

Home Care Association of New Hampshire Webinars

Medicare for Leadership

Presented by Provider Insights (Annette Lee)

Traditionally, home health agencies move their best clinicians into leadership- but we need to arm them with the additional information and expectations of regulations. This series was developed for the leadership in your agency- including your clinical managers, Quality Improvement Directors of Nursing or Professional Services, Administrators, and anyone else who you depend on to understand how your clinical care intersects with regulations, including the Conditions of Participation, the new State Survey Protocols, and the Medicare/Medicaid payers rules. Each webinar will provide all of the information and resources from CMS to show you how to be sure you are fully prepared for, and armed with the actual regulations, for an ADR, or a State Survey, and will show you how to make them work for you in your agency.

Register for any or all in the series!

Part III: New Survey Strategies – for the Surveyor & You!

November 17, 2011 • 3:00 pm – 4:00 pm EST

Presenter: Annette Lee

The state survey protocols have been revamped- and they are more patient centered than ever before. Being more patient centered also means more attention to home visits, and your clinicians' charting. This webinar will cover the new protocols and introduce strategies on how to be prepared!

Upon completion of this course, learners will be able to:

- 1. Define the new survey protocols*
- 2. Provide strategies to prepare staff for home visits*
- 3. Discuss review of documentation*

Part IV: Survey for Leadership & Office Staff: Operations

January 12, 2012 • 3:00 pm – 4:00 pm EST

Presenter: Annette Lee

Much of today's survey protocols have multiple layers involved. When a surveyor finds a problem with a patient care issue, it could be then also cited under the umbrella of Director of Nursing, Administrator and even the Governing Body. Learn how to avoid these types of multi-level deficiencies.

Upon completion of this course, learners will be able to:

- 1. Define three areas in which where surveyors can site the clinical care, the Director, administrator*
- 2. Discuss how to avoid the most common citations*

Part V: Survey for Clinicians: from Documentation/Coordination & Home Visits

February 9, 2012 • 3:00 pm – 4:00 pm EST

Presenter: Annette Lee

Patient centered care is at the heart of your agency, and of the new survey protocols... but if the care wasn't coordinated, and documented, the job wasn't done. Learn in this webinar of some of the top findings, and how to ensure your agency takes credit for all of the care you are providing.

Upon completion of this course, learners will be able to:

- 1. Identify efficient means to provide coordination of care*
- 2. Discuss impact of coordination or lack of coordination on a survey*
- 3. Define key components of documentation*

Part VI: Survey Preparedness & Response

March 8, 2012 • 3:00 pm – 4:00 pm EST

Presenter: Annette Lee

Knowing the survey protocols is like having a test before the exam—you know what to expect! Now, how can you use that information to be sure your agency is prepared for the survey? This webinar will give you strategies that work, and hints on how to write a plan of correction if you do have any deficiencies found.

Upon completion of this course, learners will be able to:

- 1. Identify where to find the probes that state surveyors use*
- 2. Discuss strategies on how to write a plan of correction*
- 3. Identify the components for each citation in the plan of correction*

Speaker:

Annette Lee, RN, MS, COS-C, HCS-D

Ms. Lee has over 20 years of experience in home health and hospice arena. Most recently she has provided education at the Regional Home Health and Hospice Intermediary (RHHI) level. She is an expert in, and speaks nationally on, Medicare regulatory requirements, OASIS, payment and documentation. Annette has a wide array of experience that makes her accessible and a valuable resource to providers. An RN since 1990, she continued her education to obtain her Master's in Health Care Administration. Her career has had an emphasis in community health care, with positions ranging from a community case manager to the Provider Outreach and Education Coordinator at an RHHI. These experiences have made Annette an expert in both the clinical and quality medical review sides of coverage for home health and hospice, and of governmental forms and requirements such as the OASIS, HHABN and the Hospice and Home Health LCDs. As the Education Coordinator, she identified trends and problem areas for the home health and hospice community, as well as with individual providers. She teamed with providers to develop and implement a plan to assist in correcting these issues. She has presented at regional CMS meetings, NAHC and NHPCO as well as many state association meetings. Annette's focus is on developing and implementing educational programs to improve the provider's knowledge of—and ability to comply with—the conditions of participation and Medicare fiscal intermediary requirements. She is skilled at working with providers to identify problems, improve operational practices, and to provide documentation to support compliance. She assists clients with the evaluation and trending of data, ADRs, and development of focused interventions for performance improvement.

One Contact Hour will be awarded for each of these programs. Certificates will be issued by HCANH upon receipt of sign in sheets and evaluations.

“Medicare for Leadership Webinar Series”

Register for any or all in the series!			
	Webinar Registration Rates		Total
	HCANH Member Rates	HCANH Prospective Member Rates	
Part III: 11/17/2011 <i>Registration Deadline: 11/10</i>	\$129	\$229	\$
Part IV: 1/12/2012 <i>Registration Deadline: 1/5</i>	\$129	\$229	\$
Part V: 2/9/2012 <i>Registration Deadline: 2/2</i>	\$129	\$229	\$
Part VI: 3/8/2012 <i>Registration Deadline: 3/1</i>	\$129	\$229	\$
Entire Series (all 4 webinars)	\$419	\$739	\$
TOTAL			\$

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2. Mail completed form to:
 HCANH
 8 Green Street
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Webinar Registration Fee Includes:

- Electronic handouts (available 3 days ahead of the workshop)
- Access to the webinar through phone or web-based connections

Refund Policy: Substitutions are welcome at any time. A \$30 cancellation fee will be charged to the individual cancelling their registration. All cancellations must be in writing and received by HCANH seven (7) working days prior to the workshop in order to receive a refund less the \$30 cancellation fee. No refunds for cancellations within seven (7) business days prior to the event. **No refunds after handouts are posted online.** Refunds will be calculated by the date written notice is received and the HCANH business days remaining prior to the program. There are no refunds for no-shows.