THE TENTH ANNUAL

New England Home Care & Hospice Conference and Trade Show

Program Guide
Registration

May 13 – 15, 2020
Gurney’s Resort
Newport, Rhode Island

Early Bird Deadline:
April 3, 2020

Gold Sponsor

Silver Sponsor

Bronze Sponsor

Simione Healthcare Consultants

MedFlyt

Axxess
PDGM: Lessons Learned

Home Health Agencies have had nearly five months of experience implementing the new Patient Driven Groupings Model (PDGM). This session will provide a high level snapshot of PDGM and will analyze how well the planning theories have worked. You will hear from home health agencies throughout New England as they describe their specific agency experiences, challenges and successes with respect to staffing, education, clinical operations and financial/billing outcomes. Our experts will provide a self-assessment tool as well as case studies to highlight PDGM success.

PDGM: When Theory Meets Reality
Barbara Katz, RN, MSN, President BK Health Care Consulting, LLC & Melissa Gordon, RN BSN, MBA, Regional Executive Director for Home Health and Hospice Services at Prospect Medical Holdings, Inc.

VNA 2.020: Journey to PDGM and Beyond
Ann-Marie Peckham, RN, MSN, MBA, President/CEO & Susan Donovan RN, BSN, CHPN, Director of Patient Care Transitions, VNA of Cape Cod

The 7 C’s for Achieving Case Management Success in the PDGM World
Cheryl Pacella, DNP, Interim Quality Director, Heidi Brown RN, MSN, Clinical Director Home Care & Mary Ashley PT, BS, Clinical Manager, CareGroup Parmenter Home Care
PRE CONFERENCE INTENSIVES
Continued

Why Attend a Pre-Conference Intensive Workshop?
These half-day courses add significant value to your conference experience by providing exclusive content not offered during the main conference. Participate in a Pre-Conference session for the unique opportunity to meet other attendees who share your interests before the main conference even starts!

Medicaid Healthcare Reform

Goal: To provide participants with
• General knowledge of current Federal and New England State Medicaid priorities and their potential impact on home-based care
• In-depth exploration and discussion of emerging aspects of the publicly financed health care system and impacts on Medicaid-funded home-based care.

Federal and State Policy and Priorities Impacting Medicaid-Funded Home-Based Care
Elena Nicolella, Executive Director, New England States Consortium Systems Organization (NESCSO)

This presentation will highlight several themes that illustrate CMS Medicaid policy related to home-based care. The discussion will then transition to innovative State-based efforts from around the country and end with a presentation on the status of New England State-based initiatives. The presentation will highlight efforts that directly impact home-based care.

The View from Boots on the Ground: The Medicaid Directors’ Playbook
Panel Presenters: Patrick Tigue, Former RI Assistant Secretary for Health and Medicaid Director; Kate McEvoy, Director of Health Services, CT Dept of Social Services; & Steve Norton, Chief Strategy Officer at SolutionHealth in New Hampshire and former New Hampshire Medicaid Director.

Hear from former and current New England state Medicaid Directors as they provide highlights of specific initiatives within their respective states. Topics of discussion will include Medicaid Managed Care Organizations (MCOs), creative state programs to address Social Determinants of Health such as Health Equity Zones, Supportive Housing, Behavioral Health Programs, and Value-Based Payments.

Provider Reactor Panel
This panel of home-based provider executives will reflect upon the previous session discussion as it pertains to their respective states while addressing opportunities, challenges and strategies for successful implementation.
KEYNOTE SPEAKERS

Caregiver Trend Report 2020: Behind the Data
Maggie Keen, Vice President of Strategic Initiatives, myCNAjobs

Sixty-one percent of home care agencies have turned down a client within the past 30 days because they didn’t have qualified caregivers available. Faced with historically low unemployment rates and a workforce that gets numerous calls from competitors, agencies must focus on effective recruitment and retention of caregivers. This session will help you develop strategies that will inspire your workforce. “Behind the Data” dives deep inside the minds of caregivers. Maggie Keen has led a series of focus groups to better understand the employees’ experiences and preferences. Join us for stories of care workers from across the nation. We will explore topics from improving interview show-up rates to determining how caregivers choose their employers. The workshop will also cover pay, abuse and racism, with one goal in mind, to develop a deeper understanding of the workforce driving your revenue. All attendees will receive a copy of The Caregiver Trend Report and will walk away with actionable strategies to fuel recruitment and retention.

