

The Ripple Effect: Evolving Care at Home



Home Care | Hospice | Palliative Care | Certified Home Health | Medical Equipment

2026 Annual Conference Registration

Grand Traverse Resort and Spa, Acme, Michigan
May 20 - 22, 2026

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 Human Resources Personnel. **You!**

Cancellation Policy

Registration fees, less a \$50.00 processing charge are refundable by submitting your request in writing to MHHA cindyt@mhha.org on or before Friday, April 10, 2026. No refunds will be made, under any circumstances, after April 10th. Substitutions are permitted by emailing your request to MHHA, cindyt@mhha.org.

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

Disclosures under each relevant session

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.

Meeting Rooms

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

At Your Service

HOST: MHHA, 317 Elm Street, Suite 213, Owosso, Michigan 48867 Phone: 517-349-8089
Cindy Thelen, Director of Membership Services
E-mail: cindyt@mhha.org

HOTEL: Grand Traverse Resort & Spa
100 Grand Traverse Village Blvd, Acme, Michigan 49610
Phone: 800-748-0303

Registration

Mail completed registration form with payment to MHHA, 317 Elm Street, Box 213, Owosso, Michigan 48867. Make checks payable to MHHA. No telephone registrations will be accepted. Email registrations will be accepted ONLY for payment by credit card. Confirmations are guaranteed to be sent to those whose registrations are postmarked by Friday, May 8, 2026. Early bird registration discount rates apply to registrations postmarked by Friday, April 10, 2026. Agencies will be billed for the difference if early-bird fees are postmarked after Friday, April 10, 2026. **Registration sharing is strictly prohibited. Each person must be registered.**

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 discounts. Reward employees with over 30 hours of CEs for professional development to choose from and networking opportunities to learn from others in the industry.

Overnight Room Reservations

Make your overnight reservations at <https://book.passkey.com/go/MHHA26>. Book your guest room reservation online today with your arrival and departure dates.

Rates do not include a \$20.95 Resort Fee, 6% state tax, or a 5% city tax. If you have any issues or if you want to make your reservation by calling 231-534-6001 during normal business hours. Please provide them with the **code of MHHA26** in order to receive our discounted room rate. Room block **cutoff date is April 19, 2026**. After that date, the room block will go back into the general inventory for the hotel and the \$189 room rates are not guaranteed. The resort requires a deposit of one-nights room rate at the time of booking. The hotel room reservation deposit is refundable, less a \$25 processing fee with notice of cancellation at least 72 hours prior to arrival.

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.

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 20th, 2026 from 4:15 p.m. to 6:00 p.m. and will remain open throughout the conference during scheduled exhibit times. The bids will close at 12:00 noon on Thursday, May 21, 2026. 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 donation form

<https://members.mhha.org/ap/Form/Fill/PNMN1UJp>

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Conference Speakers



Amy Bailey, LMSW

Amy Bailey has worked at MyMichigan Health since 2010, initially serving as a social worker for the Midland hospital's Medical Intensive Care Unit. In her current role of Advance Care Planning Specialist, Amy is a passionate advocate for patient self-determination and provides education to physicians, medical personnel, and community partners on advance care planning. Her work also involves process improvement, policy development, and membership on the Ethics Committee. She is a member of the Michigan Physician Orders for Scope of Treatment (MI POST) Advisory Committee to MDHHS, Michigan Clinical Ethics Resource Network (MiCERN), and Michigan Oncology Quality Consortium (MOQC) Palliative Care and End of Life Task Force.



Nick Baugh

Nick Baugh joined MHSA in 2020. Nick serves in a dual role of working with clients on lobbying efforts, as well as overseeing legislative research and appropriations management functions. Nick specializes in health policy, appropriations and the child welfare system. Nick also serves as editor for MHSA's publications, including This Week in Lansing and writer of Special Reports and other MHSA publications. Nick is a graduate of Michigan State University, where he majored in Political Theory and Constitutional Democracy through the James Madison College. Additionally, Nick holds a minor in Public Relations through the Communication Arts and Science College. Nick completed a Masters of Science in Data Analytics and Policy at Johns Hopkins University in 2023. Nick has served as chair on the Special Days Camp Associate Board, where he worked to secure funding for the second longest running oncology camp in the world. Nick previously worked as an intern in a variety of roles in Lansing where he focused on legislative, constituent and campaigning roles.



