User Conference Session Descriptions

General Sessions:

Welcome Session & Roadmap Discussion
We’ll be kicking off the 2012 Users Conference with introductions from the HCHB Executive Management Team: April Anthony, CEO, Mark Anthony, SVP Sales & Marketing and Tom Maxwell, CSO. They will highlight major milestones for the past year and present an in-depth discussion of the strategic direction of the company, the product and an overview of what to expect from the Users Conference. You don’t want to miss it!

- Who should attend this session? Everyone!
- When: Wednesday, May 9, 1:00PM to 2:15PM

Interoperability in 60 Minutes
Everyone is talking about Accountable Care Organizations, Health Information Exchanges and sharing of data. What is HCHB working on? What is a CCD? What is HL7? Who is leading the industry in this area? What lessons have they learned? What can you do to get started? This session will highlight what's currently evolving in the industry and our strategy for today and tomorrow.

- Who should attend this session? Marketing and Business Development Leaders, Agency Owners & Leadership interested in driving interoperability strategies
- When: Wednesday, May 9, 4:00PM to 5:00PM

Closing Session and Q&A
The Users Conference will close with a wrap-up and Q&A Forum led by the HCHB Executive Team during Breakfast on Friday. A general review of the conference will be discussed and the HCHB team will be available to answer any questions that you may still have after attending the conference.

- Who should attend this session? Everyone!
- When: Friday, May 11, 8:30AM to 9:15AM

Best Practices Sessions:

Home Health Quality Reporting and OCS Benchmarking in HCHB – review HCHB and KL functionality for Outcome Measures, Process Measures and Potentially Avoidable Events
This session will provide an overview of functionality available for CMS Quality Reporting. This will include HCHB and KL reports and OCS-available data. Customers will present experiences and use of this data within their organizations.

- Who should attend this session? Clinicians, Clinical and Operations Leadership, Clinical Managers, Quality Managers, Clinical IT
- When: Thursday, May 10, 9:00AM to 10:15AM
Best Practices for Provider Link – Real World Agency Strategies That Have Maximized Provider Link’s Benefits
This session will feature a speaker who will share how their agency has had success using Provider Link. Focus will be on strategies for training and promoting Provider Link, as well as how to motivate physicians to increase usage. Roundtables will allow attendees to brainstorm ideas and strategies for their agencies.

- Who should attend this session? Marketing Managers, Sales Managers, Operations Leadership, Those responsible for working with referral sources.
- When: Thursday, May 10, 10:30AM to 11:30AM

Top Hospice Management Reports
The purpose of this special interest session will be to review the top operational reports every hospice agency should be running on a routine basis to better manage your business. We will show you how to run these reports in the system and walk through the information that is being presented on each report and how to use it to your advantage.

- Who should attend this session? Hospice Clinical and Operations Leadership, Financial Managers, Quality Managers
- When: Thursday, May 10, 1:15PM to 2:30PM

Setting Up Successful Support Processes
Join us for an overview of how to successfully set up your internal support teams to best serve your HCHB users and also work with the HCHB Customer Services Team. We will review strategies users have implemented for their internal support “desks” and how these models change or evolve based on agency size and overall structure. We will also highlight best practices for working with your Customer Experience Manager.

- Who should attend this session? Authorized Requestors, Internal Help Desk, and/or anyone who works with the Customer Services Team to manage support issues for their agency
- When: Thursday, May 10, 2:30PM to 3:30PM

Disproving the “Clinicians are Poor Business People” Stereotype ... You are the CEO of Your Agency!
Everyone in the agency plays a vital role on the path to success. This session will take the guess work out of managing several critical home health metrics for local managers in the oversight of day-to-day operations, while engaging all agency employees in reaching internal milestones.

- Who should attend this session? Agency Owners, Clinical Leaders, and Others Seeking to Successfully Manage Day-to-Day Operations
- When: Thursday, May 10, 2:45PM to 3:45PM

Top Home Health Management Reports
The purpose of this best practices session will be to review the top operational reports every home health agency should be running on a routine basis to better manage your business. We will show you how to run these reports in the system and walk through the information that is being presented on each report and how to use it to your advantage.

