Association for Home & Hospice Care of NC
2015 Convention & Exposition
April 27th – April 29th
Sheraton Imperial Hotel & Convention Center
Raleigh - Durham, NC

You will not want to miss this year’s educational opportunities for home care, home health & hospice providers offering the practical, valuable, and timely information you need now; numerous networking opportunities with your peers; new products and services highlighted at the largest tradeshow of its kind in the Southeast; a seated Awards Luncheon; a plethora of informative General Sessions; a Karaoke for CAREPAC fundraiser; a Silent Auction & a future focused Executive Summit!
On behalf of the Association for Home & Hospice Care of North Carolina’s Board of Directors and its Professional Development Committee, we would like to invite you to our 43rd Annual Convention & Exposition!

**HOTEL INFORMATION:** The Sheraton Imperial Hotel and Convention Center will serve as the host hotel and headquarters of AHHC’s 43rd Annual Convention & Exposition. The Association has secured a block of rooms at the Sheraton at a special rate of $121 single or double. Club Level rooms are $161 single, $171 double for April 26 – April 28, 2015. **The cut-off date to receive the discounted rate is March 30, 2015.** Room reservations may be made by calling (919) 941-5050. Please be sure to mention that you are with the Association for Home & Hospice Care of North Carolina group at the time you make your reservations to receive the discounted rates.

**Exciting Learning & Networking Opportunities!!**

The Annual Conference & Tradeshows is the largest gathering of the membership, attracting nearly 600 attendees and over 90 exhibitors! AHHC members receive discounts on attendance, available to their employees, contract employees and out-of-state offices!

**AHHC’s 2015 Exposition**

AHHC has brought together an impressive array of leading suppliers of home care and hospice goods, services, and technology companies to exhibit at this year’s tradeshows. Numerous companies will display the latest developments in the various product and service categories. Find out what is new and how these products and services can help your agency succeed while making your job easier! **Plan to network with the representatives of the exhibitors while enjoying heavy hors d’oeuvres during the Grand Opening Exhibit Hall Reception on April 27th and breakfast and lunch on April 28th!**

**Exhibit Hall Prize Drawing! Cool Car Chase!!**
Welcome * Opening General Session
Peter Brunnick, Chairman, AHHC of NC
Monday * April 27th * 8:20 a.m. to 9:20 a.m.

Dr. Charles Petty
Family Success Unlimited

"Roaring Fires, Flickering Flames, Dying Embers or Cold Ashes?"

Some people have an enthusiasm for life, family and work. Others just go through the motions, dislike what they do, or constantly look for a new job or relationship. This presentation focuses on the importance of maintaining energy and purpose in one’s life and work, and suggests some ways to achieve and maintain a healthy productivity.

Dr. Charles Petty, a professional motivational speaker, was reared in the farming communities of England and Stuttgart, Arkansas. As a native of Arkansas he does indeed know President Clinton. In fact, when President Clinton was eleven or twelve years old, Dr. Petty was his rifle instructor at a Boy Scout camp! This is the man who taught the President to shoot straight!

Charles learned about the importance of family from the school of hard knocks. His parents divorced when he was six. His mother died three years later and he then lived in a blended family. When he was sixteen, his father and younger brother were killed in a car accident. He lived by himself for a year and then became a foster child. He learned about family formally and was educated in Arkansas, Mississippi and Texas for 22 consecutive years - which means he is either well educated or a little slow! Dr. Petty has been a counselor, visiting professor, on the staffs of large corporations in Texas and North Carolina, and for seven years was on the senior staff of the North Carolina Governor. He is founder and President of Family Success Unlimited, and since 1985, all he does is "eat and speak". Dr. Petty is married and has two grown children, four grandchildren and a grand dog!

An Invitation from AHHC President & CEO
Tim Rogers

Please join us Monday, April 27, 2015

43rd Annual Awards Luncheon
11:40 – 1:25 p.m.

The Association for Home and Hospice Care of North Carolina is an Approved Provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation
Special Home Health Therapy Track * Monday, April 27th!

Pharmacology for Therapists & Other Interested Clinicians!

This session reviews the profile of the typical rehabilitation patient, the common adverse drug reactions observed, the impact of side effects on treatment outcomes, and the problems of polypharmacy. The presentation will focus on drug classes and drug regimens commonly used. This information should enable the participants to implement general strategies for coordinating and modifying treatment sessions in accordance with the client's drug treatment.

This will be an excellent learning experience for Physical Therapists, Physical Therapist Assistants, Occupational Therapists, COTAs, Recreation Therapists and Speech-Language Pathologists. Any other interested healthcare professionals are also encouraged to attend. You must attend both T1 and T2 to earn therapy and nursing contact hours.

**General Agenda**
- Polypharmacy; Pharmacokinetics; Pharmacodynamics; Common side effects;
- Drug Classes commonly used in the Rehab Population
  - Cardiovascular Medications
  - Neurologic Agents
  - Respiratory Medications
  - Treating Pain & Inflammation
  - Psychotropic Medications
  - Diabetic Medications

**The Participants Will Be Able To:**
- Describe the pharmacologic profile of a patient population and the four stages of pharmacokinetics.
- Identify issues of polypharmacy and adverse drug reactions
- Identify common drug regimens seen in Rehabilitation Patients
- Identify strategies to promote patient understanding and adherence to a drug regimen, in order to enhance an agency’s quality assurance and performance improvement program

**Ellen R. Strunk, PT, MS, GCS** received her master’s degree in physical therapy from the University of Alabama at Birmingham, and earned her APTA Board Certification in Geriatric Physical Therapy in 1999. Since that time, she has worked in various roles & settings as both clinician & manager/director: hospital; transitional care; Director of Rehab for a hospital home health agency; Clinical Consultant, Director of a HH staffing division, and Director of Governmental Affairs for a company providing rehab services in long term care, home health & outpatient settings.

Presently, Ellen is owner of Rehab Resources & Consulting, Inc., a company providing continuing education and consulting services for post-acute care settings. She specializes in helping customers understand the CMS prospective payment systems in skilled nursing facilities and home health settings, and especially how to deliver medically necessary therapy services in these settings. Her experience includes utilizing medical record reviews and data systems to help both inpatient and outpatient therapy providers meet regulatory guidelines. She lectures nationally on the topics of pharmacology for rehabilitation professionals, exercise & wellness for older adults, and coding/billing/documentation for therapy.