Maggie Keen, Vice President of myCNAjobs, has spent years consulting with top senior care companies across the country. She has a unique insight into what innovators are doing to tackle their toughest recruiting challenges and she is on a mission to arm healthcare recruiters with information about caregiver motivation to fuel the hiring and retention of a workforce plagued with high turnover.

The Brilliance of Resilience: Navigating the Rapids of Change
Jeff Vankooten, Author, Speaker, Hospice Chaplain at Brookdale and Chief Catalyst Officer, Mazeway

Change and stress are wearing down many caregivers. We need new approaches to energize us and to restore spirit and morale to our caregiving. This keynote introduces nine resilient habits for using uncertainty to your advantage and thriving in a world of disruption and change. Jeff’s approach helps leaders, businesses, and organizations develop the skills necessary to thrive in an increasingly unpredictable business environment.

Jeff Vankooten is a professional speaker and hospice chaplain who currently focuses on home health, home care, and hospice. He is also a senior consultant with The Caring Project, which leads workshops for caregivers to discover their unique caring style.
KEYNOTE SPEAKERS

Charting A Future in Home Health Through Data

Jennifer Schiller, Director of Policy Communication and Research, Alliance for Home Health Quality and Innovation & Heather Flynn, Consultant, Avalere

Data can be a critical tool in analyzing the value home health care provides to patients and to the healthcare continuum at large. Over the years, the Alliance for Home Health Quality and Innovation has partnered with Avalere to produce an annual Home Health Chartbook -- a compendium of data which paints a detailed picture of home health care in the United States, including the demographics, clinical needs, workforce, and more. Chartbook data show that home health agencies care for an older, sicker, and more diverse population than ever before, and our patients rarely fit into a neat box. Understanding the data can help you learn more about your agency, as well as give you a better understanding of the home health landscape in your state, your region, and nationally. Use this to help you prove the value of home health care to key decision makers in your area.

Jennifer has spearheaded the redesign of the Alliance for Home Health Quality and Innovation’s research efforts, the annual Chartbook, and communications efforts. Her direction has allowed the AHHQI to become a leader in home health care research, funding projects that cover critical areas of importance including clinical innovations, policy work, disease-specific research, and understanding the role of cultural diversity in home care in order to improve care delivery.

Heather Flynn, Consultant, supports clients on developments and trends in healthcare delivery and payment innovation. She provides research and analytics on payment and legislative reforms, delivery models, and industry trends to assist clients in identifying market opportunities to meet strategic goals.

Bridging the Gap Between Life & Death

Kimberly Paul, Author, Speaker

This program focuses on the importance of “Bridging the Gap” – getting back to the basics when caring for those facing their end-of-life. In a world of unending regulations and restrictions, how do you keep your focus on your main priority of providing excellent, patient-centered care? Bridging the Gap will empower you to focus on the needs of your patients and their families. This presentation will remind you about what matters most when time is limited. It will teach you how to apply the lessons learned at the bedside and bring you back to the reason hospice was created.

Kimberly C. Paul chose to leave her dream job in television to become Vice President of Communications and Outreach for a hospice in North Carolina. Throughout her nearly two decades of hospice work she witnessed and shared the life stories of hundreds of caregivers. This discovery has made her mission at hospice very personal and sparked a passion that she is now living.
### Pre Conference Intensives: Wednesday, May 13

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<th>Time</th>
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<tr>
<td>1:00 - 5:00</td>
<td>Registration</td>
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<td>2:00 - 5:00</td>
<td><strong>Concurrent Pre-Conference Intensives</strong></td>
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<td><strong>PDGM: Lessons Learned</strong></td>
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<td>How to Transition New Reimbursement Model's into Operational Success</td>
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<td>The Role of a Geriatric Care Manager as an Adjunct to Home Health and Hospice</td>
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<td>Welcome Reception</td>
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### Opening Day: Thursday, May 14