- Who should attend this session? Home Health Clinical and Operations Leadership, Financial Managers, Quality Managers
- When: Friday, May 11, 9:15AM to 10:30AM
Panel Discussions:

**Best Practices for Reducing Re-Hospitalizations**
Who better to partner with acute care facilities across the nation to reduce re-hospitalizations other than home care? It’s time we work together to show the real value of our expertise. Hear from fellow industry leaders on their efforts and share in the brainstorming as we plan for the near future.

- **Who should attend this session?** Agency Owners, Clinical Leaders, those responsible for Quality Performance
- **When:** Wednesday, May 9, 2:30PM to 3:45PM

**Acquisition Strategies for 2012**
Join us for a panel discussion with HCHB and various customers to review the current climate of acquisitions in the home health and hospice space. We will discuss how agencies are approaching this growth strategy, what to look for in acquisition targets, how to use HCHB to successfully add new branches and acquired agencies and how to strategically use the data available to HCHB users to target the right types of acquisitions.

- **Who should attend this session?** Agency Owners & Leadership that focuses on Agency Acquisitions, Business Development Team Members, Administrators, Operations Leaders
- **When:** Thursday, May 10, 9:00AM to 10:15AM

**Sales & Marketing Strategies - “A fireside chat with a few of your peers”**
This best practices panel discussion will be held with a few of the sales and marketing leaders that are using HCHB tools to drive referrals. This session will focus more on industry trends, specialty programs, and marketing strategies.

- **Who should attend this session?** Marketing and Business Development Leaders, Agency Owners & Leadership interested in driving referrals
- **When:** Thursday, May 10, 1:00PM to 2:30PM

**Product Overview:**

**Community Bereavement - Documenting Your Agencies Involvement in Your Community**
This session will provide an overview of the new community bereavement functionality added to track community bereavement contacts and bereavement groups.

- **Who should attend this session?** Administrators, Directors of Nursing, Social Workers, Chaplains, Bereavement Coordinators
- **When:** Wednesday, May 9, 2:30PM to 3:30PM

**Introduction to New Change Payor Functionality**
This session will provide an overview of the new Change Payor functionality that will soon replace the previous Change Payor and Rebill modules. This discussion will focus on Change Payor for the Home Health and Private Duty service lines only.

- **Who should attend this session?** Billing Staff, Billing Managers
- **When:** Wednesday, May 9, 2:30PM to 3:30PM
Capitalizing on Commercial Authorization Workflow
This introductory session will review the many settings related to Home Health and Hospice Commercial Authorization Workflow and guide the user through options to maximize efficiencies when completing this workflow.

- Who should attend this session? Financial Managers, Billing Staff, Billing Managers, Insurance Focused Staff, Operations Managers
- When: Wednesday, May 9, 3:45PM to 4:45PM

New Improved Hospice Claims Management Overview
This session we will provide an overview of the new functionality added to Claim Management and Claim Adjustments. We will also answer questions like - Where did it go? Room & Board create invoice is relocated to Per Diem Claims Management. What about Room & Board Claim Adjustments? Look in Per Diem Claims Adjustments. Where do I find physician services claims? Look in the new, improved Per Diem Claims Management or for late entries – look in Claims Adjustments!

- Who should attend this session? Billers, AP, AR Managers, Back office Managers
- When: Wednesday, May 9, 3:45PM to 4:45PM

Updating the Patient's Care Plan via New Order
This product update session will highlight a new optional feature that allows a patient's care plan to be updated via new order. We will demonstrate the setup necessary to use the feature along with how it works in both PointCare and Clinical Manager.

- Who should attend this session? Home Health and Hospice Clinical Managers and anyone interested in clinical documentation to update a patient's care plan.
- When: Wednesday, May 9, 4:00PM to 5:00PM

An Introduction to Scheduling Console
This session will focus on general Scheduling Console functionality including the best use of scheduling tools and mapping and is an ideal course for those new to the scheduling role, or new to using HCHB.

- Who should attend this session? New Users, Agency Schedulers, Scheduling Managers
- When: Thursday, May 10, 9:00AM to 9:45AM

Maximizing & Managing in Scheduling Console
This advanced scheduling session will provide an overview of some of the latest scheduling enhancements including Auto-Scheduling, Shared Branch Workers and Scheduling Org. Groups. Attendees will be enlightened with some “tips & tricks of the trade” including expert customer user best practices.

