

**GET YOUR DUCKS
IN A ROW**



MICHIGAN
**HomeCare
& Hospice**
ASSOCIATION

2025

Annual Conference Registration



May 06-08, 2025
Tuesday–Thursday



Radisson of Kalamazoo
100 W Michigan Ave, Kalamazoo, MI 49007



Conference Information

WHO SHOULD ATTEND?

Home Care, Hospice, Palliative & HME Staff, Administrators & Managers, Owners, Physical, Occupational & Speech Therapists, Social Workers, Clinical Nurse Supervisors, Finance, Reimbursement & Billing Staff, Volunteer Managers and HR Personnel. You!

REGISTRATION:

Mail completed registration form with payment to MHHA, 2140 University Park Drive, Suite 220, Okemos, Michigan 48864. Make checks payable to MHHA. No telephone registrations will be accepted. Fax registrations will be accepted ONLY for payment by credit card. Confirmations are guaranteed to be sent to those whose registrations are postmarked by Friday, April 25, 2025. Early bird registration discount rates apply to registrations postmarked by Friday, March 28, 2025. Agencies will be billed for the difference if early-bird fees are postmarked after Friday, March 28, 2025. Registration sharing is strictly prohibited. Each person must be registered.

CANCELLATION POLICY:

Registration fees, less a \$50.00 processing charge are refundable by submitting your request in writing to MHHA (fax: 517/349-8090) on or before Friday, March 28, 2025. No refunds will be made, under any circumstances, after March 31st. Substitutions are permitted by faxing your request to MHHA, 517/349-8090.

NURSING CONTACT HOURS:

Michigan HomeCare & Hospice Association is approved as a provider of nursing continuing professional development by Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Relevant Financial Resolution: No one with the ability to control the content of activities has any Relevant Financial Relationships with an ineligible company.

CRITERIA FOR SUCCESSFUL COMPLETION:

In order to receive contact hours you must stay for the entire session and complete an evaluation for each session. Each attendee will be supplied with labels to use for signing in and out of the session. At the conclusion of each session, you must complete the evaluation.

SOCIAL WORK CES:

Applied for to the Michigan SW CE Collaborative.

DRESS:

For your comfort, please dress casually for the conference.

OVERNIGHT ROOM RESERVATIONS:

Make your overnight reservations at <https://www.choicehotels.com/reservations/groups/G9633092>. Book your guest room reservation

on-line today with your arrival and departure dates. Rates do not include 6% state tax, 5% city tax, or parking. If having any issues, please call (269) 343-3333 during normal business hours. Room block cutoff date is April 14, 2025. After that date, the \$169 room rates are not guaranteed.

CONSENT TO USE PHOTOGRAPHIC IMAGES:

Registration and attendance at, or participation in, MHHA meetings and other activities constitutes an agreement by the registrant to the use & distribution of the registrant/attendees' image photographs of such events and activities by MHHA.

MEETING ROOMS:

Individual response to temperature differs greatly. It is best to layer clothes, dress for a warm room, but bring a sweater/jacket.

REGISTRATION:

Register for this in-person event. Complete the attached registration form. Many great sessions that allow for agencies to send more than one person from your agency. Additional attendee discount. Reward employees with over 30 hours of CEs for professional development to choose from and networking opportunities to learn from others in the industry. Current CDC Recommendations/Guidelines will be followed to help keep attendees safe and healthy.

AT YOUR SERVICE:

Host: MHHA, 2140 University Park Drive, Suite 220, Okemos, Michigan 48864, Phone: 517/349-8089, Fax: 517/349-8090. Cindy Thelen, Director of Membership Services, E-mail: cindy@mhha.org

Conference Hotel: Radisson of Kalamazoo
100 W. Michigan Ave., Kalamazoo, MI 49007
Phone: 269/343-3333

SILENT AUCTION:

Plan to attend and participate in the Silent Auction that benefits the Michigan Foundation for Home Care Scholarships. The Annual Silent Auction will be set up in the Exhibit Hall starting on May 6, 2025 from 4:30 p.m. to 7:00 p.m. and will remain open throughout the conference during scheduled exhibit times. The bids will close at 12:00 noon on Wednesday, May 7, 2025. Proceeds will help support the Michigan Foundation for Home Care Education scholarships and programming. If you are interested in donating something of value to the auction, please complete the enclosed donation form.



Conference Speakers



Tracy Bargeron, MSN, RN

Tracy Bargeron has more than 35 years of nursing experience in both home care and hospital settings. She has dedicated over 20 years to critical care and more than 10 years to palliative care. Tracy was instrumental in establishing the inpatient Palliative Care Program at Covenant HealthCare and currently serves as the Advance Care Planning (ACP) and Community Outreach Specialist for the organization. She is a certified Respecting Choices ACP facilitator and instructor, an End-of-Life Nursing Education Consortium (ELNEC) trainer, and a former clinical nursing instructor. Additionally, Tracy is actively involved in the hospital's ethics committee and the MI-POST Advisory Committee. She is passionate about providing care that aligns with patients' values, beliefs, and preferences.



Nathan Barnett

Nathan Barnett is a seasoned professional with over 11 years of experience in the home health and hospice industry. A devoted father of two, Nathan balances his personal and professional life with a strong sense of commitment and care. As a Regional Sales Director for Residential Home Health, Nathan plays an instrumental role in expanding the company's services and ensuring patients receive top-tier care in their homes. Nathan's professional duties extend to coordinating care for veterans, ensuring they not only receive the care they need but also helping them navigate and connect to the benefits they've earned. His dedication to serving veterans goes above and beyond, making him a trusted advocate for those who have served the country.



Jessica Bewley-Smith

Jessica is a Clinical Educator at National Government Services, focusing on home health and hospice education. She leverages over fifteen years of healthcare expertise, specializing in Healthcare Data Analysis, Healthcare Systems Implementation, and Medical Review Management. She has a passion for optimizing healthcare processes and enhancing patient care through education and outreach initiatives. With a keen understanding of industry trends, Jessica is committed to empowering providers with the knowledge and tools they need to deliver exceptional care.



Brian Boulanger, BS

Brian Boulanger is the Vice President of Information Technology at Hart Medical Equipment. In this role, Brian oversees IT, Information Security, Data Analytics, Ecommerce, Project Management and Training. Brian serves as Hart's Security Officer, responsible for ensuring HIPAA Compliance is maintained in regard to the security and privacy of all ePHI. Brian also currently sits on the board of the Michigan Healthcare Cybersecurity Council (MiHCC). Brian has over 15 years' experience specifically in Healthcare IT and holds a Bachelor's degree in Computer Information Technology from Oakland University, among other certifications. His favorite parts of working at Hart are being able to introduce and implement new and innovative technologies to streamline processes and ultimately provide more efficient and higher quality care to our patients, all while doing so with a great team of hard-working and like-minded individuals.



Rick Brummette, RN, BSN

Rick graduated from Michigan State University's College of Nursing and has been a Registered Nurse for over thirty years. He has been in survey and certification for 18 years, eight of those years surveying Medicare certified healthcare providers and 10 years as manager of the Specialized Healthcare Services Section. He specializes in assessing quality of care through documentation, clinical record reviews and interviews for home health, hospice, outpatient physical therapy and rural Health clinic conditions of participation



Cynthia Campbell, MBA, BSN, RN

Cindy Campbell is a nationally recognized thought-leader and management consultant to the continuum of healthcare at home. Cindy holds a Master of Health Administration with specialty in Healthcare Informatics, and a Bachelor of Science in Nursing. Cindy brings deep experience leading multi-service line healthcare at home, followed by over 20 years of work with Fazzi Associates, now proud to be a fully integrated member of the WellSky family of companies. Cindy and her team help agencies leverage strategic thought and operational efficiency into organizational, work-process and clinical model design for Home Health, Hospice, Palliative Care and Private Duty organizations throughout the United States. Cindy has served as a Board Member of the National Association for Homecare & Hospice, Chair of the Pediatric Homecare & Hospice Association of America, and member of the Executive Committee of the American Telemedicine Association's Homecare and Remote Monitoring Special Interest Group. A passionate advocate for innovation on behalf of patients and industry, Cindy is committed to driving methodology to best serve the needs of advancing healthcare at home.



