

SCHEDULE-AT-A-GLANCE

17TUE	Home Health Care	Hospice Care	Palliative Care	Personal Care
10:00am - 11:30am	Infection Control Practices: How COVID-19 has Impacted Care in Home and Community-based Settings			Mary McGoldrick, MS, RN, CRNI
1:00pm - 2:30pm	Meet the Medicare Administrative Contractors			Medicare Administrator Contractors (MAC) Panel: CGS, NGS, and Palmetto

18WED	Home Health Care	Home Health Care	Hospice Care	Hospice Care
7:15am - 7:45am Well-being Break	Reset: Personal Well-being & Mindfulness for Healthcare Professionals			
8:00am - 9:00am Plenary	Essential Leadership Skills for Challenging Times: Building Relationships & Trust Neil Ihde, MA			
9:00am - 9:30am	Engage with our Program Partners in the Exhibit Hall Discover the information, processes, tools and services that will help build the capacity of your company.			
9:30am - 10:30am Concurrent Sessions	Developing Successful PDGM Care Planning: A Value-Era Demo	Harnessing Star Power: Leadership Development and its Impact on Financial Performance	Diabetes Management in Patients with Advanced Illness or at End-of-Life	Ethics in Practice: A Case Study
10:30am - 11:30am	Engage with our Program Partners in the Exhibit Hall Discover the information, processes, tools and services that will help build the capacity of your company.			
11:30am - 12:30pm Plenary	Home Care and Hospice 2020: A National Update From Washington Bill Dombi, Esq			
12:30pm - 1:00pm	Engage with our Program Partners in the Exhibit Hall (accessed through the Conference Lobby). Discover the information, processes, tools and services that will help build the capacity of your company.			
1:00pm - 2:00pm Concurrent Sessions	Adapting to the Shift of Virtual Care in Home Health	Patient Care and Financial Success in the PDGM Payment World	Hospice Quality & Regulatory Update	How COVID-19 has Complicated the Grieving Process
2:15pm - 3:00pm	Tabletop Discussion - Connect with colleagues from 6 states on topics relevant to our industry.			
3:00pm - 4:00pm Concurrent Sessions	Home Care and Managed Care Organizations: Connecting the Dots	Using Remote Monitoring Technology to Improve Patient Outcomes and Retain Staff	Interdisciplinary Teams: Best and Innovative Practices for IDTs	

SCHEDULE-AT-A-GLANCE

19THU

Home Health Care

Hospice Care

Palliative Care

Personal Care

7:15am -
7:45am

Well-being Break

Reset: Personal Well-being & Mindfulness for Healthcare Professionals

8:00am -
9:00am

Plenary

The Future of Hospice & Palliative Care
Edo Banach, JD

Creating a Culture to
Maximize Recruitment &
Retention

9:00am -
9:30am

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9:30am -
10:30am

Concurrent
Sessions

Overview of the 2021
Home Health Prospective
Payment System Final Rule

Complex Symptom
Management of Agitation &
Terminal Delirium at End-
of-Life

Best Practices in Dementia
Palliative Care

20/20 View on Wage and
Hour Issues

10:30am -
11:30am

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11:30am -
12:30pm

Concurrent
Sessions

Ensuring You Capture All
You're Entitled To Under
PDGM

Navigating Tough
Conversations with
Patients & Families

Navigating Tough
Conversations with
Patients & Families

Nurture & Convert
Prospective Clients with
Email Campaigns

11:30am -
12:30pm

NEW MEXICO: Staff Awards Ceremony

12:30pm -
1:00pm

Engage with our Program Partners in the Exhibit Hall
Discover the information, processes, tools and services that will help build the capacity of your company.

1:00pm -
2:00pm

State Specific Regulatory &
Legislative Updates
• Arizona Home Health
• Louisiana Home Health
• Oklahoma Home Health

State Specific Regulatory
& Legislative Updates
• Arizona Hospice
• Utah Hospice

State Specific Regulatory
& Legislative Updates
• Arizona Regulatory
Update

PPE Strategies and Best
Practices in Personal Care
Settings

NEW MEXICO: Legislative Preview

2:30pm -
3:30pm

Plenary

Impact of Kindness: How Building a Culture of Gratitude Drives Human Experience During a Pandemics
Rebecca Metter, JD

4:00pm - 5:00pm - State Specific Sessions

ARIZONA

Hero Awards
Program

COLORADO

TBA

NEW MEXICO

Managed
Care Organizations

OKLAHOMA

TBA

UTAH

State Regulatory
Updates
(PCS)