- Who should attend this session? Agency Schedulers, Scheduling Managers, DONs, Operations Staff
- When: Thursday, May 10, 10:00AM to 11:00AM

Introduction to Billing, Cash Posting and Collections
This introductory session will review both new and old functionality surrounding the billing, cash posting and collection functions. The session will be geared toward new users of HCHB but will provide valuable information to all users.

- Who should attend this session? Financial Managers, Billing Managers, Billing Staff
- When: Thursday, May 10, 10:30AM to 11:30AM
Hospice Knowledge Link – Tableau Server
This session will highlight the advanced Hospice reporting tools and Dashboards available in Knowledge Link, and introduce the new browser-based report viewing tool called Tableau Server. We’ll demonstrate the necessary setup to start utilizing Tableau Server, along with discussing its vast report sharing capabilities.

- Who should attend this session? Agency Report Analysts, Operations Leaders and Technical/Administrative Users of Knowledge Link
- When: Thursday, May 10, 10:30AM to 11:30AM

Wound Documentation Enhancements – The New ICC
This HCHB-led product update session will demonstrate the new approach to wound care documentation, scheduled for general release in August. This new functionality will include body images for labeling and viewing wounds, viewing progress or decline in summary tables and a new documentation method for assessing wounds.

- Who should attend this session? Home Health Clinicians, Clinical and Operations Leadership, Clinical Managers, Quality Managers
- When: Thursday, May 10, 1:15PM to 2:30PM

Home Health Knowledge Link – Tableau Server
This session will highlight the advanced Home Health reporting tools and Dashboards available in Knowledge Link, and introduce the new browser-based report viewing tool called Tableau Server. We’ll demonstrate the necessary setup to start utilizing Tableau Server, along with discussing its vast report sharing capabilities.

- Who should attend this session? Agency Report Analysts, Operations Leaders and Technical/Administrative Users of Knowledge Link
- When: Thursday, May 10, 1:15PM to 2:15PM

How to Best Use HCHB to Meet Hospice Eligibility Documentation Requirements
In this session we will begin with an overview of the industry trend regarding eligibility documentation. We will provide recommendations on how to best use HCHB in an effort to avoid a full audit and/or pay back revenue due to inadequate documentation regarding eligibility.

- Who should attend this session? Hospice Clinical and Operations Leadership, Mid-level Clinical Managers, Quality Management
- When: Thursday, May 10, 2:45PM to 4:00PM

Best Practices for the New Attachment Functionality
The new Attachment Console is a powerful and evolving tool capable of accommodating a myriad of needs. This session will provide a brief overview of the new attachment functionality and convey some of the planned enhancements, a customer presentation on their use of this functionality within their organization and a Q&A session.

- Who should attend this session? Anyone who frequently manages attachments
- When: Friday, May 11, 10:45AM to 11:45AM

Home Health Initiation Visits: Completing Visits Prior to OASIS Collection
This session will provide an overview of the new functionality for Home Health Initiation Visits. This allows customers to perform visits prior to the Comprehensive Assessment, which is where the Start of Care OASIS data is collected.

- Who should attend this session? Clinical Supervisors, Clinical Coordinators, Agency Schedulers, On-Call Staff, DONs, Administrators
- When: Friday, May 11, 11:00AM to 12:00PM
Round Table:

Back by popular demand, we have brought back the Round Table Discussion Groups. The Round Table sessions are specifically designed to let customers discuss and brainstorm ideas on specific topics with fellow Homecare Homebase users. Our staff is in attendance to act as the group moderator and provide an agenda for discussion.

Rather than limit the groups to very small sessions (as we have in the past) we will host larger groups this year that break-out into smaller teams during the session. This will still ensure good discussion groups and topic exploration while being more accommodating to more attendees.

**Home Health Face-to-Face: Agency Best Practices – discussion of process, physician interaction, HCHB use - Group #1**

This HCHB-moderated Round Table discussion will focus on attendees sharing experiences with F2F. Possible topics include best practices and operational challenges.

- **Who should attend this session?**
  Home Health Clinical and Operations Leadership, Clinical Managers, Quality Managers

- **When:**
  Wednesday, May 9, 2:30PM to 3:45PM

**Hospice F2F Best Practices**

This session will open with a review of the HCHB Hospice F2F functionality. Attendees will then share best practices amongst themselves in smaller groups in a round table format.