David Chandler

David Chandler is Vice President of Payer Relations for the American Association for Homecare. David has worked to build relationships with payers across the country and assist Home Medical Equipment (HME) providers in ensuring their patients have access to quality equipment and care. He continues to work with state and regional associations throughout the nation to find solutions and fight for regulatory and legislative change. David has worked in the HME industry since 2003, most recently with Liberty Medical Specialties as Director of Reimbursement and Government Affairs. He has considerable experience in sales, operations, reimbursement, payer, and government relations. Chandler's service to the HME community also includes a term as President of the Atlantic Coast Medical Equipment Services Association. He served as Chairman of the Medicare Jurisdiction C Advisory Council and was a member of AAHomecare's Regulatory Council and State Leaders Council. Chandler was elected to the North Carolina Board of Pharmacy/ DME Subcommittee in 2016. Chandler also currently serves on the board for Alabama Durable Medical Equipment Association (ADMEA), Great Lakes Home Medical Services Association, Northeast Medical Equipment Providers Association (NEMEP), Pennsylvania Association of Medical Suppliers (PAMS), and Arkansas Medical Equipment Providers Association (AMEP).



Arnie Cisneros, PT

As President of Home Health Strategic Management, Arnie has provided clinical services, program development, and management consultation in the areas of Post – Acute care, sports medicine, and Episodic Programming for more than 30 years. He is renowned for his adaptation of traditional care philosophies to address current and future healthcare reform initiatives. Having delivered care across an evolving care continuum during the PPS era, he is able to position HHSM as the leading Post – Acute consulting firm in terms of rewiring care for quality clinical outcomes. As a result, HHSM has been selected as Post – Acute consultants for multiple Pioneer ACOs, including the awarding and development of a CMS Innovation Center Bundling Pilot Demonstration Project in conjunction with the Detroit Medical Center. The subsequent Bundling program served as the basis of the first mandatory CMS Alternative Payment Model (APM), Comprehensive Care for Joint Replacements (CJR). HHSM subsequently became Post-Acute clinical consultants for the DMC MI Pioneer ACO, managing all DMC discharges for Sub – Acute and Home Health services. HHSM is a leader in the establishment of a Utilization Review (UR) Model for Home Health care development and delivery. The HHSM UR Model, SURCH – Service Utilization Review for Care in the Home, was named the 2016 VNAA Innovative Home Health Care Model for its ability to successfully address and program care in terms of the quality requirements. The SURCH model routinely increases Care-Mix and HHRG levels >25%, decreases nursing staffing costs while improving productivity, manages care on an in-episode basis, and delivers 4.5 – 5 Star Ratings; all in an audit – proof manner.



Tammie Daniels, RN, MSN

Tammie is currently a healthcare surveyor in the Specialized Health Care Services Section of the Acute and Continuing Care and Support Division, Bureau of Survey and Certification. Prior to this, Tammie worked for the State of Michigan with a specially formed infection prevention unit during the COVID pandemic called IPRAT (Infection Prevention Resource and Assessment Team). Through this non-regulatory and consultative team, she collaborated with local health departments, long term care facilities, and other congregate care settings across Michigan to help identify opportunities for improving infection prevention and strengthen containment strategies. She is a registered nurse and completed her Master's in Nursing Education from Chamberlain University in 2020. She has worked in healthcare for over 26 years including providing clinical instruction for Nuclear Medicine Technology students through Ferris State University and providing clinical and didactic instruction for licensed practical nursing students with Dorsey University (Saginaw). Tammie is inspired daily by her husband, daughter, and 3 grandkids. In her free time, she enjoys hiking, reading, and hanging with the family.



Terence Durkin, JD

Terence Durkin's practice blends labor and employment law with medical malpractice and general litigation. His experience gives him a unique ability to help clients sort through the challenging and ever-changing world of labor and employment rules and regulations. Clients come to Terence and the firm's labor and employment practice group for guidance because they understand the priorities and risks involved with managing a diverse workforce, creating contracts, and implementing the best policies and procedures. Terence and the Kitch labor and employment practice group offer a full array of employment and labor law services, including disputes in all types of forums: the courts, mediation panels, arbitration and administrative agencies. Clients rely on Terence to help them navigate collective bargaining, contract administration, and grievance and arbitration proceedings, and he often participates with them in those proceedings. Terence plays an active role in the community by serving on the Executive Board of the Michigan Defense Trial Counsel, chairing the Ascension Providence Foundation, and being a member of the Plymouth Rotary. He was elected to the Core Leadership Team of Oak Mac SHRM (Society of Human Resource and Management). Terence received his Bachelor of Arts in political science from Millikin University in Decatur, Illinois and his Juris Doctorate from Western Michigan University Cooley Law School where he was Article Editor of the Journal of Practical and Clinical Law. He is licensed to practice law in Michigan and Ohio as well as the United States District Courts Eastern and Western Michigan.



Lia Farber, MA

Lia Farber is the Hospice Veterans Program Coordinator at Residential Hospice. Lia holds a Master's in Pastoral Ministry and a Bachelor's in Education. Her professional background includes roles as a hospital chaplain, volunteer coordinator, and educator in areas such as conscious living, conscious aging, and conscious dying. She has been with Residential Hospice since 2019 and has been involved with the "We Honor Veterans" program for five years. In her role, Lia provides educational resources and training to staff and volunteers, coordinates special events and ceremonies in Michigan (Lapeer and Troy branches), and oversees the "We Honor Veterans" programs across Illinois, Ohio, Pennsylvania, Kansas, and Missouri. She also supports community outreach, facilitates training on sensitive veteran-related communication topics, and manages certification-related data for the program.



Cynthia Farrell, BA

Cynthia G. Farrell is the Division Director of Adult Services within MDHHS. She has been with the State of Michigan for 32 years, with 31 of those years in Adult Services. Cynthia has a wealth of Adult Protective Services (APS) knowledge at the local, state, and federal levels. Her duties include ensuring the adult services programs effectively educate the public about the prevention of abuse, neglect, and exploitation of vulnerable adults as well as the implementation of preventive activities to improve the quality of life of Michigan's most vulnerable adult residents. Since 2003, she has been the state member of the National Adult Protective Services Association (NAPSA). She has been a member of the Attorney General's Elder Abuse Task Force since its inception in 2019. In 1990, Ms. Farrell earned her a bachelor's degree in human development with a concentration in gerontology from St. Mary's College of Maryland.



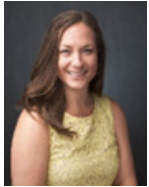
Kristal Foster, BA

Kristal Foster is the Manager of the Federal Support & Enforcement Section of the Federal Survey & Certification Division, Bureau of Community & Health Systems, Michigan Department of Licensing and Regulatory Affairs. She acts as the coordinator and monitor for CMS priorities and timelines. She is a graduate of Michigan State University with a degree in Political Science and has worked for the State of Michigan for 11 years. Kristal enjoys reading, walking her dog, and caring for her foster daughters.



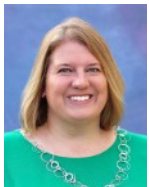
Steve Gilliland, CSP, CPAE

A member of the Speaker Hall of Fame, Steve Gilliland is one of the most in-demand and top-rated speakers in the world. Recognized as a master storyteller and brilliant comedian, he can be heard daily on SiriusXM Radio's Laugh USA and Jeff & Larry's Comedy Roundup. With an appeal that transcends barriers of age, culture and occupation—plus an interactive and entertaining style—Steve shows audiences how to open doors to success in their careers, their relationships and their lives. Presenting to over 250,000 people a year, more than two million have now heard him speak, with audiences encompassing 51 industries. Steve has the distinction of speaking in all 50 states and in 15 countries. As one newspaper stated, "Steve is what happens when the humor of a stand-up comic collides with the inspiration of a motivational speaker."



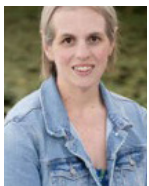
Kelly Grahovac, BA, MA

Kelly Grahovac serves as a Senior Consultant for The van Halem Group where she focuses on audits, appeals, education and training across multiple lines of business and various specialties. Kelly is a known lecturer in the DME industry, speaking at national conferences, state associations, and for private events. Kelly has nearly 10 years of experience at one of the nation's leading Medicare contractors where she worked for the DMERC, QIC, and A/B MAC. She has since brought this knowledge and experience over to The van Halem Group, where she has been working since 2013 to assist providers as they navigate the ever changing healthcare payor landscape. Kelly Grahovac serves as a Senior Consultant for The van Halem Group where she focuses on audits, appeals, education and training across multiple lines of business and various specialties. Kelly uses her 15 years' experience in Medicare regulations to assist providers as they navigate the ever changing healthcare payor landscape.



