



HCHB User Conference - Session Descriptions

General Sessions:

Welcome Session & Roadmap Discussion

We'll kick off the Users Conference with introductions from the Homecare Homebase Executive Management Team. They will highlight major milestones for the past year and present a look at the strategic direction of the company, product plans and new initiatives for the future and an overview of what to expect from the Users Conference.

- Who should attend this session? **Everyone!**
- When: **Wednesday, June 14th, 1:00PM to 2:15PM**



5 Dashboards No Agency Should Be Without

Join April Anthony, CEO of Homecare Homebase as we start the day with a thought-provoking discussion on the top 5 dashboards agencies need to run their business. We'll discuss the importance of these powerful business tools and how they can impact profitability, quality and even employee satisfaction. You won't want to miss it! We'll begin at 8:30 in the Dallas Ballroom as we enjoy breakfast, join us for some delicious food to kick-start your day and some highly impactful info to kick-start your thinking.

- Who should attend this session? **Everyone!**
- When: **Thursday, June 15 from 8:30 to 9:15AM**



Key Note Session 2017 – A Fireside Chat on the Legislative Climate in Washington, DC

Be sure to join Homecare Homebase CEO April Anthony as she talks with Washington D.C. Attorney Nancy Taylor about the challenging legislative climate of home health care. Ms. Taylor is a specialist in health care policy and regulation and serves as a key advocate for the Partnership for Quality Home Healthcare at CMS. This one-hour fireside chat will leave you with an informed perspective on the latest home health topics and we'll take live audience questions and answer those pulled from the conference app. It's sure to be an enlightening session and leave you with a better sense of where our legislative tides are turning.

- Who should attend this session? **Everyone!**
- When: **Thursday, June 15th, 1:30PM to 2:30PM**

Adapting Your Agency for Success in the Future of Post-Acute Care

Join us Friday morning for a panel discussion on how agencies are adapting to the new legislative environment and the continuing shifts within the post-acute healthcare industry. Topics will include recent legislative changes and their implications, continued focus on care transitions, Value-Based Reimbursement models, Risk-sharing relationships among post-acute care providers and the continued need for interoperability. Join us as our panel discusses ways to better work with hospitals, physicians and community groups, and begin the thought process for how your agency can become a more valuable part of the healthcare community of the future.

- Who should attend this session? Everyone!
- When: Friday, June 16th, 8:30AM to 9:30AM

Best Practices Sessions:

Managing Hospice Billing through KPIs

This Best Practices session will discuss benchmarks, metrics and reports to help hospice agencies better manage their billing department. The attendees will learn how to track their own KPIs to improve operational efficiency.

- Who should attend this session? Hospice Billing Managers and Senior Financial Staff
- When: Wednesday, June 14th, 2:30PM to 3:30PM

The Customer Experience Portal: A Knowledge Base Working Session

The Knowledge Base is an integral part to self-help on the Customer Experience Portal. We strive to provide our customers with the best quality information to resolve their issues in a timely manner. This best practices session is focused on showcasing Knowledge Base usage, discussing the future road map for Knowledge Base success and receiving customer feedback for improvements. This class will be presented by the Knowledge Base Manager and Oracle Administrator.

- Who should attend this session? Everyone!
- When: Wednesday, June 14th, 2:30PM to 3:30PM
Friday, June 16th, 11:00AM to 12:00PM

Forms Building: Best Practices to Drive Clinical Outcomes - Home Health

This Best Practices discussion will center on important forms topics such as when to use an Assessment Item vs. Problem Statement. We will cover a variety of forms topics, but this discussion will focus on forms within the Home Health Agency.

- Who should attend this session? Agency Forms Building Decision Makers
- When: Wednesday, June 14th, 2:30PM to 3:30PM

Samsung KNOX - A Customer Testimonial & Round Table Discussion

This Best Practices session will highlight the practice use case for the Samsung Knox tools with a current Homecare Homebase Customer. The discussion will center on use of the Knox Workspace, Premium, Customization, Mobile Enrollment and Enabled Apps. Attendees will receive tips on how to best prepare for a unified mobile strategy with Samsung Knox.