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<td>Networking Breakfast</td>
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<td>7:30</td>
<td>Opening Keynote: Caregiver Trend Report 2020: Behind the Data</td>
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<td>Maggie Keen, Vice President, Strategic Initiatives, myCNAjobs</td>
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<td>10:10</td>
<td><strong>Concurrent Break-Out Session 1</strong></td>
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<td>How to Transition New Reimbursement Model’s into Operational Success</td>
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<td>Technologically Speaking: Everything You Need to Know for a Stronger IT Plan</td>
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<td><strong>Concurrent Break-Out Session 2</strong></td>
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<td>RN Productivity and Turnover in Hospice and Home Health - the Leadership Imperative</td>
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<td>Networking Lunch</td>
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<td><strong>Concurrent Break-Out Session 3</strong></td>
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<td>Managing Culture and Infrastructure to Drive Accountability</td>
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<td>Keynote: The Brilliance of Resilience</td>
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<td>Jeff Vankooten, Author, Speaker, Hospice Chaplain, Chief Catalyst Officer, Mazeway</td>
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<td>5:00</td>
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## DAY-AT-A-GLANCE

### CLOSING DAY: FRIDAY, MAY 15

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<tr>
<td>6:30</td>
<td>Morning Energizer</td>
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<td>7:30 - 12:00</td>
<td>Registration</td>
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<td>7:30</td>
<td>Breakfast with Exhibitors</td>
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<td>8:30</td>
<td>Morning Keynote: <strong>Charting A Future in Home Health Through Data</strong></td>
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<td>Jennifer Schiller, Director of Policy and Research, Alliance for Home Health Quality and Innovation &amp; Heather Flynn, Consultant, Avalere</td>
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<td>9:40</td>
<td><strong>CONCURRENT BREAK-OUT SESSION 4</strong></td>
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<td>10:40</td>
<td>Final Break with Exhibitors</td>
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<td>11:45</td>
<td><strong>CONCURRENT BREAK-OUT SESSION 5</strong></td>
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<td>Hot Topics in Home Health and Hospice Fraud: Perspectives From HHS-OIG and Industry Counsel</td>
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<td>Check Your Gauges: Revenue Cycle Key Performance Indicators</td>
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<td>Lunch &amp; Closing Keynote Session, <strong>Bridging the Gap Between Life &amp; Death</strong></td>
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<td>Kimberly Paul, Author, Death By Design</td>
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### EXHIBIT HOURS

**Thursday, May 14**
- 12:15 pm  Exhibits Open
- 5:00 pm  Reception with Exhibitors

**Friday, May 15**
- 7:30 am  Breakfast with Exhibitors
- 10:40 am Final Break with Exhibitors
10:10-11:10
Break-Out Session 1

How to Transition New Reimbursement Models into Operational Success
Robert Simione, Director of Finance, Simione Healthcare Consultants & RJ Gagnon, CFO, Androscoggin Home Healthcare and Hospice

New reimbursement models including the Patient Driven Groupings Model (PDGM), Hospice Medicare Advantage carve outs, risk based payments, and payments based on quality incentives are increasing in the home health industry. To survive in this changing world of reimbursements, it is critical that agencies are prepared for change. Agencies must analyze internal and external data to create a strategy for success. This presentation will discuss the key drivers for measuring the operational success of these models, including communicating key performance indicators to all departments within the agency.

Digitizing Care Delivery Operations – A Hospice Case Study
Satin Katiyar, Chief Architect & CEO, Kratin LLC

Healthcare is on the brink of a data-driven transformation with its ever-evolving technology and analytics capabilities. All facets of healthcare must approach digitization that is mindful of the human side of decision making while prioritizing data and the technical infrastructure for a true data analytics-driven industry. Satin Katiyar will offer a roadmap for hospice organizations to embrace Uber-like real time operations to improve care delivery.