Stacy Groff, MNM

Stacy Groff serves as the Vice President for Volunteer Engagement for the Empath Health System in Florida, a not for profit full life care continuum organization. Stacy has been with the Empath system for more than 18 years and prior to that worked as a Music Therapist for Trustbridge Health. Empath's volunteer programs have approximately 2500 volunteers that account for more than a \$2,000,000 ROI each year. Stacy also serves on the National Hospice and Palliative Care Associations Board of Directors and is a regular presenter on the national stage in regards to community and volunteer engagement. Stacy has experience with specialized programs for professionals, youth, corporate engagement, and Veterans programs. Stacy holds a Bachelors in Music Therapy from Temple University and a Masters in Nonprofit Management from the University of Central Florida.



Laura Haynes, BA

Laura Haynes is the President and CEO of the Michigan HomeCare & Hospice Association (MHHA). Laura's career spans roles in government affairs, healthcare policy, and non-profit leadership, where she has worked to enhance access to care and support for patients and families. As a passionate advocate, she is committed to advancing the mission of MHHA through strategic partnerships, educational initiatives, and policy advocacy, ensuring that home care and hospice services remain accessible and effective throughout the state.



Allen Hunt, BA, MHSA

Having been in the Durable Medical Equipment field for more than three decades, Allen has had the honor of providing care to communities through multiple corporate structures. From family owned, single location businesses to publically held, national giants to health system owned companies, he has had an opportunity to not only observe how each handles patient care, but over that span of time, he has watched all of the changes that impact how that care is provided. As you would expect, Allen's personal vision of caring for patients in their home through the provision of equipment and supplies is tightly tied to that of Hart Medical Equipment. The opportunity to make a difference at a patient level while fulfilling an important piece of the entire care continuum for the health systems that formed Hart is his driving force. The ability to balance "mission and margin" is challenging in today's reimbursement environment, and Allen is thankful for the privilege to work with the great team at Hart to do just that. The opportunity to meet the need today while preparing for tomorrow is a challenge gladly accepted. Allen holds his Master's of Health Service Administration from the University of Detroit Mercy, and is currently a member of the American College of Healthcare Executives.



Michael Isaacson

Mike "Ike" Isaacson is the Senior Vice President of Government Relations for VGM & Associates. In his role he focuses on advocating for and elevating the DMEPOS industry. Ike is a consummate coach who excels at mentoring others to serve as grass root champions for a better climate to serve customers. Working with the Government & Regulatory Team, healthcare providers, and other industry advocates, Ike is dedicated to advancing the life changing work that our members do in their communities. Prior to joining The VGM Group, Inc in 2017, Ike spent 23 years as a state and national leader in not-for-profit community-based healthcare settings. His work advocating alongside individuals, families, communities, and healthcare partners at the state and federal levels centered on providing access to high quality healthcare and consumer choice. Staying true to his service roots, Mike sits on the Board of Directors for several non-profit agencies in his local area, assisting them in fund development, legislative initiatives, and community outreach. Over the years, Ike has become a sought-out speaker on leadership and employee development. Utilizing his "student of the game" approach, he has helped to guide and develop leaders across the country. His real-world delivery, using his personal and professional life experiences, provides entertaining and thought-provoking presentations. Mike and his wife Teresa spend their time raising and following their four children in all the activities and directions they take in life. He has a Bachelor of Social Work and a Master of Public Policy from the University of Northern Iowa.



Jay Johnson, MA

Jay Johnson works with people and organizations to empower teams, grow profits, and elevate leadership. He is a Co-Founder of Behavioral Elements®, a two-time TEDx speaker, and a designated Master Trainer by the Association for Talent Development. With a focus on behavioral intelligence, Jay has delivered transformational workshops to accelerate high-performance teams and cultures in more than 30 countries across four continents.



Mathew Jordan, JD

Matt Jordan is currently the manager for the Non-Long Term Care State Licensing Section (NLTCCLS) in the Bureau of Community and Health Systems (BCHS) at the Michigan Department of Licensing and Regulatory Affairs (LARA). The Non-Long Term Care State Licensing Section handles licensure, investigations, complaints, and oversight for state-specific licensed facilities that include acute-care hospitals, freestanding outpatient surgical centers, psychiatric hospitals/units, hospice agencies, hospice residences, and substance abuse programs. Mr. Jordan returned to state government in this position in September 2015. He had previously worked in the public sector for the Michigan Department of Community Health. Prior to joining the Bureau of Community and Health Systems, Mr. Jordan spent almost a decade as a leader of health policy analysis in the public and private healthcare sectors. He has successfully represented and been employed by a diverse range of clients in the medical industry, ranging from small local hospitals to large university-based health systems to medical device manufacturers. He has broad experience analyzing and creating positive solutions to state and federal regulations as well as insurance reimbursement policies. Mr. Jordan has contributed at Zimmer Biomet, Stryker

Corporation, Xoran Technologies, and at the Department of Community Health for the State of Michigan. Additionally, he started his private career with Kheder Davis & Associates, a broad-based lobbying and consulting firm in Lansing, MI. Mr. Jordan holds a Juris Doctor degree from Michigan State University College of Law and a Bachelor's degree in political science/pre-law from Michigan State University.



Kurt Kazanowski, MS, RN, CHE

Kurt Kazanowski is an accomplished health care executive in the areas of hospice, home care and post-acute care services. He currently is Managing Partner for Hospice Advisors, a boutique hospice and home care consulting, training and education firm that assist organizations serve more people, grow and give the gift of hospice and home care. Kurt also is an author, speaker and health care entrepreneur as he owns a successful personal care home health company, called Caregiving Experts. His recent books, "A Son's Journey: Taking Care of Mom and Dad" and "The Seven Pillars of Growth" provide a platform for his professional speaking. Kurt holds a BSN from Mercy College, a Masters in Health Service Administration from Wayne State University and is a member of the National Speakers Association.



Lauren Klemen, LCSW, APHSW-C

Hospice Education Supervisor, Residential Hospice Lauren Klemen is a Licensed Clinical Social Worker (LCSW) and an Advanced Practice Hospice Palliative Social Worker (APHSW) with over 16 years of experience in the hospice care field. Currently serving as the Hospice Education Supervisor at Residential Hospice, Lauren is deeply committed to advancing the quality of care for patients and families facing end-of-life challenges. With extensive experience in hospice care, Lauren is particularly passionate about serving veterans, ensuring they receive compassionate and respectful care as they near the end of life. Her dedication to supporting families and improving hospice education has made her a valued leader in the field.



Crystal Lewis

Crystal Lewis is a Senior Provider Relations Representative with CGS. Crystal has 25 years of customer service experience and has been with CGS since 2009. Before joining Provider Outreach and Education, she has had roles with the Provider Contact Center and Redeterminations. She is currently with Jurisdiction B and is the community coach for Michigan.



Lisa Little, MPH, BSHA, COTAL

Lisa is currently the Palliative Care Program Coordinator for Angela Hospice Care and a recent Master of Public Health graduate, with a concentration on improving the quality of care for the older adult population. It is working within skilled nursing facilities as a Certified Occupational Therapy Assistant that Lisa began to develop a passion and mission to want to do more to help the senior population. Lisa currently is fulfilling this mission through advocacy and rehabilitation endeavors, as well as health policy and education initiatives working with various statewide committees, including the Public Policy Task Force of Leading Age and The Palliative Care and End-of-Life Task Force within the Michigan Oncology Quality Consortium. Recently, Lisa was selected to co-chair the Palliative Care Committee within the Michigan Home Care and Hospice Association and also sits on their Hospice and Public Policy Committees working to advance palliative care services and improve healthcare for the older adult within the State of Michigan. She also has been nominated to sit on The Senior Alliance Advisory Council for Wayne County. Lisa advocates against health disparities that are currently impacting the older adult communities through public speaking engagements and through the provision of education and outreach within minority communities for complex chronic care management and end-of-life healthcare services.