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).

Conference Speakers



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.



Joshua Fontaine

Joshua Fontaine, Sales Coach at HealthStream, is a seasoned sales leader and passionate advocate for transforming the healthcare workforce. Based in Lakeland, Florida, Josh has spent over a decade helping teams maximize profitability and drive sustainable growth. At HealthStream, he partners with providers across the country to deliver innovative, people-first solutions that elevate care delivery. A devout Christian and founder of Christ In You Ministries, Joshua began preaching at age 14 and continues to serve both locally and globally. His work, professionally and personally, is grounded in purpose, service, and a deep commitment to helping others thrive.



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.

Conference Speakers



Laura Haynes

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.



Welton Hong

Welton is a leading expert in helping senior care providers, including private duty home care agencies, home health agencies, hospices, and senior living communities, generate more patient admissions, billable visits, move-ins, and referrals by turning online interest into phone calls and qualified inquiries. He is the author of *Home Health Care Marketing Mastery* and has developed proven strategies that address the unique challenges and regulations of each segment of the senior care industry. Welton holds a graduate degree in Electrical Engineering from the University of Colorado at Boulder. Before founding Ring Ring Marketing, he was a senior technologist at R&D facilities for Intel, Sun Microsystems, and Oracle. Today, he speaks nationally at conferences and industry events for professionals in senior care and end-of-life services, sharing practical, data-driven strategies to grow census, increase occupancy, and strengthen referral pipelines.



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

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.

Conference Speakers



Sandi Jones

Sandi Jones joined MHSA in 1996 and became a member in 2003. She adds over 30 years of governmental and community relations experience to the MHSA team and is considered one of Lansing's top ten lobbyists and one of the most powerful female lobbyists in Michigan. Specializing in appropriations, judiciary, mental health, long-term care, law enforcement, criminal justice, and education issues, Sandi enjoys influencing change in the legislative and regulatory processes. Sandi holds a bachelor's degree in Communications with a minor in Marketing and a Master's in Public Administration, both from Western Michigan University (WMU). She holds the distinction of being the first female to have served as the president of the student body at WMU. Sandi is a member of the Honor Society of Phi Kappa Phi, Pi Alpha Alpha National Honor Society for Public Affairs and Administration, the Michigan Political History Society, Michigan Society for Association Executives, the American Society for Public Administrators and is a founding member of In Forum and The White House Project. In addition to her education-related organizations and associations, Sandi is on the Board of the Covenant Academies Foundation, the LCS Foundation, the Michigan Fraternal Order of Police, Lodge 200, and the Children's Trust Fund. She has helped build homes for Habitat for Humanity and facilitates mock lawmaking sessions with the Michigan Youth Leadership Forum, a program to introduce high school students with disabilities to state government.



Anna Keith

Anna Keith is Vice President of LongTerm Services and Supports (LTSS) Product and Strategy, at Centene Corporation. She leads enterprise-wide LTSS strategy, product development, and market alignment across Medicaid managed care programs. She works closely with health plans, providers, and community-based organizations to advance person-centered, high-quality care models for individuals who rely on long-term services and supports. With deep expertise in Managed LTSS (MLTSS), value-based contracting, and care coordination for complex populations, Anna focuses on aligning provider capabilities with managed care organization (MCO) priorities, including access to care, quality outcomes, prevention, and cost effectiveness. Her work emphasizes practical partnership strategies that help providers demonstrate value, improve performance on quality measures such as HEDIS, and strengthen collaboration across the care continuum. Anna has led LTSS strategy across multiple state Medicaid programs, supporting innovation in home and community-based services, preventive care integration, and data-driven performance improvement. She is known for translating managed care requirements and quality frameworks into actionable, provider-friendly approaches that drive measurable results for members and health plans alike. A frequent presenter and thought leader on LTSS managed care transformation, Anna is passionate about advancing partnerships that improve outcomes, promote independence, and support sustainable care delivery models.