- Who should attend this session? Device & MDM Administrators, CISO, those responsible for securing Android for multi-use cases and new HCHB customers looking for an easier way to deploy a mobility strategy with Mobile Enrollment.
- When: Wednesday, June 14th, 3:45PM to 4:45PM

Revenue Management for Home Health

Join us for a best practices session to review Home Health Revenue Management with HCHB and McBee Associates

- Who should attend this session? Home Health Billing and Financial Teams
- When: Wednesday, June 14th , 3:45PM to 4:45PM

Improving Agency Performance through Operationalizing Your Agency Dashboards

This Best Practices session will review tools provided by Homecare Homebase for customers to better understand the make-up of their business and employee strategies for running it more efficiently and effectively. The session will help customers look at their performance and identify areas for improvement, as well as operational best practices learned from the collective Homecare Homebase Community.

- Who should attend this session? Agency Administrators, Operations, Financial and Clinical Managers
- When: Wednesday, June 14th , 3:45PM to 5:15PM
Thursday, June 15th , 4:00PM to 5:30PM

Best Practices for New Customers - Operational Processes, Workflow & Setup

This Best Practices session will review key tools, workflows and processes within Homecare Homebase for newer home health and hospice customers that allow for improved operational efficiency. This is a must-attend session for newer users who are getting comfortable with their Homecare Homebase solution and are shifting focus to continued operational improvements.

- Who should attend this session? Agency team members responsible for setup and defining operational processes
- When: Thursday, June 15th , 9:30AM to 10:30AM

5-STAR Ratings and How to Position Your Agency

Corridor experts will help you understand why CMS developed the 5-STAR-Rating as a tool for consumers, the types of ratings, how they are calculated, and the resources required as a provider to participate successfully in quality reporting. We will discuss why maintaining favorable STAR Ratings are critical to relationships with other providers and payors in the accountable care marketplace. This best practices session will be brought to by HCHB & Corridor.

- Who Should Attend: Agency Administrators, Operations, Financial and Clinical Managers
- When: Thursday, June 15th 9:30AM to 10:30AM

Optimizing Your Workflow to Reduce Unbilled A/R

This Best Practices session will focus on a case study for optimizing workflow to reduce unbilled accounts receivable.

- Who should attend this session? Agency Financial Teams
- When: Thursday, June 15th , 10:45AM to 11:45AM

Driving Clinical Outcomes Through Enhanced Medication Adherence

Join a current Homecare Homebase customer as they present with our partner, Exact Care Pharmacy for this best practices session. The team will share their experience working together to enhance the patients' adherence to their medication regimen and the positive clinical outcomes that is driving for the patient and the provider.

- Who should attend this session? Agencies leaders, Financial & Clinical supervisors, Operations teams
- When: Thursday, June 14 from 10:45 to 11:45



Value Based Purchasing – A Practical Approach

Payors are driving new reimbursement models that change the compensation methodology from volume and duplication to value and coordination. But what does that mean for you? Corridor experts will help you gain an understanding of the various value based purchasing models, the resources required as a provider and valued partner in your marketplace, and identify key areas for consideration in your strategic planning. This best practices session will be brought to by HCHB & Corridor.

- **Who Should Attend:** Agency Administrators, Operations, Financial and Clinical Managers
- **When:** Thursday, June 15th 2:45PM to 3:45PM

Metrics to Monitor the Health of Your Help Desk

Reporting and analytics can reveal opportunities and trends for your help desk. This Best Practices session will include tracking and trending performance, establishing performance goals and creating a system of accountability for achieving your goals. This class will be most informative for those who have dedicated help desk personnel and will be presented by Customer Services Leadership Team.

- **Who should attend this session?** Customer Help Desk Staff
- **When:** Thursday, June 15th, 4:00PM to 5:00PM

Managing Home Health Billing through KPIs

This Best Practices session will discuss benchmarks, metrics and reports to help home health agencies better manage their billing department. The attendees will learn how to track their own KPIs to improve operational efficiency.