Shane LuQuire

With a remarkable 25-year journey in post-acute care, Shane LuQuire is a seasoned Growth Specialist predominantly rooted in DME, home health, and hospice. He has exhibited profound leadership, notably as a national company's Vice President of Sales. LuQuire's true leadership testament lies in fostering employee recruitment and retention, skill development, and promotion. Deeply involved in acquisitions and turnarounds, he has consistently demonstrated his capability to transform businesses. Believing in cultivating the right culture for success, LuQuire has crafted leadership training, established pivotal performance metrics, and excels in integrated frequency, territory optimization, and mapping. As a Growth Consultant, he makes strides in strategic tool development, client training, and using data to identify market differentiators. LuQuire's unique blend of experience, strategic insight, and unwavering dedication positions him as an invaluable asset for organizations on a growth trajectory.



Jennifer Mansfield, MA

As a trainer, speaker, mentor, and community activist, Jennifer is passionate about making a difference in the lives of others. Jennifer's extensive training experience includes corporate presentations, state and national conferences, and community forums. An energetic presence, Jennifer brings attention and action to the needs and causes around her, including mentoring local youth, founding and training a Community Emergency Response Team, developing and guiding SOAP Redford (Save Our Adolescents from Prostitution) in her passion to spread awareness of Human Trafficking, and networking with multiple businesses and organizations to reach common goals. As a Lieutenant in the Redford Township Police Department, with over 22 years of experience, Jennifer has developed a wide array of skills in communication including verbal de-escalation, public speaking, human trafficking, body language, conflict resolution, and report writing that she is ready to share. Jennifer is a trainer and partner with Coeus Creative Group. As a trainer, speaker, mentor, and community activist, she is passionate about making a difference in the lives of others. Jennifer has had the opportunity to work with large corporations such as Henry Ford, Beaumont Health, TCF Center, and the University of Michigan Hospitals, as well as governmental organizations such as the Michigan Municipal League and education as a guest lecturer at Schoolcraft College. Her extensive training experience includes corporate presentations, state and national conferences, and community forums. An energetic presence, Jennifer brings attention and action to the needs and causes around her, including mentoring local youth, empowering women through RAD Self-Defense instruction, founding and training a Community Emergency Response Team, developing and guiding SOAP Redford (Save Our Adolescents from Prostitution) in her passion to spread awareness of Human Trafficking, and networking with multiple businesses and organizations to reach common goals. Jennifer holds a Bachelor's degree in Public Safety Administration from Eastern Michigan University and a Master's degree in Public Relations and Organizational Communication from Wayne State University, where she is a member of their exclusive Speakers Bureau. Jennifer is a graduate of Eastern Michigan University's Police Executive Staff & Command (Class 37) and is pursuing a Master's degree in Masters of Public Administration Nonprofit Professional).



Robert Markette, Jr., JD, CHC, HCS-C

For more than a decade, Robert W. Markette, Jr., CHC, has focused his practice on representing home health, hospice, private duty and DME providers in all aspects of their operations. Working with these industries, Robert has developed a reputation for understanding the operational, compliance and legal/regulatory issues facing homecare providers. In representing the homecare industry, Robert has assisted clients in a number of areas related to the operation of their business. He works with his client on issues related to Medicare/Medicaid compliance including surveys, responding to surveys, state and federal appeals of survey findings; payer issues, including appealing payer audit findings; HIPAA Compliance; Medicare and Medicaid fraud and abuse, including matters such as developing and implementing compliance programs, performing internal investigations and representing providers in external investigations and civil and criminal matters. Robert also assists clients with purchasing and selling home health, hospice and private duty agencies. Robert also addresses legal issues related to employment matters. This includes wage and hour compliance, responding to Department of Labor investigations, and litigating wage and hour disputes. Robert is recognized for his expertise in this space and is a frequent speaker on home health, hospice and private duty matters across the country. Robert has presented to the American Health Lawyers Association, the National Association for Home Health and Hospice Care, DecisionHealth as well as other national speaking events and numerous state trade association conferences and

continuing education sessions. Robert serves on both the Board of Medical Specialty Coding and the Association for Home Care Compliance. Robert drafted the Second Edition of the Homecare Administrator's Field Guide and the Home Health Patient Rights Policy and Procedure Manual. Robert graduated from Hanover College with a degree in Computer Science and received his law degree from Indiana University School of Law in Bloomington, Indiana. Robert is a member of the American Health Lawyers Association, the Health Care Compliance Association and the Indiana and Oklahoma State Bar Association. Robert is certified in health care compliance by the Health Care Compliance Board. Robert is admitted to practice in Indiana and Oklahoma.



Caren McHenry Martin, PharmD, BCGP

Dr. Martin earned her Doctor of Pharmacy degree from the University of Nebraska Medical Center and completed an executive residency with the American Society of Consultant Pharmacists. She has enjoyed working in a wide range of nonconventional clinical roles, including pharmacy association management, senior care, pharmacy benefits management, ambulatory care, value-based care, and hospice. She is a board certified geriatric pharmacist, has worked as a North Carolina Clinical Pharmacist Practitioner, and has authored more than a hundred articles for national pharmacy publications. She is a frequent presenter at state and national hospice conferences. Dr. Martin is currently serving in the role of Senior Clinical Manager at Enclara Pharmacia.



Kimberly McCormick, RN, BSN

Kimberly McCormick, RN, BSN, a highly accomplished clinical consultant in the Home Health industry, is Executive Clinical Director for Home Health Strategic Management. Her 29 years' experience in Home Health, 8 spent as Administrator of a Home Health Agency, has given her the experience and the knowledge to provide unrivaled insight into the home care arena. Kimberly has established herself as a national expert in the area of Utilization Management and Operation Excellence in Home Health services. During her time as Administrator, she achieved deficiency-free surveys by The Joint Commission, deficiency-free Department of Health & CMS surveys, and a 0.42% error rate on an ADR audit. Kimberly is a contributing author on the HHSM newsletter and is presenting nationally on home care topics and care models proposed by CMS and MedPac for the future of the Home Health industry.



Katherine Morrison, MSN, RN, CHPN

Katherine Morrison is the Director of Hospice Consulting Operations for WellSky, is an RN and holds a Master of Science in Nursing with a major in Nursing Informatics and a focus on Homeland Security. She has served in advancing levels of hospice leadership within large, multi-site health systems both in the Midwest and on the eastern seaboard. Ms. Morrison is a passionate advocate for patients and providers of palliative care and hospice. She is a Certified Hospice and Palliative Care Nurse (CHPN) and an End-of-Life Nursing Education Consortium (ELNEC) trainer. Katherine serves on the National Association for Home Care and Hospice – Hospice Advisory Council. She has provided education to both large and small organizations with high acclaim. An expert hospice and palliative care practitioner, effective educator and practical operator, Ms. Morrison brings high credibility to her efforts to advance hospice practice and patient/family advocacy across the country.



Scott Overhill

Scott is the SVP Product Management at AlayaCare. Trained in product management, product strategy alignment, project management and business consulting, Scott was the co-founder and primary business architect of the Procura platform. With over 30 years of experience in the home and community care sector and over a decade of experience in residential/long term care, Scott has led M&A teams and resulting roadmap development of a number of acquired companies over the years in Canada, the US, and Australia/New Zealand. Scott believes that by supporting the development of exceptional individuals, we can work together to build world-class platforms enabling healthcare providers to focus on caring for their clients.



Katie Parkhurst, BSN

Katie Parkhurst is a dedicated nursing professional with a Bachelor of Science in Nursing from Saginaw Valley State University. Since 2012, she has been an integral member of the Covenant Visiting Nurse Association (VNA), where she has built a successful career in various roles within the organization. Katie began her journey at VNA as a Hospice Case Manager, providing compassionate care and support to patients and their families. She later transitioned to a liaison position, where she facilitated care transitions to ensure seamless patient experiences. In 2014, she was promoted to Hospice Manager, overseeing hospice operations and staff. During her time as Hospice Manager, Katie also served as the VNA Home Infusion Pharmacy Manager from 2019 to 2022, where she gained new skills and valuable insights. Driven by her passion for palliative care, which began early in her career, Katie pursued the development of a multidisciplinary Palliative Care Program. The experience she has accumulated throughout her career has enabled her to strategically grow and develop this essential program within the community.



