ladder!, 8:30 a.m. – 10:00 a.m.
9C. The Risk Areas—Assessing Internal Readiness, 10:15 a.m. – 11:45 a.m.

SESSION DESCRIPTIONS

Thursday, October 4, 2012
8:30 a.m. – 4:45 a.m.

1B. The Compliance Framework: An Elegantly Simple Path to Better Patient Care
Susan Balfour, RN, Partner, Hospice Fundamentals; Roseanne Berry, MSN, RN, Partner, Hospice Fundamentals, Raleigh-Durham, NC.

Do you think the only person in the hospice responsible for compliance is the compliance officer? Think again! Establishing an effective compliance framework is a cost-effective agency-wide initiative that can reap handsome rewards—improved patient care,
enhanced agency communication, effective human resource management and, last but not least, a better night’s sleep for the CEO. Regardless of your hospice’s challenge—establishing a new compliance program or reviving an existing one—this workshop provides you with the knowledge, tools and approaches that lead to success. Send a team—you will be amazed at what can happen!

Learning Objectives: At the end of this session, participants will be able to 1) identify the regulatory and investigatory bodies that impact every hospice, 2) know the OIG’s seven compliance plan elements and the OIG risk areas, 3) learn the key framework of The Path of the Prudent Hospice™, its key monitors and 4) establish a timeline for compliance.

Friday, October 5, 2012

10:30 a.m. – 11:30 a.m.

Master Speaker Session

5A. Hospice at Risk: What Hospice Staff Need to Know and Do

Holly Swiger, PhD, MPH, RN Vice President, Regulatory Initiatives, Weatherbee Associates, Murrieta, CA

Does your documentation clearly demonstrate your patient’s eligibility for hospice? Are you clear on the requirements and process you must follow to support your claims for your patients? The scrutiny in healthcare is intensifying. Audits for hospice continue to expand in number, type and frequency. In our role as hospice consultants, we are seeing a significant rise in technical denials, some of which have resulted in hospices going out of business. Come and hear about the expanding audit environment and learn the importance of sound technical and clinical eligibility so that your agency is best prepared for any audit.

1:45 p.m. – 3:15 p.m.

6B. How to Lose a Million Dollars: A Case Study in Cost Containment

Denis Viscek, MBA, Chief Financial Officer, Michelle Martinez, MBA, Controller, Michael Christman, BA, Assistant Controller, Hospice By The Bay, Larkspur, CA.

Hospices face continued rate cuts, increased regulatory controls, competition for fundraising and other threats to their long-term financial viability. This session will examine successful strategies to greatly reduce overhead and patient related costs without sacrificing the delivery of quality care.

Learning Objectives: At the end of this session, participants will be able to 1) articulate at least four reasons why cost containment is more important than ever, 2) recall the six steps to cost containment, 3) recount at least ten areas to look for potential savings, 4) recount real life examples of how implementing a cost containment approach has strengthened other hospices.
3:45 p.m. – 5:15 p.m.

7B. Effective Privacy Law Compliance in Health Information Management
Diane M. Racicot, JD, Procopio, Cory, Hargreaves & Savitch, LLP, San Diego, CA; Jean M. Piekarz, BS, RHIA, Executive Director HIM & Compliance Officer, San Diego Hospice and the Institute for Palliative Medicine, San Diego, CA.

Regulatory agency auditing and enforcement of health care provider compliance with state and federal privacy laws has increased in the last few years. Also, recent changes to state and federal privacy laws and regulations (e.g. California Medical Information Act, Health Information Portability and Accountability Act of 1996 (HIPAA) require hospice programs to re-evaluate current operational practices related to the use and disclosure of patient health information (PHI). As covered entities, hospice programs often face unique privacy compliance challenges including those involved in responses to requests and legal demands for patient medical records. Complex legal issues arise with unrepresented incapacitated hospice patients and third party record requests by asserted personal representatives of the deceased hospice patient.

Learning Objectives: At the end of this session, participants will be able to 1) learn about state and federal privacy and security laws (including proposed and recent changes) impacting hospice program health information management practices, 2) understand the hospice program’s privacy and security obligations from patient admission to the hospice program and continuing thereafter, 3) review common privacy and security scenarios encountered by hospice programs and examine legally appropriate responses to those situations, 4) learn how to verify and handle unrepresented, incapacitated patient and personal representative issues (including health care powers of attorney and advance directives).

Saturday, October 6, 2012

8:30 a.m. – 10:00 a.m.

8C. Measuring Hospice Quality: Don’t Fall Off Your Ladder!
Deborah Leyva, RN, BSN, Solutions Intelligence Consultant, Suncoast Solutions, Clearwater, FL.

Understand quality measures for hospice agencies and the tools used to collect and analyze patient data for physical, psychosocial, emotional and spiritual patient and family needs. Medical and clinical informatics quality trends that can have a positive impact on clinical improvement and agency compliance will also be discussed.

Learning Objectives: At the end of this session, participants will be able to 1) make the complex simple: learn the “language” of healthcare informatics, 2) understand how Informatics can improve Hospice Quality Assurance and Performance Improvement (QAPI) programs, 3) compare use of technology and its impact on the “human element.”
9C. The Risk Areas—Assessing Internal Readiness
Susan Balfour, RN, Partner, Hospice Fundamentals, Roseanne Berry, MSN, RN, Partner, Hospice Fundamentals, Raleigh Durham, NC.

As the list of operational risk areas grows, how does a hospice know how if its’ internal processes and practices can withstand increased scrutiny? This session provides information on the key risk areas—what the regulations say and the common vulnerabilities—and provides participants with the right questions to ask as they conduct internal analysis. Specific areas include election and certification, live discharges and care planning.

Learning Objectives: At the end of this session, participants will be able to 1) identify three high-risk areas for hospices, 2) describe five common problem-prone practices, 3) explain techniques to minimize risk, 4) list three key monitors that every hospice should have in place.