Michael Kern

Michael B. Kern is a principal for Kitch Attorneys and Counselors at the firm's Detroit office. He focuses his practice on the representation of senior living providers in administrative and regulatory matters, senior housing, and medical malpractice defense. He is admitted to practice law in Michigan and Massachusetts as well as the U.S. District Court Eastern District of Michigan and the U.S. District Court District of Massachusetts. Mr. Kern received his J.D. from Boston College Law School and a Bachelor of Arts in Political Science from the University of Michigan.

Conference Speakers



Allan Levine

Allan Levine serves as Chief Commercial Officer at Nevvon, a leading provider of e-learning solutions for the home care and hospice industry. With over 20 years of experience in healthcare technology, business development, and compliance solutions, Allan has been at the forefront of helping home care agencies and hospice providers navigate workforce challenges, compliance mandates, and operational efficiencies through training technology. Under Allan's leadership, Nevvon has expanded its partnerships with home care agencies nationwide, helping providers achieve regulatory compliance while reducing administrative burden. His expertise includes leveraging automation for training and compliance tracking, reducing audit risks, and improving caregiver retention. Allan has presented at industry-leading conferences, sharing insights on how high-ROI training solutions can enhance staff engagement, improve compliance readiness, and drive financial sustainability for agencies. With his deep understanding of the intersection of technology and healthcare workforce management, Allan provides practical, actionable strategies to help home health and hospice agencies thrive in an evolving regulatory landscape.



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).

Conference Speakers



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.



Arlene Maxim, RN, HCS-C

Arlene is a frequently sought-after speaker in all areas of patient care quality, analysis, and administrative functions in the post-acute healthcare world. She is a Board Member and Vice Chair for the Association for Homecare/Hospice Coding and Compliance out of Gaithersburg, Md., Board member for Families Against Narcotics, Washtenaw County; Seniors Home Services, Annapolis, Md, and the Cancer Safety Net Foundation, Nashville, Tenn. She is a nationally recognized expert in the field of home health and hospice and frequently introduced as "the most trusted name in home health care." She is currently employed with AXXESS Technology in Dallas as Senior Vice President of Clinical Services. With more than 40 years of nursing experience, Arlene previously co-founded regional multimillion dollar Medicare certified home health care companies, hospital based homecare and hospice companies, and transitional care programs. Early in her nursing career she combined her clinical knowledge with her homecare/hospice interests and began working as a consultant in the homecare and hospice field in 1986. Her working career has included direct patient care progressing to clinical management oversight, executive level operations in hospitals and post-acute care settings, risk management in multiple health care settings, transitional care management, as well as, providing strategy for organic growth and acquisitions across post-acute settings. The current focus of public speaking, training and consulting include, but is not limited to, newly released Conditions of Participation, Face to Face strategies, Pre-Claim Review, Home Health Grouping Model, OASIS E; Value Based Purchasing; Star Ratings in homecare and hospice; functional improvement in patients in the home, the reduction in hospitalization and other significant changes we should expect in the near future. Arlene currently leads innovative change across the health care continuum. She has developed and implemented a multiple post-acute care programs working closely with multiple hospitals, homecare and hospice agencies, Accountable Care Organizations, etc. On a daily basis, these post -acute programs positively impacts the high quality care delivery while spending health care dollars wisely. She has authored multiple versions of "The Survey Trainer", published by Decision Health/H3Pro. Arlene's energy, dedication, and passion continue to positively change the post-acute world of health care.

Conference Speakers



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.



Caren McHenry Martin

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.