Jeannette Pollatz, DNP, MSN, BSN, BS, RN, FNAP

Jeannette is an innovative nurse and operations leader with a nursing and business background who is committed to advancing interprofessional education, quality, compliance, and collaborative practices. She is the Director of Quality and Compliance at Forest View Hospital. She has a diverse clinical, academic, and administrative background, including medical-surgical nursing, emergency care, mental health, community care, and rehabilitation care. Since 2019, Jeannette has served as the Primary Nurse Planner for Continuing Education (CE) Credits, supporting the development of over 3,000 credits, 180 Interprofessional Grand Rounds, and 100 online courses. She is a passionate patient and staff advocate throughout care transitions and across the care continuum and has supported quality and compliance development over the last 15 years. Jeannette's strategic thinking is visionary and innovative, influencing interprofessional patient care, quality, compliance, and education initiatives. Her track record is a testament to her ability to implement creative and interprofessional strategies that support health systems, hospital objectives, and student settings. As a collaborative leader, she has successfully managed projects and population health management outcomes in hospital and community settings and served as adjunct faculty since 2013. Jeannette earned her ADN, BSN, and MSN in nursing and completed her DNP in Healthcare Systems Leadership in September 2020. She is a fellow in the National Academy of Practice. Her clinical and research interests focus on quality and compliance initiatives in mental health, education, student development, patient care strategies, technology management, population health, health literacy, and health and wellness coaching.



Mathew Price

Mathew Price is the Regional Healthcare Coalition Coordinator and has served with District 1 Regional Medical Response Coalition (D1RMRC) since 2008. Mathew is a Firefighter and Emergency Medical Technician and has served communities since 2005. He holds a Bachelor of Arts in Criminal Justice from Michigan State University. Mathew and his wife Cindy are raising their three children and reside in Holt. Their passion is to minister in their spare time.



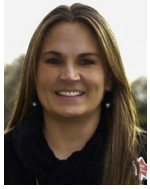
Eric Scharber

Eric Scharber is an Executive Vice President at SimiTree, leading all talent acquisition and employee retention efforts for the Post-Acute and Behavioral Healthcare industries. He oversees executive search, management recruiting and interim leadership services, as well as advisory services related to workforce. After founding the firm in 2005, Eric led it to become the top recruiting and executive search entity for the Post-Acute and Behavioral Health industry, serving clients across the U.S. and completing more than 3500 recruiting and interim leadership projects since inception. Eric is a regular speaker nationally on the topics of Employee Retention and Recruitment, Building Culture and Leadership Development.



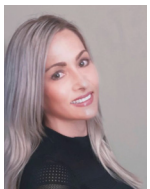
Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C

Vice President of Education & Quality at McBee, brings more than 35 years of experience in the home health and hospice industry, specializing in regulatory compliance, both as an RN and a home care attorney. Lisa founded Selman-Holman CoDR (Coding Done Right), a coding outsource and audit company, which was acquired by McBee in 2021. In her role as VP of Education & Quality, Lisa leads the education team in producing quality education through live events and online via Post-Acute Academy. Additionally, Lisa leads the quality audit team to ensure the highest-level of accuracy in coding and clinical documentation internally at McBee and externally for clients nationwide. Lisa is the past chair of the Board of Medical Specialty Coding and Compliance (BMSCC) and is an originator of the Homecare Coding Specialist-Diagnosis (HCS-D), Homecare Clinical Specialist-OASIS (HCS-O) and Homecare Coding Specialist-Hospice (HCS-H) credentials. She is an AHIMA Approved ICD-10-CM Trainer.



Lori Showalter, CVA

Lori Showalter is the Director of Volunteer & Chaplaincy Services at Augusta Health, a non-profit, community owned health system in Fishersville, VA. She provides broad oversight to both the hospital and hospice volunteer programs. Prior to this role, Lori spent more than two decades leading their hospice volunteer program which is where her passion for hospice and volunteerism stems from! A true leader in her field, Lori has served in various leadership roles at Augusta Health as well as at the state and national level. She is currently serving as the section leader for the Volunteer Management Steering Committee with The Alliance for Care at Home which is comprised of only 12 volunteer leaders across the nation. She also serves as the lead for the Virginia VANG (Volunteer Administrators Networking Group). An experienced educator and presenter, Lori has taught at many conferences, presented multiple webinar chats and has mentored new volunteer leaders across the country. She is the mother of 3 sons, grandmother of 3 and lives in Waynesboro, VA with her husband and one fur baby. In the summer months, she and her family are often found at Smith Mountain Lake where she hopes to retire one day.



Heather Spielman

Client Success Manager, HHAeXchange, Heather Spielman is a Client Success Manager at HHAeXchange with over six years of experience in the healthcare industry. She specializes in customer relationship management, problem-solving, and process improvement. In her role at HHAeXchange, Heather manages a diverse portfolio of health plans, providing tailored solutions, resolving issues, and optimizing client adoption of the HHAeXchange platform. Heather is passionate about improving the quality and efficiency of home care services and enhancing the patient and provider experience. She holds a Bachelor of Science in Psychology from Eastern Michigan University.



Gordon Steinke

Spiritual Care Coordinator with Residential Hospice. Has been involved in the We Honor Veterans Program for the past 6 years with Residential Hospice and Custom Hospice. Gordon has been a pastor at the Farmington Hills Church of God for the past 26 years. He received his Doctor of Ministry in 2009 from Anderson University School of Theology.



Scott Wamsley

Scott Wamsley is the director of the Bureau of Aging, Community Living, and Supports within the Behavioral and Physical Health and Aging Services Administration (BPHASA) at the Michigan Department of Health and Human Services (MDHHS). He oversees the general operations of the bureau, including oversight of a variety of Medicaid long term care services including Home Help, MI Choice, MI health Link, and PACE. Additionally, He oversees non-Medicaid in-home and community-based programs and services for older adults and caregivers under the Older Americans Act and Older Michigianians Act. His prior positions include Deputy Director for the Aging and Adult Services Agency (AASA) within MDHHS. Mr. Wamsley has a Master of Public Administration degree from Eastern Michigan University and has been employed by MDHHS since 1996



Katie Wehri, BSBA

Ms. Wehri has over 30 years of experience in hospice and home health, holding several executive-level positions. She has extensive and direct knowledge of industry operations, regulation, accreditation standards, interpretation and compliance, quality assessment, and performance improvement programming and compliance programs. She consulted nationally with hospices and home health agencies assisting them with all aspects of operations and compliance. Katie speaks nationally on these issues and provides education to hospice and home health providers. As the Vice President for Regulatory Affairs, Quality and Compliance for the National Association for Home Care and Hospice (NAHC) she communicates with regulators on hospice and home health issues and policy.



Tiantian Zha, BSE

Tiantian Zha is the cofounder & CEO of Andy, an AI-powered assistant that helps clinicians complete an OASIS in under 15 minutes. Prior to starting Andy, Tiantian led product management at Google Life Sciences, working closely with AI researchers to increase productivity for doctors, scientists, and public health workers. She graduated with honors from Princeton, with a B.S.E in Computer Science. Home health became a personal passion after her uncle got sick and needed home health.



Conference Agenda

MONDAY, MAY 5TH

7:00 pm – 8:30 pm Pre-Conference Welcoming Reception and Pre-Registration/Material Pick Up

TUESDAY, MAY 6TH

7:30 am. – 8:15 am All attendee orientation breakfast

Opening Session: It is What You Make of It

Steve Gilliland, CSP, Steve Gilliland, Inc.

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

8:30 am.—9:30 am

Program Participants will be able to:

1. Identify ways to shrink the negatives, find the positives and magnify them.
 2. Identify ways to shout out the noise, eliminate distractions and stop permitting people and circumstances to ruin your day.
 3. Describe how to keep moving forward regardless of what the world throws in your path.
-

9:30 am—9:45 am

Break



BREAKOUT SESSIONS

A Time to Lead – Government Update

Mike “Ike” Isaacson, BS, MPP, SVP Government Relations, The VGM Group, Inc.

Audience: HME/Infusion

Program Participants will be able to:

1. Learn and understand current policy affecting the home healthcare industry.
2. Explore skills/tactics to impact policy change.