Ellen is a member of the American Physical Therapy Association, where she has been appointed to a Payment Policy Strategy Committee which serves to advise the APTA Board of Directors on payment policy in all settings. She serves as Federal Affairs Liaison to the APTA Section on Geriatrics (SOG) Board, and is a member of the APTA Home Health Section and the APTA Health Policy & Administration Sections. She is currently President of the Alabama Physical Therapy Association and adjunct faculty at the University of Alabama at Birmingham.
Special Palmetto GBA Hospice Track! * Monday, April 27, 2015

2015 Jurisdiction 11 (J11) Hospice Medicare Workshop Series
The Golden Years – Medicare at 50!

Palmetto GBA is pleased to announce the 2015 Hospice workshop series, ‘The Golden Years – Medicare at 50!’ These workshops are designed for hospice providers and their staff to equip them with the tools they need to be successful with Medicare billing, coverage and documentation requirements. These workshops will provide insight for hospice agency staff at all levels; however, we suggest that providers who are new to Medicare or have new staff attend online learning courses for beginners at www.PalmettoGBA.com/hhh. Basic billing and other online educational resources can be found in the Self-Paced Learning section under the Learning and Education link on the left navigation. During the workshop series, Palmetto GBA will provide information related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur. Palmetto GBA’s ultimate goal is to have educated and astute providers who know how to accurately and skillfully apply the information they learn to their documentation and billing practices! The sessions will be presented by Charles Canaan, BSN, MPH and Dan George, Provider Outreach & Education, Palmetto GBA.

HO1*9:30 – 11:30 a.m. * the morning Hospice session will cover:

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<tr>
<td>Discriminate between related and non-related conditions</td>
<td>Discuss definitions: Illness Terminal Illness Comorbidity Related conditions</td>
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<td>Discuss Palmetto GBA data and explain the significance</td>
<td>Describe Length of stay data Present Data impacting the Medicare Hospice benefit Present Palmetto GBA probe review statistics</td>
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<td>Discuss methodology to reduce improper payments</td>
<td>Present Jurisdictional record review errors Present state level record review errors Discuss methods to prevent record review errors</td>
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<tr>
<td>Discuss documentation to meet the requirements for General Inpatient Care (GIP)</td>
<td>Present National GIP data Present Jurisdictional GIP data Discuss methods of proper GIP documentation</td>
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<tr>
<td>Discuss hospice appropriate documentation for pulmonary patients</td>
<td>Present national and jurisdictional statistics for end stage respiratory disease Define terminology for documentation of pulmonary disease Present methods of documenting structural impairments, functional impairments and activity limitations</td>
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Note: CMS requires that Medicare contractors track all educational activities, which consists of capturing the provider’s six-digit Provider Transaction Access Number (PTAN) and National Provider Identifier (NPI). Attendees are asked to be prepared to provide this information when they attend the workshop.

HO2 *1:35 to 3:35 p.m. * the afternoon session will cover:

Identify and Discuss Medicare Program Changes | Changes in the FY 2015 Hospice Final Rule Change Requests MLN Matters Articles |
| Explain Principal Diagnosis Coding | Principal Diagnosis Coding Instruction Manifestation Codes Etiology Codes ICD-9 vs. ICD-10 |
| Discuss Top Data Analysis Reports | Top Reason Codes for Redetermination Requests and Resolutions Steps for: • Appeals • Provider Contact Center (PCC) – Top Reason Codes for Provider Inquiries • Claims – Top Return to Provider (RTP) Reason Codes |
| Define and Discuss Solid Performance: Tying it all Together | The DMAIC Methodology to Identify Areas for Improvement |

As a reminder, providers are encouraged to telephone the Provider Contact Center (PCC) at 855-696-0705 with any claim specific questions they may have.

HO3 * Hospice Bonus Session! 3:40 to 4:00 pm * Following Palmetto GBA, join in a discussion on the latest HIS information led by Cindy Morgan, RN, MSN, CHC, CHPN and Heather Jones, MPH, CHES, COS-C, AHHC of NC
Monday, April 27, 2015 * Educational Activities * 9:30 a.m. – 11:30 a.m.

A-1 Creating a Culture of Accountability * The Key to Mind-Blowing Quality and Profits
For: Hospice
Speaker: Andrew Reed, CPA/System Analyst, President and CEO of Multi-View Incorporated
Description: Accountability or lack of accountability determines whether or not initiatives are accomplished and if standards are maintained at an organization. Large or small, the mission is accomplished through people, and given unclear standards/direction, people will often do little or end up with costly, ineffective, low-quality results. Among the problems with most organization’s accountability approach is that they are typically dependent upon a manager’s “personal supervisor of work.” Why is this a problem? Because human being’s levels of energy are not consistent and therefore rise and fall over time. In today’s hospice environment, more and more energy is demanded to comply with increased requirements and complexity. Much of the solution lies in the use of “structures” that are non-dependent upon manager’s levels of energy or physical presence and that perpetually maintain the established standards of the organization over long periods of time. This session addresses the topic of Accountability head on…from the establishment of clear standards to the structures needed to ensure that the ideals and standards of the organization are carried out by every person.

A-2 Managing By Data
For: Home Health, Hospice
Speaker: Kathryn D. Roby, BSN, MA, MS, CHCE, CCM Certified, Consulting Director Home Health and Hospice, Qualidigm
Description: Providers are overwhelmed by the amounts and types of data available to them. Data is only useful to the providers if they have a clear understanding of how/where to access it, what it is telling them, how to use the information and how often it needs to be accessed. Even experienced Administrators and managers find themselves “at sea” in the amount of data available and the actual role and usefulness of each kind. Fiscal, Quality and Compliance Data will be identified and brought into a functional perspective. A guide to identifying how to develop useful data, how to utilize it effectively and a structure for access and use will provide understanding and perspective to Administrators, Clinical and Quality Managers.

A-3 Compliance in the Home Health Revenue Cycle
For: Home Health
Speaker: Melinda Gaboury, Chief Executive Officer, Healthcare Provider Solutions, Inc. (HPS)
Description: Documentation of home health services is directly tied to the revenue cycle and it is critical to understand how operations prior to and after the point of billing are managed, as it relates to cash flow and compliance risks. This session will focus on strategies to be proactive at managing key risk factors by establishing internal controls for accurate billing, and review methods for conducting internal billing compliance assessments. We’ll provide an overview of program integrity contractors and program integrity edits and activities, and review key compliance risk areas.