Kristie Meers, BSN, RN, CHPN

Kristie Meers is a seasoned Registered Nurse with 37 years of experience, including 17 years in Hospice Leadership, Home Health, Home Care and Hospice Quality Management and Clinical Compliance. She currently serves as Chief Clinical Officer at Careficient Inc., where she leads clinical operations, drives strategic adoption of technology, and champions continuous improvement in patient care and documentation practices. Kristie has served in various leadership roles, including Vice President of Clinical and Regulatory at Careficient, Owner of Elevate Healthcare Consulting, Regional Hospice Quality Compliance Coordinator, CHAP Site Visitor, and Executive Director and Director of Clinical Services for two agencies. She is the founder of the Childhood Loss Group and is a Court Appointed Special Advocate. A recognized voice in the industry, Kristie has presented at multiple state and national conferences, sharing her expertise in leadership, regulatory compliance, and clinical best practices.



Adam Miller

Adam Miller is Vice President of Government Relations. Prior to joining the Government Relations team, Adam served as President of Orthotics Prosthetic Group of America (OPGA) within VGM & Associates, a membership organization that provides comprehensive business services to more than 1,200 independent O&P practitioners nationwide. Adam began his career at VGM in 2014, serving most recently as the Director Of National Accounts for VGM Insurance which afforded him in-depth knowledge to the challenges and issues HME providers face. Adam currently serves on several boards and committees within various DMEPOS industries related to state and federal advocacy to further legislation designed to help providers. In his spare time, Adam enjoys being active outdoors, traveling, and spending time with friends and family. Adam is a graduate of the University Of Northern Iowa and lives in Cedar Falls, Iowa, with his wife and two daughters.

Conference Speakers



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.



Kristin Nelson, MBA

Kristin Nelson is Senior Vice President of Post Acute Sales at Dragonfly Health, overseeing national sales efforts across both the Hospice and PACE divisions. With over 20 years of healthcare experience, she has played a key role in strategic growth, implementation, client engagement initiatives and leads the team for disaster preparedness response. Prior to joining Dragonfly Health, Kristin held business development and implementation roles at Enclara Pharmacia. She holds a B.S. in Biochemistry and Health Psychology and an MBA in Healthcare Administration.



Chris Rollins

Chris Rollins helps leaders and teams create transformation through moments that they make matter. His Ripple Effect Leadership™ framework is informed by 15 years of working with big corporations and leading change as a top organizational development exec. He shows organizations that lasting change doesn't come from strategy and structure alone — it's built in the accumulation of small, everyday moments that leaders make matter. Whether it's strengthening trust, boosting sales, or creating a culture of collaboration, Chris helps audiences see how the moments they create today ripple far beyond what they'll ever know. For audiences, this is more than inspiration — it's a shift in perspective. Leaders walk away recognizing that culture, customer experience, and transformation aren't byproducts of big initiatives; they're shaped by the energy they create in the small moments. Chris has partnered with organizations across industries — from Fortune 50 companies to family-run businesses — to help leaders scale trust, fuel transformation, and drive growth. His keynotes consistently earn 99% ratings because they don't just move people in the moment — they change how people lead, sell, and serve long after he has left the room.



Debra Ross

Volunteer Educator, speaker and support group facilitator for the Michigan Chapter of the Alzheimer's Association for almost two decades and facilitates the Dementia Certification program in cooperation with Schoolcraft College.

Conference Speakers



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

As the Vice President of Clinical Services at McBee, Lisa Selman-Holman brings over 35 years of unparalleled expertise in home health and hospice care. A registered nurse and home care attorney, Lisa is a specialist in regulatory compliance. Her career spans various roles, from field nurse to executive, where she has adeptly managed accreditation surveys, acquisitions, and regulatory challenges. In 2004, Lisa founded Selman-Holman & Associates, a consulting firm providing coding and OASIS review services. Renowned for her educational prowess, Lisa has a talent for transforming challenges into achievements. Since joining McBee in 2021, she has spearheaded education initiatives at the Post-Acute Academy, delivering comprehensive courses for home health and hospice staff and executives, covering clinical, regulatory, and onboarding requirements. In her current role, Lisa oversees the clinical aspects of consulting projects, offering expert guidance on clinical operations, quality improvement, patient care standards, and regulatory compliance. She also plays a pivotal role in business development, identifying potential clients and crafting consulting proposals tailored to their clinical needs.