Decoding OASIS M1800 and GG Items: Enhancing Quality Outcomes in Home Health

Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President of Education and Quality, Netsmart/McBee

Audience: Certified Home Health

Program Participants will be able to:

1. Discuss how OASIS M1800 and GG items contribute to functional outcome measures in Star Ratings and HHVBP.
2. Identify common assessment pitfalls and best practices for accurate scoring of M1800 and GG Items.
3. Analyze the connection between OASIS scoring and its impact on agency quality measures, patient outcomes, and reimbursement under HHVBP and strategies to improve performance in HHVBP and Star Ratings.

9:45 am - 11:00 am

Exploring Health Disparities in the Provision of Palliative and Hospice Care

Lisa Little, MPH, BSHA, COTAL, Palliative Care Program Coordinator, Angela Hospice Home Care, Inc.

Audience: Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Increase awareness of health disparities, health equity and barrier to utilizing services.
2. Identify strategies and interventions that can be incorporated within service provision to work to eliminate health disparities and improve health equity.
3. Identify memory making activities.



HIPAA and Cyber Security: How the rise of Cyber Crime Impacts HIPAA Compliance

Robert Markette, JD, CHC, Counsel, Hall, Render, Killian, Heath & Lyman, PC

Audience: Certified Home Health, Hospice, Palliative Care, Private Duty/Personal Care, HME/Infusion

Program Participants will be able to:

1. Understand the growing impact of cybercrime.
2. Review HIPAA Security rule requirements related to cyber crime trends.
3. Assess changes in strategies in light of new threats.

9:45 am - 11:00 am

A HOPE-ful 2025

Katie Wehri, BSBA, Vice President of Regulatory Affairs, Quality & Compliance

Audience: Hospice

Program Participants will be able to:

1. Describing upcoming changes to the HQBP.
2. Understand the implementation date for the Hospice Outcomes and Patient Evaluation (HOPE) data collection instrument and how it differs from the Hospice Items Set.

11:00 am – 11:15 am

Break

11:15 am – 12:15 pm

Committee Meetings:

- Clinical/Certified
- HME
- Hospice/Palliative Care
- Private Duty

12:15 pm – 1:00 pm

Networking Luncheon

BREAKOUT SESSIONS

National Hospice Update

Katie Wehri, BSBA, Vice President of Regulatory Affairs, Quality & Compliance

Audience: Hospice

Program Participants will be able to:

1. Review Hospice FY2025 proposed rule.
2. Update on the Hospice Special Focus Program.
3. Explain pertinent legislative and policy initiatives.

1:00 pm – 2:30 pm



Expanding Palliative Care Services & Reimbursement Through Health Equity Billing Measures

Lisa Little, MPH, BSHA, COTAL, Palliative Care Program Coordinator, Angela Hospice Home Care, Inc.

Audience: Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Discuss updated palliative care billing measures through CMS.
2. Identify strategies to incorporate billing measures into practice to expand services.

What Can AI Really Do in Home Care? Improve Your Agency Productivity, Retention and Bottom Line with AI

Tiantian Zha, BSE, Cofounder and CEO, Andy AI, Inc.

Audience: Certified Home Health, Hospice, Palliative Care, Private Duty/Personal Care, HME/Infusion

Program Participants will be able to:

1. Define Key AI terms.
2. Discuss problems in home health/home care/hospice/HME that can be solved using AI.
3. Discuss challenges of implementing AI in the real world.

1:00 pm – 2:30 pm

Electronic Visit Verification (EVV) Panel

Laura Haynes, BA, CEO, MHHA; Heather Spielman, Client Success Manager, HHAeXchange; Scott Wamsley, Bureau of Aging Community Living Support, Michigan Department of Health and Human Services

Audience: Private Duty, Certified Home Health

Program Participants will be able to:

1. Discuss the new regulations of Electronic Visit Verification.
2. Discuss and troubleshoot real life examples of commonly experienced issues.

Home Health Agencies, Preparing for Federal Surveys – Top 5 Deficiencies

Rick Brummette, RN, BSN, Section Manager, Specialized Health Care Services; Kristal Foster, Section Manager—Federal Support & Enforcement, State of Michigan; Tammie Daniels, RN, MSN, Surveyor, State of Michigan

Audience: Certified Home Health

Program Participants will be able to:

1. Discuss any updates from the Bureau.
2. Identify the most cited deficiencies occurring during Federal Surveys.



DME Best Practices 2025

Allen Hunt, BA, MHSA, President, Hart Medical Equipment

Audience: HME/Infusion

1:00 pm – 2:30 pm

Program Participants will be able to:

1. Identify how others in the industry are finding success in the current environment.
2. Discuss the shift to home-based care and the role DME may be asked to fill in such an environment.

2:30 pm – 2:45 pm

Break

BREAKOUT SESSIONS

Best Practices to Reduce Hospitalization

Arnie Cisneros, PT, President, Home Health Strategic Management; Kimberly McCormick, RN, BSN, Executive Clinical Director, Home Health Strategic Management

Audience: Certified Home Health

Program Participants will be able to:

1. Identify Single-Digit Readmission baselines required for VBP success and outline primary reasons for readmissions.
2. Describe home health readmission history and identify current operational obstacles to single-digit readmissions.

2:45 pm – 4:15 pm

Hospice Agencies, Preparing for Federal & State Licensing Surveys

Rick Brummette, RN, BSN, Section Manager, Specialized Health Care Services; Kristal Foster, Section Manager—Federal Support & Enforcement, State of Michigan; Tammie Daniels, RN, MSN, Surveyor, State of Michigan; Mathew Jordan, JD, Manager, Non-Long-Term Care State Licensing Section, Health Facility Licensing, Permits, and Support Division, Department of Licensing and Regulatory Affairs

Audience: Hospice

Program Participants will be able to:

1. Discuss updates on Hospice Licensing/BCHS.
2. Identify the most cited deficiencies occurring during Federal Surveys.

Disaster Planning/Preparedness

Mathew Price, Regional Healthcare Coalition Coordinator, District 1 Regional Medical Response Coalition

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Review regulatory emergency preparedness program requirements.
2. Discuss and test your current emergency operation plan.



2025 HME Audit Update

Kelly Grahovac, General Manager, The van Halem Group

Audience: HME/Infusion

Program Participants will be able to:

1. Identify issues/products that auditors from government and private/commercial payors are focusing their oversight efforts and which ones may be the subject of future oversight efforts.
2. Identify which audit entities are most active and identify steps a supplier can take to mitigate the impact of an audit and reduce denials or overpayments.

Effectively Using ACP Services as a Foundational Initiative for a Successful Palliative Care Program

Tracy Barger, MSN, RN, Advance Care Planning & Community Outreach Specialist, Covenant HealthCare; Katie Parkhurst, BSN, Hospice & Palliative Care Manager, Covenant HealthCare

Audience: Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Discuss alignment with Advance Care Planning (ACP) and Palliative Care.
2. Discuss differences between ACP documents specific to Michigan.
3. Discuss Michigan legal requirements for Advance Directives.
4. Discuss approaches to promote person-centered ACP conversations.

Achieving We Honor Veterans Level 5 Status: Teamwork and Tenacity

Lia Farber, MA, Hospice Veterans Program Coordinator, Residential Hospice; Lauren Klemen, LCSW, APHSW-C, Director of Education, Residential Hospice; Nathan Barnett, Regional Home Health Sales Director, Residential Hospice; Gordon Steinke, Spiritual Care Coordinator, Residential Hospice

Audience: Hospice

Program Participants will be able to:

1. Recognize the impact of achieving level 5 status, how it can positively impact the hospice organization and the community and the importance of teamwork doing so.
2. Identify and explain all requirements, criteria and documentation needed by hospices to qualify for Level 5 program.

2:45 pm – 4:15 pm

4:30 pm - 7:00 pm

Opening Exhibitor Reception

WEDNESDAY, MAY 7TH

7:30 am – 8:15 am

All Attendee Breakfast/Annual Business Meeting



GENERAL SESSION

Preparing for Action: Surviving an Active Shooter

Jennifer Mansfield, BS, MA, MS, Chief of Police, Redford Township Police Department; Coeus Creative Group

8:15 am – 9:30 am

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Discuss and explore the stages of disaster response and identify the proactive steps to be taken during an incident.
2. Discuss what to expect from the response of emergency personnel and the importance of activity after the incident.