A-4 Successfully Navigating Key Employment Legal Issues and Challenges
For: Home Care & All
Speaker: Kevin Ceglowski, JD, Poyner Spruill, LLP
Description: Attendees will learn about key legal issues facing home health, home care, hospice and palliative care employers and how to successfully navigate them in order to minimize the risk of employee lawsuits and administrative charges. Issues to be addressed will include top wage and hour pitfalls for home health and hospice employers; key changes needed for employee handbooks, including effective use of social media policies; and Department of Labor efforts to revise the overtime exemption definition. This program will be interactive in nature, with an opportunity for attendees to explore specific issues or challenges they may have experienced in these areas, including interactive use of model scenarios demonstrating typical employment law problems in the workplace.

A-5 Navigating Professional Communication Challenges
For: Home Care & All
Speaker: Theresa Raphael-Grimm PhD, CNS, Clinical Associate Professor, Schools of Nursing & Medicine, Adjunct Associate Professor of Psychiatry, University of North Carolina: Chapel Hill
Description: As we work toward achieving the very best outcomes for our patients, we are often challenged by thorny communication issues. This interactive presentation will address some of the more common communication hurdles that we face: time limitations; professional boundaries; biases; and, patient and clinician emotions. Dr. Raphael-Grimm will also provide guidance regarding how we can nurture our own self-awareness to help us remain calm and effective in these clinical situations.

Dr. Raphael-Grimm is the author of The Art of Communication in Nursing and Health Care: An Interdisciplinary Approach
Monday, April 27, 2015 * Educational Activities 1:35 p.m. – 2:35 p.m.

B-1 First Health Case Study: Cutting Readmissions From 13% To 5%, While Simultaneously Lowering Your Telemonitoring FTEs
For: Home Health
Speaker: Jarrett Bauer, MBA, CEO of Health Recovery Solutions
Description: In 2013, nearly 2 million Medicare patients were readmitted to a hospital within one month of discharge, costing Medicare an estimated $26 billion, of which $17 billion was deemed preventable. In order to combat such readmissions, emerging telehealth initiatives look to provide caregivers with real-time patient health information, pushed directly to a caregiver’s smart phone, thus enabling preventative health measures in case of patient emergencies. Certain digital telehealth platforms aim to equip patients with the technology and tools needed to live a healthy life. The speaker will review how two home health and hospice agencies have used this technology to reduce overhead costs, increase billing efficiencies, lowered hospital readmissions and increased patient compliance.

B-2 Diagnosis and Treatment of Spiritual Pain
For: Hospice
Speaker: Larry Dawalt, M.Div., CT, CTSS, Senior Director of Spiritual and Grief Care Services for Hospice & Palliative Care Charlotte Region
Description: Cicely Saunders used the phrase “total pain” to refer to physical, spiritual and emotional kinds of suffering commonly experienced by persons with life-limiting illness and their families. Addressing the complex relationship between physical pain and emotional/spiritual suffering is an important part of true interdisciplinary care. This presentation will address techniques for assessment and diagnosis as well as the role of the chaplain and the role of non-chaplain health care professionals in the treatment of spiritual pain. Larry has addressed national, regional and local organizations on topics dealing with spirituality, comparative religion, end of life care and grief.

B-3 Using Technology to Partner with Physicians to Prevent Unnecessary ER Use & Hospital Readmissions
For: Home Health
Speaker: Michael Blackstone, MD, CEO, Suture Health Inc
Description: Come join Dr. Blackstone as he speaks on how connected health technology can help prevent unnecessary ER use and hospital readmissions, while promoting a true partnership with your referral sources! We are all concerned about preventing the breakdown of information exchange between health care provider settings and clinicians. We all recognize that failure to communicate can and does inhibit safe transitions for our patients. Dr. Blackstone will address how to practically address these issues and appeal to the physicians’ needs, creating a true partnership that is sure to grow your census.

B-4 Turn Your Website into Your #1 Referral Source
For: Home Care & All
Speaker: Derek Jones, Senior Director of Marketing & Events, ClearCare Online
Description: Go beyond basic Internet marketing. Connect to referral sources and the community using social media, blogging, pay-per-click, Google+ and Facebook. Allow this dynamic marketing pro to share industry trends and benchmark data on the “typical” home care buyer’s journey, and how the internet plays a critical role in agency growth. Translate these insights into proven strategies to transform your website from a brochure into a marketing machine.

B-5 False Claims Act * 2014 Year in Review * Renee Montgomery, JD, Moderator
For: Home Care & All
Speakers: Robert Leandro, JD; Jamie Lesnett, JD; & Eric Cottrell, JD, Parker, Poe, Adams & Bernstein
Description: The False Claims Act (FCA) imposes liability on individuals and companies who defraud or submit false claims to the federal government. The FCA allows the federal government to seek treble damages, civil penalties and attorney’s fees for violations of the Act. Further, the FCA contains qui tam, or whistleblower, provisions which award whistleblowers up to 30% of the amount recovered by the federal government. FCA suits and recoveries have exploded in recent years. The federal government reports that FCA recoveries have topped $22 billion since 2009. Accordingly, the FCA is widely considered the fastest growing area of federal litigation and has been described as the “government’s most potent civil weapon in addressing fraud.” Attorneys from Parker, Poe, Adams & Bernstein will equip you with the knowledge you need on the FCA and provide practical guidance on how to lower your agency’s risk.
Ken Burgess, Chris Brewer, Pam Scott, Tara Cho, Kevin Ceglowski
Poyner Spruill, LLP

This general session program will provide a comprehensive update on recent regulatory requirements and developments impacting home health, home care, hospice and palliative care providers, in several key areas needed to help agencies maximize compliance and minimize associated risks and costs, improve compliance planning, and be prepared for enforcement efforts. Attendees will receive practical guidance on updating and improving compliance strategies and operations in their organizations.