- **Who should attend this session?** Home Health Billing Managers and Senior Financial Staff
- **When:** Thursday, June 15th, 4:00PM to 5:00PM

Best Practices for Seasoned Customers - Operational Processes, Workflow & Setup

This Best Practices session will review key tools, workflows and processes within Homecare Homebase for seasoned customers that allow for improved operational efficiency for both Home Health and Hospice customers. This is a must-attend session for anyone focused on ongoing operational improvements!

- **Who should attend this session?** Agency team members responsible for setup and defining operational processes
- **When:** Thursday, June 15th, 4:00PM to 5:00PM

Staffing: How to Best Staff Your Agency for the Future

With the future requiring agencies to work differently, staff accordingly and adhere to more and different payment models the changes can feel overwhelming. Join us for this best practices session where will showcase tools and strategies for better utilizing staff leveraging HCHB and tools and strategies for adapting to the changing payor mix and home care environment of the future.

- **Who should attend this session?** Agency team members responsible for staffing and hiring, Operations Team Members
- **When:** Thursday, June 15th, 2:45PM to 3:45PM



Forms Building: Best Practices to Drive Clinical Outcomes – Hospice

This Best Practices discussion will center on important forms topics such as when to use an Assessment Item vs. Problem Statement. We will cover a variety of forms topics, but this discussion will focus on forms within the Hospice Agency.

- Who should attend this session? Forms Building Decision Makers
- When: Friday, June 16th, 9:45AM to 10:45AM

HCHB as Your Security Partner

This session will review various points of intersection between your security program and Homecare Homebase's security program – including a broad discussion and live demonstrations (Mr. Robot style) of some security risks at those intersections – and offer some “best bang for your buck” tips and practices to help mitigate those risks.

- Who should attend this session? Clinical Operations, Compliance and Quality Supervisors
- When: Friday, June 16th, 11:00AM to 12:00PM

Panel Discussions:

Revenue Management for Hospice

Join us for a panel discussion on Hospice Revenue Management with HCHB and McBee Associates

- Who should attend this session? Hospice Billing and Financial Teams
- When: Thursday, June 15th, 9:30AM to 10:30AM

Product Overview:

HCHB Analytics: The Future of Knowledge Link

Are you getting the most out of Knowledge Link? This session provides a glimpse into HCHB Analytics, the future evolution of Knowledge Link that will make it easier for your organization to adopt a culture of analytics and get the highest value out of your Homecare Homebase system.

- Who should attend this session? Anyone!
- When: Wednesday, June 14th, 2:30PM to 3:30PM
Friday, June 16th, 9:45AM to 10:45AM

Top Value-Added Interfaces with HCHB

Homecare Homebase has integrated many outside vendors and processes to continue to build your operational efficiencies and integrate our customers with others in the health care community. Join us for this product overview session to learn about the best interfaces available that bring value to our customers.

- Who should attend this session? Agency Owners, IT, Operations, Clinical Managers
- When: Thursday, June 15th, 9:30AM to 10:30AM

Tech Talk with the HCHB Technology Team

This session will introduce you to members of the technology team, discuss technology initiatives and various projects that we're working on.

- Who should attend this session? Agency technical team
- When: Thursday, June 15th, 10:45AM to 11:45AM



Samsung Business Services - Utilizing the Power of the Samsung Partnership to Realize a Successful Ongoing Mobile Strategy

This Product Overview session will showcase the new Samsung Business Services platform, including the current Samsung Road Map, a newly defined service for assisting Homecare Homebase Customers with their mobile strategy and introduction of carrier-agnostic services to aide in deployment, kitting and distribution of devices across your growing caregiver population. This a must-attend session for those with growing and ever changes mobile teams looking to streamline operations as it relates to device management and procurement.

- **Who should attend this session?** Device & MDM Administrators, CISO, those responsible for managing and procuring Android devices for refresh and for new users.
- **When:** Thursday, June 15th, 9:30AM to 10:30AM

Connecting the Dots: Reviewing System Set-Up

The Clinical and Financial Professional Service Team members will provide an overview of the key setup areas of Homecare Homebase. This will include sections where vital functional areas overlap. This is an informative session for new and experience users alike, showcasing both new and existing ways to ensure your system is fine-tuned and set up to minimize workflow and rework, as well as allowing the user to take full advantage of all the features of the software.