9:30 am – 10:15 am

Break in the Exhibit Hall

BREAKOUT SESSIONS

Crimes and Scams Against the Elderly

Jennifer Mansfield, BS, MA, MS, Chief of Police, Redford Township Police Department; Coeus Creative Group

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Explore what crimes impact the elderly most often and understand laws involved.
2. Discuss and explore the methods used to target the victims.
3. Identify strategies to prevent or mitigate these crimes and liability.

Medicare Updates

10:15 am – 11:45 am

Crystal Lewis, Sr. Provider Relations Representative, CGS Administrators

Audience: HME/Infusion

Program Participants will be able to:

1. Review program changes;
2. Review any recent policy changes.
3. Review one on one education.

Strategies for Growth and Profitability

Shane LuQuire, Senior Growth Consultant, CHAP

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, Palliative Care

Program Participants will be able to:

1. Review common barriers for growth at an agency level.
2. Identify a winning formula for growth.
3. Discuss ways to implement and execute.



National Home Health Update

Katie, Wehri, BSBA, Vice President of Regulatory Affairs, Quality and Compliance, National Alliance for Care at Home

Audience: Certified Home Health

Program Participants will be able to:

1. Review the home health CY2025 final rule.
2. Update on the home health PEPPER.
3. Discuss pertinent legislative and policy initiatives.

Attracting and Keeping Talent – Use of Sign on and Retention Bonuses.

Robert Markette, Jr., JD, CHC, HCS-C, Counsel, Hall, Render, Killian, Heath & Lyman, PC

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Discuss what the Fair Labor Standards Act requires when paying employees bonuses.
2. Discuss how the federal fraud and abuse laws impact commissions.
3. Identify common mistakes made when paying bonuses.

10:15 am – 11:45 am

Hospice Clinician Boundaries: Achieving Balance and Avoiding Burnout

Cindy Campbell, MHA, BSN, CCS-HH, RN, Senior Director Advisory Services, WellSky

Audience: Hospice

Program Participants will be able to:

1. Describe the importance of establishing clear professional boundaries as a health care at home leader.
2. Identify ways effective boundary setting impacts compassion fatigue and burnout.
3. Discuss the potential impact of social media on professional relationships.

Symptom Management Jeopardy

Caren McHenry Martin, PharmD, BCGP, Senior Clinical Manager, Enclara Pharmacia

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, Palliative Care

Program Participants will be able to:

1. Identify best practices for treatment of the common end of life symptoms of constipation, diarrhea, dyspnea, pain anxiety, anorexia and agitation.
2. Discuss “clinical pearls” for medication dosing, administration, and prevention of adverse effects while optimizing symptom management.



11:45 am – 12:30 pm

Exhibit Hall Marketplace

12:30 pm – 2:00pm

Awards Luncheon

2:00 pm – 2:15 pm

Break

BREAKOUT SESSIONS

Strategies for Negotiating Payer Contracts

David Chandler, MBA, VP Payer Relations, AAHomecare

Audience: HME/Infusion

Program Participants will be able to:

1. Describe current market environment with managed care payers.
2. Discuss Transparency in Coverage Final Rule.
3. Discuss contracting best practices and negotiation strategies.
4. Discuss resources available to support payer engagement.

NGS Home Health Updates: Key Insights and Compliance

Jessica Bewley-Smith, Clinical Consultant, National Government Services

Audience: Certified Home Health

2:15 pm – 3:45 pm

Program Participants will be able to:

1. Identify the latest regulatory updates.
2. Discuss documentation best practices.
3. Describe the ADR and TPE process.
4. Identify Medical Review Trends.

The Anatomy of a High Performing Referral Inquiry to the Admission Process

Kurt Kazanowski, MS, RN, CHE, Managing Partner, Hospice Advisors

Audience: Certified Home Health, Hospice, Private Duty/Personal Care

Program Participants will be able to:

1. Describe how important the referral inquiry to admission process is to service excellence and growth.
2. Explain how the 5 key elements to the referral to admission process function.
3. Describe how a high performing referral to admission process is an indicator of a strong culture of growth.



Non-Compete Agreements: What You Need to Know

Terence P. Durkin, JD, Principal/Attorney, Kitch Attorneys & Counselors, PC

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion

Program Participants will be able to:

1. Discuss Employment Agreements/restrictive covenants.
2. Discuss the future of no-compete agreements.
3. Discuss Finder's Fees and Recruitment Incentives.

Adult Protective Services (APS) 101 Basic Understanding

Cynthia G. Farrell, BA, Division Director, Adult Services, Michigan Department of Health and Human Services

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME, Palliative Care

Program Participants will be able to:

1. Discuss APS Authority.
2. Identify Abuse, Neglect and Exploitation.
3. Discuss mandatory reporter responsibilities.
4. Describe how and where to make and APS Referral.
5. Discuss APS investigation process.

2:15 pm – 3:45 pm

Transformative Health & Wellness Coaching

Jeannette Pollatz, DNP, MSN, BSN, BS, RN, FNAP, Director of Quality and Compliance, Forest View Hospital

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Describe Transformative Coaching.
2. Discuss the coaching process and navigate change.
3. Identify ways to adopt a lifestyle design, practice and create goals for self care.

Pain Management: Beyond the Basics

Caren McHenry Martin, PharmD, BCGP, Senior Clinical Manager, Enclara Pharmacia

Audience: Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Discuss the various medication options for long-acting pain control, including costs, metabolic considerations, dose forms.
2. Review appropriate use and dosing of short-acting pain medications.
3. Provide strategies for recognizing and managing opioid-related adverse effects including allodynia, hyperalgesia, neurotoxicity, GI effects, pruritis.
4. Discuss pain management cases.



3:45 pm – 4:00 pm

Break

BREAKOUT SESSIONS

Beyond the Generation Gap: Building a Unified Workplace

Jay Johnson, MA, Chief Executive Officer, Coeus Creative Group

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Describe the general definition of generations, as well as explore the characteristic of a variety of generations.
2. Discuss the impact of generational differences on workplace culture, communication styles and work values.
3. Analyze how generational differences can lead to misunderstandings and conflict in the workplace.
4. Develop strategies for effective intergenerational communication and collaborations.

Navigating HHVBP: Leveraging Data and Strategies for Long Term Success

Lisa Selman-Holman, JD, BSN, RN, HCS-D, COS-C, Vice President of Education and Quality, Netsmart/McBee

Audience: Certified Home Health

Program Participants will be able to:

1. Explain the structure and goals of the expanded HHVBP program, including key performance measures and recent updates.
2. Identify how to use your agency's HHVBP data to uncover insights into performance trends and opportunities for improvement.
3. Implement targeted strategies to improve outcomes, focusing on metrics that impact reimbursement and HHVBP.

Michigan Earned Sick Time Act (ESTA): Significant Changes to Paid Sick Time

Terence P. Durkin, JD, Principal/Attorney, Kitch Attorneys & Counselors, PC

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care

Program Participants will be able to:

1. Provide a general overview of the ballot initiative and action by legislature.
2. Discuss the new Michigan Earned Sick Time Act.

4:00 pm – 5:15 pm



Training and Retention: Keys to a Successful Volunteer Program

Stacy Groff, MNM, VP Volunteer Engagement, Empath Health; Lori Showalter, CVA, Director of Volunteer & Chaplaincy Services, Augusta Health

Audience: Hospice

Program Participants will be able to:

1. Identify ways to strategically create accessible volunteer orientation and continuing education programs that address varied learning styles and job-based trainings.
2. Re-envision volunteer retention activities to meet the needs, motivations and frequency that best fits their volunteer program.

How to Leverage Relationships with Advocacy Groups

David Chandler, MBA, VP Payer Relations, AAHomecare

Audience: HME/Infusion

Program Participants will be able to:

1. Discuss an overview of advocacy groups and different types we could with.
2. Discuss strategies to identify and engage advocacy groups.

4:00 pm – 5:15 pm

Securing Home Healthcare: A Practical Cybersecurity Checklist

Brian Boulanger, Vice President of Information Technology, Hart Medical Equipment

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME, Palliative Care

Program Participants will be able to:

1. Discuss the state of cybersecurity in healthcare, relevance and importance to our industry.
2. Identify high level checklist of items every company's cybersecurity program should have.
3. Discuss building a staff training program.