Attendees will learn about recent changes and developments in a broad spectrum of regulatory areas, including:

- Medicare Conditions of Participation
- Enforcement Priorities and Focus Areas of OIG, CMS, N.C. Medicaid, and Other Agencies
- Medicare and Medicaid – Pre-Payment Review of Claims, Post-Payment Audits and Recoupments
- HIPAA/HITECH – Privacy and Security Compliance and Enforcement Developments, HIPAA Audits
- Employer Obligations – What’s Happening in the World of Wage and Hour Law, Full-Time Employment Under the Affordable Care Act, Companionship Exemption
- Trends and Lessons Learned from Recent Cases, Surveys, and Regulatory Agency Guidance
- Tips on Proactively Avoiding or Defending Against Sanctions, Penalties and Other Enforcement Actions
Monday * April 27th * 2015
4:10 to 5:10 p.m. * Plenary Session #1
The NC Legislative Session Thus Far * State of the State

In this Plenary Session, attorneys from Parker Poe Adams & Bernstein, Renee Montgomery, Tracy Kimbrell and Matt Wolfe, along with Tracy Colvard, Vice President of Government Affairs & Public Policy & Kathie Smith, RN, Vice President of State Relations, Home & Community Based Care, AHHC of NC will provide important updates on the 2015 Legislative Session; the status of NC Medicaid Expansion; Certificate of Need Updates; NC Medicaid policy updates; and, information regarding bills introduced or planned for the session that may impact home care, hospice, and home health agencies.

Monday * April 27th * 2015
4:10 to 5:10 p.m. * Plenary Session #2
Addressing Challenges in Reducing Hospital Readmissions
A Case Based Approach
Adrienne Mims, MD MPH, FAAFP, AGSF ~ Vice President, Chief Medical Officer, Medicare Quality Improvement, Alliant GMCF

Whether your agency is Hospice, Home Health or Home Care, there is a need for all providers to be involved in reducing hospital readmissions. This session will provide participants with an interactive experience using three evidence based tools. Skills obtained from this session will allow the participant to improve the satisfaction, safety and outcomes of their care provided to patients. The impact of this training can result in reduced hospital admissions and readmissions.

- People do not use tools to ensure that their end of life wishes are discussed with or honored by their health care providers – this results in unnecessary transfers back to the acute care hospital rather than people being able to die where they want
- Many of the people who receive health care services are challenged with health literacy deficits. Changes in our approach to patient education can increase patient satisfaction, improve outcomes and increase safety
- The use of feeding tubes in patients with advanced dementia may do more harm than good

Dr. Mims is a board certified in family medicine and geriatric medicine physician, with fellowship status in both specialties. She has more than 30 years of clinical practice experience in caring for Medicare beneficiaries including hospital, office, nursing home, hospice and home care. She has a unique insight to the needs of the patient and family members and that of the clinical care team. As a clinical epidemiologist, she has with more than 20 years of administrative experience in using quality performance metrics to guide changes in clinical processes, clinician and patient education and organizational delivery system redesign in small clinical practices, large disease management, Medicare Advantage and managed care organizations.

Monday, April 27th * 4:10-5:10 pm
P3: Bonus Session: "Cinderella vs. Dorothy Knockdown" ... the Realities and Fantasies of Living at Home
Speaker: Valerie Jurik, CAPS, CEO, Infinite Home Resource, LLC / Freedom Frogs
Description: The aging population WILL throw the greatest curve ball in healthcare as we know it. Where is everyone going to live? Can the majority afford CCRC's? Private facilities? ... Home... That is where we need to focus on educating our communities about all the services and products that are available. Educating our communities on how to "Age in Place" is our best defense!
Tuesday * April 28th * 2015
8:00 a.m. to 9:30 a.m. * General Session
State of the Nation for
Home Care, Home Health & Hospice

William A. Dombi, Esq.
Vice President of Legal Affairs
National Association for Home Care & Hospice (NAHC)
Director, Center for Health Care Law, Washington, DC

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Tuesday, April 28th, 2015 * Educational Activities 9:45 a.m. – 11:45 a.m.

C-1 Revenue Cycle Redesign
For: Home Health
Speakers: Michael Freytag & Nick Seabrook, Managing Directors, BlackTree Healthcare Consulting
Description: With the challenging times currently faced by home health and hospice agencies throughout the country, even minimal interruptions can have a significant negative impact on operations. A Visiting Nurse Home Health agency experienced significant changes in their operations after completing a change to their EMR system, transition of their President and CEO, and turnover in key clinical management positions within the agency over a two year period. The results impacted the agency’s financial stability and created a need to redesign all aspects of the revenue cycle.

This program will present the details of a case study containing the evaluation and redesign of the agency’s revenue cycle. The following five areas of the revenue cycle will be included in this case study: Intake, Insurance Verification/Authorization, Orders/Face to Face Management, Scheduling, and Clinical Management. Details discussed during the presentation will include: obstacles faced, prior processes utilized by the agency, steps taken to redesign the process, and current success being achieved by the agency in each area stated above. The purpose of the program is to provide agency management with different avenues and ideas that they can pursue to perform an internal assessment of agency operations to identify areas in which they can operate more efficiently.

C-2 Transitions from Hospital to Home: New Evidence for Improving Health Outcomes
For: All Interested Providers
Speakers: Carlos T. Jackson, Ph.D., Assistant Director of Program Evaluation & Jennifer Cockerham, RN, BSN, CDE, Senior Vice President of Clinical Programs, CCNC
Description: The North Carolina Healthcare Quality Alliance (NCHQA) and Community Care of North Carolina (CCNC) have conducted a detailed study of how different ways to deliver transitional care impact readmission rates. One of the findings was that transitional care management has far greater benefits for patients with multiple chronic conditions than for patients with one or no chronic conditions. Come to this session to learn how CCNC care managers are using this information to target their work to reach recipients at highest risk for a failed transition and how this study may help guide your work with patients with multiple chronic conditions.

C-3 Legal Roundtable - How Health Care Laws Impact Your Business
For: Home Care & All
Speakers: Knicole Emanuel, JD; Joy Heath, JD; Robert Shaw, JD; Ruth Levy, JD; & DeeDee Murphy, JD
Description: The Williams Mullen Health Care Team will first provide a brief overview of Medicaid/Medicare regulatory policy changes that affect home care, home health and hospice. Next, to showcase effective ways to be armed in the current regulatory environment real case scenarios will be shared to engage the audience in a timely discussion to (a) highlight topics such as rate reductions and cost savings plans, current legislation, and legal rights, and (b) answer participants’ questions and concerns.
C-4 Keeping on Track - A Hospice Regulatory Update
For: Hospice
Speaker: TBA
Description: Hospices are in the most significant period of change since the inception of the hospice care benefit. A few of the issues facing hospice include payment reform, Hospice CAHPS, public reporting fast approaching, increased scrutiny, and preserving the integrity of the Hospice Benefit. How does all of this impact care delivery and other aspects of your operations? Do you know what you need to be doing to prepare for these changes? This session will cover the latest information for the key changes on the horizon, timelines for implementation of each of the key changes, and what you can do now to stay fit and stay strong for the future.