- **Who should attend this session?** Financial, Operational and IT Team members responsible for Homecare Homebase Set-Up and system oversight
- **When:** Friday, June 16th, 9:45AM to 10:45AM

Round Tables:

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.

We have a combination of large round table discussions that will accommodate many attendees, each working in smaller groups that will present their conclusions at the end of the session to the larger group, and traditional small-format round tables that have a limited number of seats that are limited to one attendee per agency. Each type of session will enable users to get the most benefit out of the session and provide a format for the most effective exchange of ideas.

Maximize the Value of Your Online Learning Hub

Learn how to maximize the value of your Online Learning Hub through a discussion focused on managing learning plans for the updated HCHB release cycle, continued staff training and more. Hear customer success stories as well as participate in a discussion regarding best practice and knowledge retention.

- **Who should attend this session?** Application educators & supervisors responsible for new and ongoing staff training and onboarding.
- **When:** Wednesday, June 14th, 2:30PM to 3:30PM

How to Best Manage Hospice Recert Strategies

This Round Table discussion will center on customer success and efficiency strategies around the hospice recertification process. Bring your agency experience and best plans to the table to share with current users.

- **Who should attend this session?** Hospice Clinical Managers.
- **When:** Wednesday, June 14th, 3:45PM to 4:45PM

Home Health Regulatory Hot Topics

The Round Table session will provide opportunity for attendees to hear a regulatory update covering Home Health hot topics from a current Homecare Homebase Customer, while allowing a platform for open discussion and questions.

- **Who should attend this session?** Home Health staff with varying levels of expertise and focus who are interested in networking and sharing knowledge with other Home Health users
- **When:** Thursday, June 15th, 10:45AM to 11:45AM

Preparing for Onsite Audits - HCHB System Utilization Round Table

This round table discussion will provide both home health and hospice customers the opportunity to share best practices using Homecare Homebase during an audit. We'll have one customer kick off the discussion with ways they've prepared for an audit and attendees will get the chance to discuss which reports to run, who to contact, how to manage surveyor login, team dynamics, etc. Be sure to join this small, round table group for an informative look at preparing for audits!

- **Who should attend this session?** Agency staff who work with clinical auditors/surveyors
- **When:** Thursday, June 15th, 2:45PM to 3:45PM
Friday, June 16th, 9:45AM to 10:45AM

Hospice Regulatory Hot Topics

"The Round Table session will provide an opportunity for attendees to hear a regulatory update covering Hospice hot topics from a current Homecare Homebase User, while allowing a platform for open discussion and questions.

- **Who should attend this session?** Agency hospice staff with varying levels of expertise and focus, who are interested in networking and sharing knowledge with other hospice users
- **When:** Friday, June 16th, 11:00AM to 12:00PM

CoPs Strategies for Home Health

This Round Table discussion will focus on best practices for adhering to the CoPs that are currently scheduled to become effective in July. To kick off this session, Homecare Homebase will share a high level overview of software changes that are completed and/or planned to support agencies in the adoption of the new CoPs. Customers will get the chance to discuss these changes and provide feedback, as well as share strategies and ideas for success within their operations.

- **Who should attend this session?** Clinical Managers, Administrators, Regulatory/Compliance team
- **When:** Friday, June 16th, 11:00AM to 12:00PM

Workshops:

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The Workshop sessions will give attendees the opportunity to attend classes that offer a hand's-on experience with certain aspects of the solution. **Attendees of these sessions will be required to bring a laptop with WIFI capabilities and appropriately loaded software, as indicated in the session description.**

HCHB Executive Workshop

Are you an Agency CEO or Executive who wants to ensure top efficiency in your organization utilizing Homecare Homebase? Join us for this exclusive, executive session to review best practices using Agency Dashboards to effectively run and manage your agency. This session will focus on using data to manage operations and use it as effectively as possible to make smart, informed decisions.

- **Who should attend this session?** Due to the nature of this session, attendance is limited in size and will be limited to the CEO, or approved substitute, with only one attendee per agency permitted. The HCHB Users Conference Team will approve all registrants to ensure they meet requirements.
- **When:** Friday, June 16th, 9:45AM to 11:45PM

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 are smaller groups to facilitate better discussion, and are limited to one member per agency.