Listening to Our Patients’ Voices: Forming a Home Health Collaborative Care Council
Susan Rieker, Shawn Lapides, Lillian Maurer, Elizabeth Rougakis, Alba Alvarez & Lisa Breen, Northwell Health at Home

When Northwell Health at Home listened to what its patients said in a recent Home Health Care Consumer Assessment of Healthcare Providers and Systems (HHCAHPS) report, they learned there were significant gaps in the communications between their staff and their patients – especially concerning patient pain education and medication education. The agency formed a Home Health Interdisciplinary Collaborative Care Council to improve staff communication with an emphasis on patient-centered care. Staff were introduced to an improved teach-back method to assess and enhance patient understanding of care goals. They examined readability of patient education materials, and restructured them so all their patients could understand what was written. Using a team approach, the agency developed a patient pain education handout that was distributed system-wide. This session will share lessons learned in this multidisciplinary initiative.

Today’s Evolving Privacy and Security Risks
Dr. Suzanne Miller, Principal, Citrin Cooperman

Healthcare organizations have become major targets of cyber attacks. When Patient Health Information (PHI) data systems are breached, confidential health information can be made available to others without the patient’s consent. That not only threatens the long term reputation and integrity of the agency, but also violates federal HIPAA laws. The Office of Civil Rights is imposing heavy fines on healthcare organizations that are not compliant with the Privacy and Security requirements of HIPAA and Health Information Technology for Economic and Clinical Health (HITECH). During this presentation we will look at the challenges home health care and hospice organizations face in keeping PHI secure. Dr. Miller will address the evolving privacy and security risks surrounding the use of electronic health records (EHR) that are shared with third-parties and other EHR information systems as well as discuss strategies to reduce these risks.

The Role of a Geriatric Care Manager as an Adjunct to Home Health and Hospice
David Zychowski, Senior Regional Sales Manager, Seniorbridge

This presentation describes how a private Geriatric Care Manager (GCM) can work alongside home health and hospice to keep clinically complex patients safe in their home. Zychowski will present specialty programs, tasks, case studies and outcomes with statistical significance in samples sizes up to 235,000 patients. This collaborative model can help home care and hospice patients avoid unnecessary hospitalizations and trips to the emergency department.
11:15-12:15
Break-Out Session 2

RN Productivity and Turnover in Hospice and Home Health - the Leadership Imperative
Cindy Campbell, Director Operational Consulting, Fazzi Associates, Inc

A study of a year’s worth of data in the rural northeast revealed a common pattern of when clinicians reach a tipping point of their employment and decide to leave an agency. The results from the study will give leaders a deeper understanding of the root causes of why employees leave; what stresses are at the very core of their decision to leave the agency. This presentation will provide key takeaways to assist leaders to meet the needs of their employees.

An Agency’s Journey to Quality Cycle Management in the Era of PDGM
Laura Page-Greifinger, Chairman of the Board, Quality In Real Time (QIRT)

The patient-driven groupings model (PDGM) is much more than a change to the prospective payment system (PPS). It represents a paradigm shift for agencies that will require continuous quality improvement throughout the patient’s journey. Quality Cycle Management (QCM) is a means by which management can hold staff accountable. QCM encompasses and connects all parts of the workflow process achieving the goal of patient-centered care and lower health-care costs. In this session we will walk attendees through the patient journey, identifying best practices and expected outcomes for each task, and the metrics by which to measure results.

Mission-Oriented Advocacy: Fighting for Patients Penalized for Exceeding their Life Expectancy
Nicholas Oliver, MPA, CAE, Executive Director, Rhode Island Partnership for Home Care; Ashley Sadlier, State Director of Government Affairs for Rhode Island and New York, Bayada Home Health Care; Vincent Ward, President and Chief Executive Officer, Home Care Services of Rhode Island and President, Board of Directors, Rhode Island Partnership for Home Care and Lee-Ann Quinn, RN, Clinical Manager for Assistive Care, Bayada Home Health Care

In Rhode Island, when medically fragile home care patients move from pediatric to adult state-funded programs at age twenty-one, authorized nursing hours are often severely reduced. This session will use case examples of pediatric to adult skilled services transitions to illustrate how regulatory and legislative advocacy has become a critical component to the role of the home care agency. Participants will learn about collective advocacy, the trials and tribulations of external coalition-building, and how to motivate regulators and legislators to resolve crucial issues impacting care delivery and reimbursement.