C-5 Attract More Referrals Today! Marketing Strategies for Home Health, Private Duty, and Hospice!
For: Home Care & All
Speaker: Christine Barnes, Chief Operating Officer, Barnestorm, Inc
Description: Learn strategies to increase your referrals, including direct doctor referrals, branding, online marketing, internal marketing, print advertising, community marketing, free press, and more. Attract the patient cases you want most, in an ethical way that sustains your organization's integrity. Apply the number one return on investment strategy to attract high reimbursement patients. Brand and market your business online to get the most results from the least time. Take your business to a more competitive level with a blend of practical strategies and the latest marketing techniques.

C-6 Providing Pediatric Hospice & Palliative Care: Yes You Can!
For: Hospice
Speakers: Ernie Schiller, M.D., Kids Path Staff Physician, Kids Path Program, Hospice and Palliative Care of Greensboro; Marion Taylor, RN, MN, CPNP, Director, Kids Path Program, Hospice and Palliative Care of Greensboro & Denise Durand, RN, Director of Quality Programs, Kids Path Program, Hospice of Randolph County
Description: Did you know that providing pediatric hospice and palliative care may be possible for your organization? Patients and families really need your special hospice skills to help them in this most difficult time of their lives and you can do it! This presentation will focus on why pediatric patients and families really need access to hospice and palliative care. Hear from leaders of the Kid’s Path programs at Hospice and Palliative Care of Greensboro and Hospice of Randolph County, two successful pediatric hospice and palliative care programs as they share their experience.

C-7 Quality Initiatives in Home Health * Just Around the Bend
For: Home Health
Speaker: Heather Jones, MPH, Associate Vice President of Quality Initiatives & State Relations, NC/SC
Description: CMS has many quality initiatives in home health on the horizon. Value Based Purchasing; 5 Star Ratings; and, Home Health QAPI are fast approaching and the OASIS data collection continues to evolve. What will be measured? What will be reported? What are agency expectations? What should your agency be doing now? This session will provide information on the status of each of these CMS initiatives and practical advice on how to begin to prepare. The speaker also will update attendees on the OASIS-C1/ICD-10 timeline and provide information on the guidance manual and Q&A resources.

C-8 Compassion Fatigue
For: All
Speaker: Joanne S Caye, PhD., MSW, Clinical Associate Professor, Retired, UNC-CH School of Social Work
Description: This program is designed to increase the awareness and understanding of the potential impact of compassion fatigue on health care providers as they face the daily challenges of working in care giving environments. The session will include: the relationship between care giving and compassion fatigue, strategies for preventing burnout or compassion fatigue and ways to effectively manage and recover from compassion fatigue.

Karaoke for CarePAC
Think you’ve got what it takes? Sign up for the Karaoke for CarePAC Contest! Winners determined by audience votes/donations! Cash Bar/Appetizers/Prizes/Great Music (or not) & Fun!
$15 Admission April 27, 2015 7:30pm-11:00pm Sheraton Imperial Hotel & Convention Center | Durham, NC
Palmetto GBA is pleased to announce the 2015 Home Health workshop series, ‘The Golden Years – Medicare at 50!’ These workshops are designed for home health providers and their staff to equip them with the tools they need to be successful with Medicare billing, coverage and documentation requirements. These workshops will provide insight for home health agency staff at all levels; however, we suggest that providers who are new to Medicare or have new staff attend online learning courses for beginners at www.PalmettoGBA.com/hhh. Basic billing and other online educational resources can be found in the Self-Paced Learning section under the Learning and Education link on the left navigation. During the workshop series, Palmetto GBA will provide information related to the most common errors identified through a variety of data analysis and some hints and tips on the reasons why these errors occur. Palmetto GBA’s ultimate goal is to have educated and astute providers who know how to accurately and skillfully apply the information they learn to their documentation and billing practices! The sessions will be presented by Charles Canaan, BSN, MPH and Dan George, Provider Outreach & Education, Palmetto GBA.

**HH-1*9:45 – 11:45 a.m. * the morning Palmetto GBA HH session will cover:**

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<td>Discuss requirements and expectations for the Home Health Diabetes beneficiary</td>
<td>Present statistics related to diabetes</td>
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<td>Discuss coding expectations</td>
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<td>Discuss complications and comorbid conditions</td>
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<td>Present the Palmetto Local Coverage determination</td>
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**HH-2 *1:30 to 3:30 p.m. * the afternoon Palmetto GBA HH session will cover:**

Identify and Discuss Medicare Program Changes

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<th>OBJECTIVES</th>
<th>CONTENT</th>
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<tbody>
<tr>
<td>Discuss Diagnosis Code Changes</td>
<td>Principal Diagnosis Coding Instruction</td>
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<td>Manifestation Codes</td>
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<td>Etiology Codes</td>
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<td>ICD-9 vs. ICD-10</td>
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<td>Discuss Top Data Analysis Reports</td>
<td>Top Reason Codes for Redetermination Requests and Resolutions Steps for:</td>
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<td>Appeals, Provider Contact Center (PCC) – Top Reason Codes for Provider Inquiries, Claims – Top Return to Provider (RTP) Reason Codes</td>
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<tr>
<td>Define and Discuss Solid Performance: Tying it all Together</td>
<td>The DMAIC Methodology to Identify Areas for Improvement</td>
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<tr>
<td>Identify and Review Web Resources</td>
<td>Self-Service Resources Available on the Palmetto GBA and CMS’ Websites</td>
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<td>Palmetto GBA: Top Links, Self-Service Tools</td>
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<td>Online Provider Services (OPS)</td>
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<td>Educational Resources Available</td>
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As a reminder, providers are encouraged to telephone the Provider Contact Center (PCC) at 855-696-0705 with any claim specific questions they may have.

Note: CMS requires that Medicare contractors track all educational activities, which consists of capturing the provider’s six-digit Provider Transaction Access Number (PTAN) and National Provider Identifier (NPI). Attendees are asked to be prepared to provide this information when they attend the workshop.
Tuesday, April 28th, 2015 * General Session* 1:30 – 2:30 p.m.