Stacie Sinclair, MPP

In her role as Associate Director, Policy and Care Transformation at the Center to Advance Palliative Care (CAPC), Stacie Sinclair is dedicated to educating federal and state policy makers and key stakeholders on the value of palliative care; raising and standardizing the quality of palliative care delivery; and augmenting palliative care's voice through coalitions and strategic partnerships. She also leads CAPC's efforts to support health worker well-being. Ms. Sinclair served as Co-Chair of the Writing Workgroup for the National Consensus Project (NCP) Clinical Practice Guidelines for Quality Palliative Care, 4th edition. She previously served as Chair of the Nebraska Palliative Care and Quality of Life Advisory Council. Previously, Ms. Sinclair worked at Econometrica as the Implementation Project Manager for the Medicaid Incentives for Prevention of Chronic Diseases (MIPCD) Technical Support project, a \$3.8 million contract with the Centers for Medicare and Medicaid Services (CMS) to test the effectiveness of incentives to promote healthy behavior change among Medicaid beneficiaries. She also provided evaluation support for the Community-Based Care Transitions Program (CCTP). Prior to Econometrica, Ms. Sinclair assisted with policy development and grants and for the Maryland Department of Health and Mental Hygiene. Ms. Sinclair received both her MPP and her BA in Social Work from the University of Maryland, Baltimore County.



Beau Sorensen, BA

Beau has over 25 years of experience in the healthcare industry, with a focus on hospice and home care. I have been Administrator of Advantage In-Home Care, COO and Senior Consultant at Visionbound International, a leading consulting firm, and have served in many capacities at First Choice, including Director of Operations, Administrator, CFO, and COO. While at First Choice, I have extensively lead change throughout the company. As a result of these efforts, First Choice's outcomes went from the 33rd percentile to 99th percentile in 2 years while saving over \$1 million annually in overhead costs. He is an expert in post-acute care software and worked with Allscripts to develop major features in their Homecare application, including integrations that allowed for a fully electronic medical record and an app for clinical users. Beau is a leading expert on Artificial Intelligence in the post-acute space and have worked with companies nationwide to help them adopt AI throughout their organizations. He is actively involved in the home care and hospice community, and have served as Legislative Director and President for the Utah Association for Home Care. I am currently serving on the Home Health Financial Managers Association Advisory Board and the National Alliance for Care at Home Advocacy Committee. He has extensive experience with politics and advocacy both locally and nationally. In addition, Beau consulted on using EMRs more effectively and using SQL databases for business intelligence.

Conference Speakers



David Terzaghi

Damon Terzaghi has spent his career working in programs that support older adults, people with disabilities, and low-income families. Currently, Damon is Vice President of Medicaid Advocacy and Programs at the National Alliance for Care at Home. In this role, Damon is responsible for leading the Association's Medicaid practice, including establishing regulatory, legislative, and technical assistance priorities; providing information and analysis to members regarding issues in Medicaid that impact Homecare, Hospice, and HCBS; and developing the organization's resource library. Prior to the Alliance, he has served as:

- Senior Director at ADvancing States, the association representing state government aging, disability, and long-term services and supports agencies.

Vice President for the Marwood Group LLC.

- Health Insurance Specialist for the Centers for Medicare and Medicaid Services (CMS).
- Senior Policy Associate for the National Association of State Medicaid Directors.
- Operations and Policy Analyst for the Oregon Department of Human Services.

He holds a Bachelor of Arts Degree from Willamette University in Salem, Oregon, and a Master of Science in Public Health Administration from Trinity University in Washington DC. He is currently pursuing a PhD in Health Services Research from George Mason University in Fairfax, Virginia. Damon lives in Arlington, VA, with his wife, two poorly-behaved dogs, and three equally poorly-behaved children.



Katie Wehri

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.