Technologically Speaking: Everything You Need to Know for a Stronger IT Plan
Tom Tobiassen, Director, Information Technology Consulting, Simione Healthcare Consultants; Ricky Smith, President, Innovative Business Technologies

New technology continues to enter healthcare every year, yet many organizations are not optimizing the systems and applications they currently own. From Electronic Medical Records (EMRs) to mobile devices, home care and hospice agencies can make dramatic improvements in clinical and financial performance through the smart use of technology. Learn about the fundamental aspects of building a solid IT plan that supports systems, software, policies and practices to accelerate quality and financial results. Discussion will include considerations for project management, EMR optimization, vendor selection and implementation, data migration and archiving strategies, security, system and process workflow, mobile device management, and more.

Latest Trends in Hospice Care
Amisha Parekh de Campos, RN, BSN, MPH, Middlesex Health, Hospice Homecare Quality Educator

A New England Journal of Medicine report released in December 2019 showed for the first time since the early 1900s, more Americans are dying at home rather than in hospitals. This trend reflects the availability and knowledge of hospice care and progress toward the kind of end that most people say they want. This presentation will provide an overview and discussion on the top 10 trended hospice and palliative care topics as well as those on the horizon.
2:50-3:50
Break-Out Session 3

Managing Culture and Infrastructure to Drive Accountability
Karen Vance, BKD CPAs and Advisors

An organization’s culture and operations determine how it will manage through the constant changes facing home health and hospice. This session explores options to build and maintain a solid infrastructure, identify critical elements for driving culture change, and staff accountability through data. Ideas shared will foster the current organization’s culture without creating a ‘new culture,’ while using key performance indicators (KPIs) to sustain operational efficiency.

Preventing Patient Exploitation & Other Home Care Nightmares
Joanne MacInnis RN, President, & Mary Battistelli, SHRM, Dir. HR, Aberdeen Home Care, Inc.

Exploitation opportunities are inherent in elder home care. This session will offer ways agencies can develop increased awareness and strategies to protect vulnerable elders and avoid disaster. Also covered will be agency HR processes including strategic screening, interviewing, hiring, ongoing supervision.

Demystifying the Role of the End-Of-Life Doula
Nathalie Bonafe, Sharon McCullough & Dawn Whelan, SharonCares LLC

Members of the National End-Of-Life Doula Alliance will share how the supportive role of a doula can promote early referrals to home health, palliative care and hospice as well as enhance the quality of care and improve ratings in national health care surveys.

The Home Team Advantage: Promoting Student Knowledge and Creating Impact in Home Care
Diana R. Mager, DNP, RN-BC, Fairfield University

The need for adequately educated and clinically prepared home care nurses is critical. This session will present the results of a Fall 2019 research project focused on senior level Baccalaureate students who were pre- and post-tested on their knowledge of home care and their interest in pursuing home care as a future work setting.

Preparing for Value-Based Care Models and Strategies for Engaging with MCOs
Art Jones, MD & Karen Brodsky, MHS, Health Management Associates

Discover ways to enhance your capabilities to deliver, measure and sustain value-based care models and successfully seek out value-based payment (VBP) arrangements. Dr. Arthur Jones will introduce VBP, how to use historical spend data on both post-acute services and long-term care services and supports (LTSS) to identify high risk populations. He will discuss new clinical models and key home care metrics and how to train caregivers so the new models bring a return on investment to VBP partners. Karen Brodsky will review core elements of Managed Care Organizations (MCO) contracting including medical management, contract administration, as well as how to promote your organization’s value proposition.
FRIDAY, MAY 15 BREAKOUT SESSIONS

9:40 to 10:40
Break-Out Session 4

Recruiting, Onboarding & Educating the Caregiver Workforce of the Future
Helen Adeosun, EdM, Co-Founder, CEO, CareAcademy

Educating your caregivers is a top priority for today’s home care agencies. In this workshop you will learn staffing best practices to help you find new caregivers and educate existing staff to meet the growing needs of the clients in their care. Attendees will learn several actionable steps that management can take today to ensure that their caregivers have the knowledge they need to create a structured stimulating training program. Investing in your people will have a positive impact on retention and for your overall business.