The 2015 Leslie Carswell Lecture
Kenneth L. Burgess, Poyner Spruill LLP
Make Me a Channel of Your Peace

Ken is a health care attorney with more than 28 years of experience advising clients on a wide range of regulatory, reimbursement, litigation, compliance and operations issues. His practice has focused heavily, but not exclusively, on issues affecting long term care providers. He has advised them on a wide variety of legal planning issues arising in the skilled nursing facility setting, assisted living setting, hospice, home health and other spheres of long term care. He also frequently represents ancillary service providers (pharmacy, DME, therapy and similar providers.) He represents health care providers of all types on Certificate of Need, Medicare and Medicaid enrollment and licensure issues, including appeals of quality of care issues. He is a frequent national lecturer and author of industry manuals, national trade journal magazine articles and similar training tools and is primary author and editor of Poyner Spruill’s international award winning newsletter, Shorts on Long Term Care.

Tuesday, April 28th, 2015 * Educational Activities 2:45 p.m. – 3:45 p.m.

D-1 Crisis Management in Hospice Patients
For: Hospice
Speaker: Ellen Fulp, PharmD, Certified Geriatric Pharmacist, AvaCare
Description: “Crisis Management in Hospice Patients” addresses common symptoms/crises seen in hospice and palliative care patients and how to treat them both non-pharmacologically and with drug therapy. Cost effective treatment options for symptoms like pain, dyspnea, nausea and anxiety/agitation will be reviewed, as well as dosing regimens and how to select appropriate drug therapy based on patient history and presentation.

D-2 A Merger & Acquisition Update for Home and Hospice Care Agencies
For: All
Speaker: Brian Bruenderman, Stoneridge Partners
Description: The M&A market is changing rapidly, trending towards a bifurcated market for privately held agencies. Get an in-depth rundown on the many factors affecting the market and what it means to you and the value of your company with a detailed discussion of the implementation of the ACA, the FLSA companionship exemption, Medicaid managed care, and proposed dual eligible demonstration projects, in addition to a thorough analysis of the two big public acquisitions currently in the works. With all of the changes in the industry and the current activity in the public sector, there is no better time to get a grasp on the market as you prepare your company for the coming years.

D-3 Growing Your Medicaid Business at the Right Time and in the Right Way
For: Home Care
Speaker: Bob LeBeau, Managing Director – Oakmark Advisors/Strategic Advisor – ContinuLink
Description: The times are a changing here in North Carolina and yes, Medicaid based services are a challenge to support and manage. The need for home and community based care along with the economics of such care will undoubtedly drive the current low reimbursement up. That makes it critical to grow your Medicaid business at the right time and in the right way. Some tried and true principals will continue to apply. The smart use of technology, market assessment, and old fashioned salesmanship will still bring success. This session will provide evidence-based efficiencies and profit enhancements offered by the use of the latest technology solutions for the home care marketplace, together with some practical advice on identifying market opportunities for Medicaid-focused businesses and some benchmarks to compare your agency to. Don’t be the last one to realize Medicaid business can be a key component to your success!
D-4 NC Tracks Update & Transitioning to ICD-10
For: All
Speaker: Dewey Cassell, CSC-NC MMIS, Communications Manager
Description: The NCTracks Update will include information about recent changes in NCTracks as well as upcoming enhancements to the system. The session will also address NCTracks plans for testing, training, and implementation of ICD-10 and what steps providers need to take to prepare for October 1, 2015.

D-5 Is It Medicare or Is It Medicaid Home Health?
For: Home Health
Speakers: Judy Adams, RN, BSN, HCS-D, HCS-O, Adams Home Care Consulting and Kathie Smith, RN, Vice President of State Relations, Home & Community Based Care, AHHC of NC
Description: Home Health providers often grapple with coverage nuances when deciding which payer source is responsible to cover the physician ordered home health services for their dually eligible patients. But in this time of intensive scrutiny, it’s more important than ever to “get it right”. This interactive, game show like presentation will cover chronic diseases; wound care; supplies; infusion therapy; B12; etc and the Medicare and Medicaid policies you can use to help you make the correct decisions about coverage. Come prepared to “test” your knowledge and leave with information to share with agency staff!

D-6 Defensible Documentation
For: Supervisors of In-Home Aide/Companion Sitter Services & Aides/Companions/Sitters
Speaker: Cindy Morgan, RN, MSN, CHC, CHPN, VP Hospice, Palliative Care & Clinical Innovations, AHHC
Description: With all the scrutiny health care settings are currently experiencing, defensible documentation is a vital component of the work we do to sustain our organizations and provide evidence of the services we deliver. This is true regardless of whether you work in a home care, home health or hospice setting. This presentation will focus on how to avoid the pitfalls that may be associated with documentation that does not meet the standard of those scrutinizing our work. Documentation is as important to our patients as providing the hands-on quality of care we strive to accomplish every day.

D-7 Avoid the Pitfalls that Delay or Decrease your Cash
For: Home Health
Speaker: Anne Rivenbark, CPA, VP of Finance, Transpirus
Description: Anne Rivenbark, CPA, VP of Finance at Transpirus, will discuss changes that will impact Home Health billing in 2015 and how agencies can not only prepare in advance, but also meet obstacles with applicable background knowledge once these changes are put in place. The goal of this presentation is to ready agency leadership, clinicians, and staff to facilitate compliance with billing requirements to ensure effective and efficient processes for cash collections. The industry is seeing a growing number of payers with many new requirements for billing in order to be paid for the services provided. As these payers create roadblocks to collections it is essential to understand your payers and their requirements as well as incorporating these requirements into your daily operations to avoid denials and loss of cash and revenue.

D-8 The Virtualization and Mobilization of Your Data Systems
For: Hospice
Speakers: Pete Brunnick, CEO & President, Hospice & Palliative Care Charlotte Region & Pete Davies, Senior Director of Information Systems, Hospice & Palliative Care Charlotte Region
Description: Gone are the days where Information Technology (IT) was just about bits and bytes, feeds and speeds. Today’s IT strategy is about flexibility and providing access to any type of device from anywhere in a convenient and compliant manner. This presentation will focus on building a flexible platform for the future in your organization.
2015 AHHC Executive Summit

Dinner Meeting * Tuesday, April 28th * 5:30 p.m.
Invited Special Guest * The Honorable Tim Moore
NC Speaker of the House of Representatives
NC - What’s Next?* Facilitated by Tim Rogers, President & CEO, AHHC

Thinking out of the Box * Embracing Innovations & Opportunities
Sherl Brand, RN, BSN
Chief External Affairs Officer, VP Business Development, Visiting Nurse Association Health Group

It’s a new day in partnerships & business development!
Join Sherl as she shares innovations undertaken by the VNA Health Group of NJ
* including recently acquiring a home visiting physician practice!
VNA Health Group is a New Jersey based, state-wide, non-profit organization that provides home health, hospice, private pay and an array of community based services to more than 120,000 individuals.