NGS Hospice: Documentation and Compliance Pathway for 2025

Jessica Bewley-Smith, Clinical Consultant, National Government Services

Audience: Hospice

Program Participants will be able to:

1. Identify the latest regulatory updates.
2. Discuss documentation best practices.
3. Describe the ADR & Denial Management.
4. Discuss TPE Preparation.



THURSDAY, MAY 8TH

8:00 am – 9:00 am

Continental Breakfast

GENERAL SESSION

Just Be a Great Leader!

Eric Schraber, Executive Vice President, SimiTree

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME, Palliative Care

9:00 am – 10:30 am

Program Participants will be able to:

1. Discuss the effect Leadership has on attracting and retaining talent.
 2. Discuss how to develop yourself as a leader, as well as how to develop others as leaders.
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10:30 am – 10:45 am

Break

The Science of Bias: Fostering Diversity & Inclusion

Jay Johnson, MA, Chief Executive Officer, Coeus Creative Group

Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME, Palliative Care

10:45 am – 12:00 pm

Program Participants will be able to:

1. Explore definitions and examples of diversity, inclusion, whiteness, adaptability and sensitivity.
 2. Analyze the causes of difficulties across diverse populations and intersections.
 3. Demonstrate efficiency in using tools and tactics to improve awareness, adaptability empathy and inclusion.
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2025

Annual Silent Auction | May 6-7, 2025

MICHIGAN HOMECARE & HOSPICE ASSOCIATION ANNUAL CONFERENCE

 **May 06-08, 2025**
Tuesday thru Thursday

 **Radisson of Kalamazoo**
100 W Michigan Ave, Kalamazoo, MI 49007

Proceeds to benefit the Michigan Foundation for Home Care and funding the MHHA Conference scholarships.

Individuals/Organizations: Can you provide packages, gifts, gift certificates, tickets or other auctionable items?

The Radisson doesn't allow any alcohol to be part of the auction.

Auction Shoppers: Plan to attend the conference, do some shopping.

If you can help with a donation, call (517) 349-8089 or fax this form to the MHHA Office at (517) 349-8090.

E-mail: cindyt@mhha.org by April 22, 2025. Donations and slips can also be dropped off at the MHHA Office.

All information below must be completed for gift/donation.

General Information

Name: _____

Organization: _____ Phone: _____

Fax: _____ Email: _____

Auctionable Gift/ Donation: _____

Value: _____

Thank you for your donation!



Registration Form

General Information

Name: _____ Title: _____

Organization: _____

Address: _____ City: _____ State: _____ ZIP: _____

Mobile Phone: _____ Phone: _____ Fax: _____

Check all that apply

- MHA Member
 I am willing to serve as a session moderator or monitor.
- My organization is a new member of MHA (after May 31, 2024).
 Special Dietary Requirements: _____
- This is the first MHA conference I have attended.

Select an attendance option:

- Full conference (May 6th - May 8th):
- Monday Night Welcome Reception
 - Tuesday Continental Breakfast
 - Tuesday Lunch
 - Tuesday Exhibitor Reception (Food & Cash Bar)
 - Wednesday Continental Breakfast
 - Wednesday Awards Luncheon
 - Thursday Continental Breakfast
 - Program Handouts/Material
 - Continuing Education Credits for Nursing and Social Work

Spouse/ Guest Registration

- Spouse/guest registration \$150
(spouse/guest package includes conference scheduled meals and receptions; does not include attendance at educational sessions.)

Spouse/Guest Name: _____

Indicate if you need the following CE's:

- (Included in your registration fee) Nursing Social Work

	Early Bird (before 3/28/25)	Regular (3/28/25 & after)
MHA 3 Day Member Registration	\$475	\$515
Additional MHA Member 3-Day Reg.	\$445	\$475
Non Member 3-Day Rate	\$650	\$650
MHA 2-Day Member Reg.	\$395	\$435
Non Member 2-Day Reg.	\$580	\$580
MHA member Tue. or Wed. Reg.	\$205	\$245
Non Member Tue. or Wed. Reg.	\$295	\$295
MHA Member Thurs. Reg.	\$115	\$140
Non Member Thurs. Reg.	\$245	\$245

CREATE YOUR OWN ITINERARY

Tuesday, May 6th

8:30 a.m. – 9:30 a.m.

- Keynote: It Is What you Make of It

9:45 a.m.—11:00 a.m.

- A Time to Lead – Government Update
 Decoding OASIS M1800 and GG Items
 Exploring Health Disparities in the Provision of Palliative & Hospice Care
 HIPAA & Cyber Security
 HOPE-ful 2025

Indicate which day(s) you're attending:

- Monday, May 5th Opening Reception
 Tuesday, May 6th
 Wednesday, May 7th
 Thursday, May 8th

CREATE YOUR OWN ITINERARY

Tuesday, May 6th

11:15 am – 12:15 pm

- Private Duty Committee
- HME/Infusion Committee
- Hospice/Palliative Care Committee
- Certified Committee

1:00 pm – 2:00 pm (Select one)

- National Hospice Update
- Expanding Palliative Care Services & Reimbursement
- HME Best Practices 2025
- What Can AI Really Do in Home Care
- Electronic Visit Verification (EVV) Panel
- Home Health Agencies, Preparing for Federal Surveys

2:45 pm – 4:15 pm (Select one)

- Best Practices to Reduce Hospitalization
- Hospice Agencies: Preparing for Federal & State Licensing Surveys
- Disaster Planning/Preparedness
- 2025 HME Audit Update
- Effectively Using ACP as Foundational initiative for Successful Palliative Care Programs
- Achieving We Honor Veterans Level 5 Status

Wednesday, May 7th

8:15 am – 9:15 am

- General Session: Preparing for Action: Surviving an Active Shooter

10:15 am – 11:45 am (Select one)

- Crimes and Scams Against the Elderly
- Medicare Updates
- Strategies for Growth and Profitability
- National Home Care Update
- Attracting and Keeping Talent - Use of Sign on Bonuses
- Hospice Clinician Boundaries - Achieving Balance
- Symptom Management Jeopardy

2:15 pm – 3:45 pm (Select one)

- Strategies for Negotiating Payer Contracts
- NGS Home Health Update
- The Anatomy of a High Performing Referral Inquiry to Admission
- Non-Compete Agreements: What you Need to Know
- Adult Protective Services (APS) 101 Basic Understanding
- Transformative Health & Wellness Coaching
- Pain Management Beyond the Basics

4:00 pm – 5:15 pm (Select one)

- Beyond the Generation Gap
- Navigating HHVBP: Leveraging Data and Strategies
- Michigan Earned Sick Time Act

4:00 pm – 5:15 pm (Select one)

- Training & Retention: Keys to a Successful Volunteer Program
- How to Leverage Relationships with Advocacy Groups
- Securing Home Healthcare: A Practical Cybersecurity Checklist
- NGS Hospice Update

Thursday, May 8th

9:00 am – 10:30 am Just be a Great Leader

10:45 am – 12:00 pm The Science of Bias: Fostering Diversity & Inclusion

Sign Up For Meal Functions

The following activities are included in a full conference registration. However, in order to have an accurate meal count and setup, you must indicate your plans to attend these functions. You will receive meal tickets in your registration packet only for activities you have checked on this form.

Monday, May 5th

- Welcoming Reception & Registration (7:00 pm–8:30 pm)

Tuesday, May 6th

- Continental Breakfast & Orientation (7:30 am – 8:30 am)
- Networking Lunch (12:15 pm – 1:00 pm)
- Grand Opening Exhibitor Reception (4:30 pm – 7:00 pm)

Wednesday, May 7th

- Continental Breakfast (7:30 am – 8:15 am)
- Awards Luncheon (12:30 pm – 2:00 pm)

Thursday, May 8th

- Continental Breakfast (8:00 am– 9:00 am)

Payment Method

- Check enclosed Visa MasterCard
- American Express Discover

Printed Name: _____

Credit Card No: _____

Exp. Date: _____

CVV: _____

Authorized Signature: _____

Make all checks payable to MHHA and mail to:
Michigan HomeCare & Hospice Association (MHHA)
2140 University Park Drive, Suite 220
Okemos, Michigan 48864

Registration paid by credit card may be faxed to: (517) 349-8090.
On-line registration at: www.mhha.org.