Clinical Decision Support

This voice of the customer session provides a high level overview of progress and strategies for Clinical Decision Support, including the Assessment Driven POC project. This session will involve an interactive discussion with attendees around implications and opportunities for optimal patient results.

- **Who should attend this session?** Field Clinicians, Nursing Staff
- **When:** Wednesday, June 14th, 3:45PM to 4:45PM
Thursday, June 15th, 4:00PM to 5:00PM



The Evolution of the Hospice Inpatient Unit Solution

This Voice of the Customer session provides a high level overview of best practice strategies for managing Hospice Inpatient Units and an interactive discussion with attendees around software changes to better assist staff in effective care delivery to HIU patients.

- **Who should attend this session?** Hospice Inpatient Unit Clinicians
- **When:** Thursday, June 15th, 2:45PM to 3:45PM



Auto Scheduling

This Voice of the Customer session provides a high level overview of Auto Scheduling followed by an interactive discussion with attendees around enhancements to the feature.

- **Who should attend this session?** Agency Schedulers, Scheduling Managers, DONs and Operations Staff
- **When:** Thursday, June 15th, 2:45 to 3:45

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 feature special technology partners to answer your questions about the latest devices and other complimentary technology to your HCHB solution. *The Customer Experience will be open during the duration of the conference as well.*

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, June 14th at 9:30AM to allow any customers arriving early to stop by and get their questions answered or book a time to meet with the Customer Experience Team

CoPs Stop

Join us throughout the conference in our CoPs Stop User Lab. We’ll discuss and showcase new functionality as it relates to changes in the Conditions of Participation and solicit feedback from our users on the user experience and planning for the roll-out of functional changes. Partners from Corridor will be on hand as well to answer broader based questions on agency process and offer guidance on the changes your agency will need to consider.

- **Who should attend this session?** Everyone! This is an open forum, no need for an appointment.
- **When:** Wednesday 9:00 to 11:30 and 2:30 to 5:00, Thursday 9:30 to 11:45 and 2:45 to 5:00.

Pre-Conference Sessions:

Join us early on Wednesday to find out what some of our partners have been up to in the following Pre-Conference Sessions. Hear about the latest technology they have to offer and new developments in integration with HCHB.

Developing a Data Driven Approach for Agency Growth by Excel Health Group

This pre-conference session will enable participants to better understand how to analyze and effectively use data to become a trusted, and indispensable, advisor to physician and hospital partners. Understand true market share in a dynamic and changing post-acute environment and employ fact-based selling to influence facility and physician behavior around patient discharges to home health and hospice. The Excel Health Team will share real-world examples of changing market dynamics that will be surprising.

- **Who should attend this session?** Agency leaders, Business Development, Sales & Marketing
- **When:** Wednesday, June 14th, 9:15AM – 10:15AM

Leveraging Analytics and Clinical Transformation to Achieve “A Better Way to Care” by Medalogix

Home health and hospice industries have been faced with many challenges in recent years. Increased regulatory scrutiny, reimbursement cuts and staffing shortages have resulted in a heightened focus on achieving the best patient outcomes more efficiently and cost effectively. Enlisting strategies to clinically transform care delivery through population health management can make the difference in sinking or surviving in the new value-based payment system. Join us to learn how Encompass leverages Medalogix analytics-based solutions in tandem to help achieve the Triple Aim.

- Who should attend this session? Agency Administrators, Operations, Financial and Clinical Managers
- When: Wednesday, June 14th, 10:30AM to 11:30AM

Why your wireless bill is not just another bill: Turning your wireless data into actionable intelligence – by The Bill Police

Everybody loves their wireless device but hates their wireless bill. Organizations need sophisticated macros and a methodology to get the best use of wireless devices for the least cost. This session will teach users how to analyze data sets to drive carrier wireless cost down and increase productivity.

- Who should attend this session? Finance, IT and teams responsible for mobile vendor support and contracts
- When: Wednesday, June 14th, 11:45AM to 12:45PM