Executive Summit Sessions
Wednesday * April 29th

Keynote Address* 8:30 to 10:30 a.m. * Dr. Bob Fazzi
The health care “world” as we know it is going through tremendous transformation. Some see only rough seas ahead. Others see opportunities – even though the waters are choppy. Just like it takes an ocean liner miles to actually make a turn, our agency transformations and readiness will not occur overnight. But we must be thinking ahead and preparing to make “the turn”. Most health care futurists agree that there are several megatrends before us – the percentage of the population that will be “aged”; the explosion of health care technology; and, moving from population health data to personal health data in order to build personal predictive models to drive our health decisions. One bold futurist, Eric Dishman, Intel Fellow and general manager of Intel's Health Strategy & Solutions Group, is challenging our traditional thinking and going a step further. By 2020, his vision is that 50% of US health care will be delivered in the home. “Care must occur at home as the default model, not in a hospital or a clinic.”

Join Dr. Bob Fazzi, as he discusses these future predications and shares information on the megatrends today and ahead, Come learn what is needed within home care, home health and hospice to ready for a world of Care Anywhere, Care Networking and Care Customization. Dr. Fazzi also will share information on the major models that are being advanced by CMS: ACOs, Medical Home Models, Bundled Payment Models, Transition Models and Valued Based Contracting Models and how to assess agency readiness for participating and most importantly, the best strategies for becoming a partner.
Bob is the founder and Managing Partner of Fazzi. Bob is a nationally recognized speaker, author, futurist and change expert. He is widely published in trade journals and is the author of a number of books.

Executive Session * 10:45 to 11:45 a.m. * Eileen Freitag, MBA

Agency Referral Conversion Rates * What We Don’t Know Can Hurt Us
Every office has that file – you know the one – where a potential customer has called to inquire about services and we complete some notes just in case they call back. But we never hear back from the individual, family member, hospital case manager, physician office etc. Or, after an intake screening or home visit, the case is deemed inappropriate. Is this a lost opportunity? What data do we need to truly get a handle on our agency’s referral conversion rate? How can you determine if you are losing opportunities and how to work with your staff to identify and embrace new opportunities - especially important as they think beyond traditional reimbursement models of coverage and payment to better partner with the new models of care? Come join Eileen Freitag as she shares information to help your agency today and in the future. Eileen is a Partner and Director of Fazzi's Strategic Consulting Division. She is the past President and CEO of one of the largest home care agencies in the United States, the Boston VNA.
REGISTRATION AND GENERAL INFORMATION

The Association for Home and Hospice Care of North Carolina is an Approved Provider of continuing nursing education by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

Please note the therapy track sessions that will offer Physical Therapy Hours are Monday * T1 and T2; Tuesday * C7 and D5.

Three Easy Ways to Register! By Fax: Fax a copy of the registration form with the appropriate credit card information and signature to (919) 848-2355. Our fax line is open 24 hours a day. Faxed registrations will not be processed without credit card information. By Mail: Mail registration form with payment to: AHHC, 3101 Industrial Drive, Suite 204, Raleigh, North Carolina, 27609. Registration forms will not be processed without payment. (Be sure and include the suite number!) On-line: for convenient on-line registration, go to http://imis.homeandhospicecare.org/imispublic/

<table>
<thead>
<tr>
<th>Schedule of Fees * Members of AHHC, SCHCA</th>
<th>Early Bird By March 27th</th>
<th>After Early Bird</th>
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<tbody>
<tr>
<td>Same Early-Bird Price As Last Year!!</td>
<td>$429</td>
<td>$479</td>
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<tr>
<td>AHHC &amp; SCHCA members receive discounts on attendance, available to their employees, contract employees and out-of-state offices!</td>
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<tr>
<td>April 27 – April 29 * Convention &amp; Tradeshow with the Executive Summit</td>
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<tr>
<td>(a great value for only $100 over the Convention pricing)</td>
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<tr>
<td>April 27 – April 28 * Convention &amp; Tradeshow Only</td>
<td>$329</td>
<td>$379</td>
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<tr>
<td>Includes Sessions, Award’s Lunch, Grand Reception: Breaks, Exhibit Hall Breakfast &amp; Lunch</td>
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<tr>
<td>Monday or Tuesday Convention &amp; Trade Show Only * Day Rate</td>
<td>$289</td>
<td>$339</td>
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<tr>
<td>Includes a one day pass to the sessions, networking events, trade show and food events on that day</td>
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<td>– does not include the Executive Summit on Tuesday or Wednesday</td>
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<tr>
<td>Executive Summit Only</td>
<td>$329</td>
<td>$379</td>
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<tr>
<td>April 28th at 5:30 p.m. and concludes on April 29th</td>
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<tr>
<td>Includes Keynote Dinner Tuesday and Sessions Wed. AM &amp; food events</td>
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<tr>
<td>*IN-HOME AIDE MINI-TRACK ONLY - Session D-6 *Same price for 24 years!</td>
<td>$25*</td>
<td>$25*</td>
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Schedule of Fees * Non Members *All Others

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<tr>
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<tr>
<td>Convention &amp; Tradeshow with Home Health &amp; Hospice Executive Summit</td>
<td>$599</td>
<td>599</td>
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<tr>
<td>Convention &amp; Tradeshow Only</td>
<td>$499</td>
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<tr>
<td>Monday or Tuesday Convention &amp; Trade Show Only * Day Rate</td>
<td>$399</td>
<td>$399</td>
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<tr>
<td>(Does not include Executive Summit)</td>
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Cancellation Policy: Please note that due to hotel obligations having to be made far in advance, fees will be refunded, or invoices will be adjusted, only if written notice of cancellation is received by March 28th. In the event of cancellation, AHHC will retain, or charge, $85 of the initial registration fee, per registrant, to cover administrative overhead. Once written cancellation is received, an AHHC staff member will review for approval. If your cancellation is approved, we will email back a signed and dated copy of the cancellation that your agency should retain on file in case of questions. While it is not permissible for several individuals to share a registration, AHHC will be happy to accept substitutions if notified of the change in writing.