- **Who should attend this session?**
  Hospice Clinical and Operations Leadership, Mid-level Clinical Managers, Quality Management

- **When:**
  Thursday, May 10, 9:00AM to 10:15AM

**Best Practices for Therapy Reassessment Tracking - effectively using the therapy reassessment tools**

This session will begin with an overview of the various tools provided by HCHB to assist with Therapy Reassessment management including PointCare Reminders, Workflow, and the Therapy Reassessment Tracking Report. The remainder of the session will be round table discussions in smaller groups to allow attendees to share their own best practices regarding managing the Therapy Reassessment requirements.

- **Who should attend this session?**
  Clinical Therapy Director, Clinical Supervisors, Clinical Managers, Physical Therapists

- **When:**
  Thursday, May 10, 10:30AM to 11:45AM

**Best Practices for HCHB Therapy Forms Management**

The class will include a formal introduction to HCHB Therapy Form Functionality. In addition, the class will break out into round table groups to discuss good and bad examples of therapy forms. Finally, time will be allotted for round table discussion of questions/concerns regarding current therapy form functionality.

- **Who should attend this session?**
  Clinical Therapy Director, HCHB Forms Builder/Manager, Therapy Assessment Experts, Physical Therapists

- **When:**
  Thursday, May 10, 2:45PM to 4:00PM

**Home Health Face-to-Face: Agency Best Practices – discussion of process, physician interaction, HCHB use - Group #2**
This HCHB-moderated Round Table discussion will focus on attendees sharing experiences with F2F. Possible topics include best practices and operational challenges.

- **Who should attend this session?** Home Health Clinical and Operations Leadership, Clinical Managers, Quality Managers
- **When:** Friday, May 11, 9:15AM to 10:30AM

**HCHB Supply Table Management & Supply Discussion Group**

This class will review key reports often utilized for supply management. In addition, a formal review of supply functionality within HCHB, R2 and PointCare will be provided. Finally, time will be allotted for round table discussion of questions/concerns regarding current supply functionality.

- **Who should attend this session?** Supply Billers, Supply Managers, and HCHB Supply Table Administrators
- **When:** Friday, May 11, 9:15AM to 10:45AM

**Voice of the Customer:**

We have also brought back the popular “Voice of the Customer” Discussion Groups to the Users Conference. The “Voice of the Customer” sessions are specifically designed so that the HCHB Product Management team can review upcoming functionality and ideas for functionality with our customers and solicit their feedback.

Voice of the Customer Sessions will also continue to have smaller group sizes to facilitate better discussion, but the format has been changed slightly this year to accommodate more attendees.

**PointCare on Android: Continuing to Improve the User Experience - Group #1**

This voice of the customer session looks at the recently converted PointCare Manager on the Android operating system and solicits feedback for areas of improvement to make the tool easier to use.

- **Who should attend this session?** Home Health and Hospice clinical managers and users of the product who can provide good suggestions for how to improve the user's experience
- **When:** Thursday, May 10, 9:00AM to 10:00AM

**PointCare on Android: Continuing to Improve the User Experience - Group #2**

This voice of the customer session looks at the recently converted PointCare Manager on the Android operating system and solicits feedback for areas of improvement to make the tool easier to use.

- **Who should attend this session?** Home Health and Hospice clinical managers and users of the product who can provide good suggestions for how to improve the user's experience
- **When:** Friday, May 11, 9:15AM to 10:15AM
Open Forums:

**The Customer Experience**
This open forum will be supported by various HCHB experts from Implementation, Customer Support, Product Management and various technical teams. They will be available for appointments during the conference for all customers to ask questions, discuss enhancements, get tips & tricks on using the system, get help with issues, etc. We will also bring back our Android Area this year for specific help with the transition to Android on PointCare and RSL.

Please be sure to stop by and book an appointment time during “open” hours. Walk-ins will be accommodated on a first-come, first-serve basis.

- **Who should attend this session?** Anyone with a question that needs answered!
- **When:** Opens EARLY on Wednesday, May 9 at 10:00AM to allow any customers arriving early to stop by and get their questions answered or book a time to meet with the “Experience” Team.

*The Customer Experience will be open during the duration of the conference as well.*