Virtual Reality -- End of Life Through a Hospice Patient’s Eyes
Daryl Cady, CPA, MBA, Chief Executive Officer, Hospice of Southern Maine

This virtual reality experience is a tool to educate your staff. Clay Lab is a simulation that allows viewers to embody Clay, a 66-year-old veteran with lung cancer. During the experience, Clay receives a terminal diagnosis from his physician, is admitted to home hospice, and dies. Cady will discuss the agency’s role in developing this unique tool, show video excerpts, and talk about its use in end-of-life education, staff training, marketing to referrers, and engaging the general public.

LOA: A Refresher and Practical Guide on Federal and State Leave Laws
Nan O’Neill & Sarah Spatafore, Murphy, Hesse, Toomey & Lehane, LLP

One of the biggest issues employers face is the management of employee leave time, including the intersection of the often overlapping leave laws such as FMLA, ADA, state family and medical leave laws, state parental leave laws, workers’ compensation, domestic violence leave, small necessities leave, and leave provided in collective bargaining agreements. The session will provide an overview of the major leave laws and practical guidance on implementation and compliance.

Navigating by the Stars: Improving Your Rating
Joan L. Usher, BS, RHIA, ACE, HCS-D, JLU Health Record Systems

This session will focus on practical ways agencies can improve their star ratings on Home Health Compare Quality of Care and Patient Survey, especially if patient satisfaction results response rates tend to be lower than expected. How you navigate the OASIS review is only one key to success. Whether you use OASIS reviewers in-house or outsource the review, you must be sure certain elements are captured. We will review some tips to increase the rate and satisfaction of your clients.

Age Friendly RI: Enabling Older Adults to Age Well in Their Communities
Marianne Raimando, Rhode Island College/Age Friendly Rhode Island & Catherine Taylor, Director, Age Friendly Rhode Island

This session will provide an overview of the Age Friendly Initiative underway in Rhode Island. Embracing the World Health Organization’s framework for age friendly communities, Age Friendly Rhode Island (AFRI) is leading transformational change in the state in areas of housing, transportation, community engagement, food security, and supports to remain at home. This initiative enables older adults in the state to age well in their communities. Innovative programs such as integrating behavioral health services in housing, intergenerational programs with college students, volunteer driving programs and others will be discussed.
11:45-12:45
Break-Out Session 5

**Hot Topics in Home Health and Hospice Fraud: Perspectives From HHS-OIG and Industry Counsel**
David S. Schumacher, Esq., Hooper, Lundy & Bookman, P.C. & Jenette Hernandez, HHS-OIG Special Agent

Now more than ever, providers need to understand their potential vulnerabilities of government enforcement of the home care rules and how to respond to an investigation. In this session, Jenette Hernandez, a special agent from the Department of Health and Human Services, Office of Inspector General, who specializes in home health and hospice investigations, will describe the DHHS’s priorities and recent cases. David Schumacher, a health care defense lawyer and former Department of Justice health care fraud prosecutor, will provide the “defense perspective” on recent investigations, and discuss best practices in responding to a government investigation.

**OASIS-E Jeopardy**
Sherri Parson, RN, HCS-D, HCS-O, COS-C, BCHH-C, HSC-H, Vice President, Education and Quality Control, Quality in Real Time (QIRT)

Tired of traditional lecture formats? Want to learn in a fun interactive atmosphere? Join us as we play OASIS-E Jeopardy. We will use the Jeopardy game format to teach you the rules of OASIS-E. The money might not be real but the fun is! OASIS-E is set to start on January 1, 2021 and represents the most significant changes in the OASIS data set yet. We will delve into components of the new data set in our Jeopardy board categories. This fun workshop is a great way to learn about the OASIS-E!