Confirmation: A confirmation notice, with directions to the Sheraton Imperial Hotel & Convention Center and information on nurse contact hour and therapy hour requirements, will be sent via email prior to the convention. Should you have any questions or need additional information about registration, please don’t hesitate to contact Richard Fowlkes at (919) 848-3450 or (800) 999-2357 [NC] or via email at richardfowlkes@homeandhospicecare.org

Auxiliary Aids, Services, & Special Diet Requests: AHHC is committed to ensuring that no individual with a disability is excluded, denied service, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services identified in the Americans with Disabilities Act. If you need any auxiliary aids or services or have a special diet request, please indicate that on your registration form or call us. We will do our best to accommodate your needs.
Annual Conference * Please duplicate this form for multiple registrations! Please print!!

Attendee Name: ________________________________________________ Title: ____________________________

Please indicate if you are a nurse! RN ____ LPN ____

Agency Name: ____________________________________________________

Agency Address: __________________________________________________

E Mail Address: ____________________________________________________

City: ______________________ State: _______ Zip Code: ______________ Phone: ______________________

Fax: ______________________ Point of Contact: ______________________

(This email address will be used to send the confirmation notice so please print clearly)

It is important that you pre-register your workshop selections. Without your information, we will not have a correct count for seating or food. Please place an X by the event box you wish to attend for that time slot – For example, A1 or A2 or B1 or B2, etc.

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<thead>
<tr>
<th>Monday April 27th</th>
<th>Tuesday April 28th</th>
<th>Executive Summit</th>
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<tbody>
<tr>
<td>Opening General Session</td>
<td>Morning: <em>Awards Lunch</em> Please Do Not Leave Blank!</td>
<td>Executive Summit Dinner &amp; Keynotes</td>
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<td><em>Awards Lunch</em> Please Do Not Leave Blank!</td>
<td>T1 Home Health Therapy Track</td>
<td>Tuesday * April 28th</td>
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<td>T1 Home Health Therapy Track</td>
<td>Morning:</td>
<td>Executive Summit Keynote &amp; Session</td>
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<tr>
<td>Hot Palmetto GBA Hospice Track</td>
<td>HH-1 Palmetto GBA Home Health Track</td>
<td>Wednesday * April 29th</td>
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<tr>
<td>Charles Canaan</td>
<td>Charles Canaan</td>
<td>Bob Fazzi &amp; Eileen Freitag</td>
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<tr>
<td>A-1 Creating a Culture of Accountability</td>
<td>C-1 Revenue Cycle Redesign</td>
<td>*An in-home aide and/or companion/sitter from your agency is eligible for a FREE registration to the special Educational Session D6 for each full conference registration you submit. Please include the name on the registration form below.</td>
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<tr>
<td>For: Hospice</td>
<td>For: Home Health</td>
<td>Aide/Companion/Sitter attending D6:</td>
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<tr>
<td>A-2 Managing By Data</td>
<td>C-2 Transitions from Hospital to Home</td>
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<td>For: Home Health, Hospice</td>
<td>For: All</td>
<td><em>FREE</em></td>
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<tr>
<td>A-3 Compliance in the Home Health</td>
<td>C-3 Legal Roundtable</td>
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<td>Revenue Cycle</td>
<td>For: Home Care &amp; All</td>
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<td>For: Home Health</td>
<td>C-4 Keeping on Track - A Hospice</td>
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<td>A-4 Successfully Navigating Key</td>
<td>C-5 Attract More Referrals Today!</td>
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<td>Employment Legal Issues and Challenges</td>
<td>For: All</td>
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<td>For: Home Care &amp; All</td>
<td>C-6 Providing Pediatric Hospice &amp; Palliative Care: Yes You Can!</td>
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<td>A-5 Navigating Professional Communication</td>
<td>For: Hospice</td>
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<td>Challenges For: Home Care &amp; All</td>
<td>C-7 Quality Initiatives in Home Health</td>
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<td>Afternoon:</td>
<td>For: Home Health</td>
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<tr>
<td>T2 Home Health Therapy Track continues</td>
<td>C-8 Compassion Fatigue For: All</td>
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<td>Hot Palmetto GBA Hospice Track</td>
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<td>Dan George</td>
<td>Afternoon: Leslie Carswell Lecture</td>
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<tr>
<td>B-1 First Health Case Study: Cutting</td>
<td>General Session * Ken Burgess</td>
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<td>Readmissions From 13% To 5%,</td>
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<td>B-2 Diagnosis and Treatment of Spiritual</td>
<td>D-1 Crisis Management in Hospice</td>
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<td>Pain</td>
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<td>For: Hospice</td>
<td>For: Hospice</td>
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<td>B-3 Using Technology to Partner with</td>
<td>D-2 A Merger &amp; Acquisition Update</td>
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<td>Physicians</td>
<td>For: All</td>
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<td>For: Home Health</td>
<td>D-3 Growing Your Medicaid Business</td>
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<td>B-4 Turn Your Website into Your #1 Referral</td>
<td>D-4 NC Tracks Update &amp; Transitioning to</td>
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<td>Source</td>
<td>ICD-10</td>
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<td>For: Home Care/Companion/Sitter &amp; All</td>
<td>For: Home Care</td>
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<td>B-5 False Claims Act - 2014 Year in Review</td>
<td>D-5 Is It Medicare or Is It Medicaid Home Health? For: Home Health</td>
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<tr>
<td>For: Home Care &amp; All</td>
<td>D-6 Defensible Documentation</td>
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<tr>
<td>General Session * Regulatory Pit Stop</td>
<td>For: Home Care Supervisors &amp; Aides/Companion/Sitters</td>
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<tr>
<td>Choose 1 of the Sessions Below</td>
<td>D-7 Avoid the Pitfalls that Delay or Decrease your Cash</td>
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<tr>
<td>Plenary Session #1 Parker Poe &amp; AHHC Staff</td>
<td>For: Home Health</td>
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<td>Legislative Update * State of the State</td>
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<td>Plenary Session #2</td>
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<td>Addressing Challenges in Reducing</td>
<td>D-8 The Virtualization and Mobilization of Your Data Systems</td>
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<td>Hospital Readmissions</td>
<td>For: Hospice</td>
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<tr>
<td>P3 Bonus Session: &quot;Cinderella vs. Dorothy Knockdown&quot;</td>
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Please call Richard Fowlkes at 919-848-3450 if you have questions. You may fax this form to AHHC at 919-848-2355 or mail it to AHHC, 3101 Industrial Drive, Suite 204, Raleigh, NC 27609