**Drug Testing in the Workplace: The Do’s, The Don’ts and The Maybe’s**
Elizabeth McKenna, Esq., Littler Mendelson P.C.

Drug testing in the workplace is becoming an increasing challenge due to the permissible use of medical marijuana and the legality of recreational marijuana in certain states. This session will walk you through many of the questions you are likely to have in making employment decisions about when drug testing is allowed, what types of testing you can conduct, and what you are able to do with the results.

**Check Your Gauges: Revenue Cycle Key Performance Indicators**
Candice Hardy, Advisory Consulting Supervisor, McBee

Understanding what your revenue cycle metrics are telling you about your operations is crucial to running a streamlined home health agency. This session will detail the core key performance indicators (KPIs) used in the home health industry and help you better understand what these metrics can tell you about your operations under the Patient Driven Groupings Model (PDGM). We will also discuss strategies and solutions for real-life challenges providers experience. Attendees will develop a greater understanding of the interconnectedness the revenue cycle shares with your entire organization as a whole and how it can be leveraged for success.

**Surviving or Thriving? A PEP Talk for Stronger Teams and Effective Operations**
Judy L. Connelly, Senior Manager, Simione Healthcare Consultants

Hospice leaders face growing challenges that require purposeful actions focused on strong Human Resource management, efficient operations, an environment of trust, accountability, quality and excellent service. Ultimately, leadership success revolves around developing staff with a strong awareness of their role in achieving great outcomes while facing shorter lengths of stay, a demanding referral base and financial expectations. This presentation will discuss the many aspects related to these issues and provide ‘take home’ concepts to improve operational efficiencies and strong teams.
Continuing Education: Continuing Education Units for Nursing (CEUs) are provided for certain sessions that meet the criteria established by the Massachusetts Board of Nursing and the conference committee. Up to 15 CEUs are available by attending eligible concurrent breakout sessions, pre-conference intensives and keynotes. The Program Guide, available at the conference, will clearly indicate which sessions qualify for CEUs and which do not. Certificates of attendance will be provided to all attendees.

Handouts: All handout materials provided by speakers and presenters are available on the conference website: www.nehcc.com. A link to the page will be e-mailed to all registrants.

Website: Checkout the conference website at www.nehcc.com:
- Updated conference information
- Speaker handouts & materials
- Driving directions
- Sponsor & Exhibitor information
- Online Registration
- Hotel information
- Schedules and promotions
- More!

Weather: In the event of severely inclement weather during the conference, it is our intent to hold the program as planned. However, if a state of emergency travel advisory is issued, please visit our website, www.nehcc.com, for further details.

What to wear: Business casual is suggested for all events. Temperature comfort levels may vary; dressing in layers for all sessions is recommended.
Gurney’s Resort
Newport, Rhode Island
May 13–15, 2020

Important Deadlines:
Early Bird Conference Registration
March 26, 2020

Hotel Room Block
reserve by April 13, 2020
Limited Quantity, may sell out before this date

Conference Registration
April 22, 2020

Room Block Information:
$199 per night room rate is valid for three
days before and after the conference.

www.gurneysresorts.com/newport
or call 401.849.2600 and refer to our group
code, Group Code: 200427NEHC

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Register Online at www.nehcc.com

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Please select the state associations to which your agency belongs:  □ Connecticut  □ Massachusetts  □ Rhode Island
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Additional fee for members and non-members

☐ Pre Conference program for Conference Attendee $90
☐ Pre Conference program for those not attending conference $150
  Select session:  □ PDGM  □ Medicare Reform

CONFERENCE OPTIONS MAY 14 & MAY 15

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☐ Full Conference—Early Bird by April 3 | $345   | $700       |
☐ Full Conference—Regular rate April 3 – May 5* | $420   | $775       |
☐ *After May 5 add $50 per person late fee | $50    | $50        |
☐ Thursday, May 14 only | $245   | $400       |
☐ Friday, May 15 only  | $195   | $350       |

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