2026 Conference Agenda



Tuesday, May 19

1:30 pm	Registration for Pre-Conference
2:00 pm—4:00 pm	PRE-CONFERENCE SESSION <u>Building a Stronger Workforce</u> Josh Fontaine, Sales Coach, MissionCare Collective, a HealthStream Company
	Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care
	Program Participants will be able to: 1.Explore Workforce trends and challenges. 2.Identify successful recruitment & retention strategies. 3.Develop a Workforce Action Plan
7:00 pm—8:30 pm	Pre-Registration & Material Pick up at the Tower Registration Desk

Wednesday, May 20

7:30 am—8:15 am	All Attendee Orientation Breakfast
8:30 am—9:30 am	OPENING SESSION <u>Small Moments, Big Care: Becoming a Ripple Effect Leader in Home Care & Hospice</u> Chris Rollins, CEO, Ripple Effect Leadership
	Audience: Certified Home Health, Hospice, Private Duty/Personal Care, HME/Infusion, Palliative Care
	Program Participants will be able to: 1.Discover how even the smallest, most overlooked actions can spark waves of trust, connection and innovation that transform teams, organizations and communities. 2.Discuss how to intentionally make moments matter in ways that inspire others and build sustained momentum. 3.Expand your thinking from focusing on immediate tasks to embracing the far reaching influence of your decisions, empowering you to leave a lasting legacy in any area of your life.
9:30 am—9:45 am	Break

2026 Conference Agenda

9:45 am—11:00 am

BREAKOUT SESSIONS

The Ripple Effect of Workforce Innovation: How Digital Training Strengthens Compliance, Retention, and EVV Readiness

Allan Levine, MBA, Chief Commercial Officer, Nevvon

Audience: Private Duty, Certified

Program Participants will be able to:

- 1.Explain key compliance risks facing MI home care agencies, especially those related to EVV and workforce documentation.
- 2.Describe the role of digital training in meeting audit-readiness and workforce compliance standards.
- 3.Identify Operational impact of turnover and explore how training improves retention and scheduling flexibility.
- 4.Review best practices for aligning training completion with shift eligibility using EVV integration.

Understanding Live Discharge in Hospice: Challenges and Opportunities

Kristen Nelson, MBS, Senior VP Post Acute Sales, Dragonfly Health

Audience: Hospice, HME

Program Participants will be able to:

- 1.Analyze measurable impacts of live discharge on hospice organizations and DME providers.
- 2.Implement strategies to reduce revenue loss, staff burden and dissatisfaction.
- 3.Explore policy and compliance requirements.

Navigating the Future of HHVBP - What's Changing in 2026 and Why It Matters

Lisa Selman-Holman, JD, BSN, RN, VP Clinical Services, McBee

Audience: Certified Home Health

Program Participants will be able to:

- 1.Explain changes in HHVBP in 2026 and Why Those Changes Matter.
- 2.Identify the biggest risks these changes create for quality outcomes and payment.
- 3.Identify practical strategies and opportunities to improve performance.

Recognize the Early Signs of Decline – Transition from Palliative Care to Hospice

Kristie Meers, RN, BSN, CHPN, Chief Clinical Officer, Careficient

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

Program Participants will be able to:

- 1.Identify 5 early signs indicating transition from palliative to hospice.
- 2.Apply hospice eligibility criteria, including LCD guidance.
- 3.Differentiate between palliative management vs. hospice appropriateness.
- 4.Measure the impact of timely hospice referral on quality outcomes and costs.
- 5.Communicate transition recommendations sensitively to patients/families.

2026 Conference Agenda

9:45 am—11:00 am

BREAKOUT SESSIONS

Innovative Leadership

Cindy Campbell, RN, BSN, MHA, CCS-HH, COQS, Senior Director Advisory Services, WellSky; Katherine Morrison, MSN, RN, CHPN, CCS-HH, Director Advisory Services for WellSky

Audience: Hospice, Certified Home Health, Private Duty

Program Participants will be able to:

1. Describe functional leadership theory and its application across care at home.
2. Discuss application of functional leadership theory evolving use of AI within care at home.
3. Discuss current and evolving artificial intelligence integration into home health, personal care and hospice practice.

11:00 am—11:15 am

Break

11:15 am—12:15 pm

Committee Meetings

1. Clinical/Certified
2. HME
3. Hospice/Palliative Care
4. Private Duty



12:15 pm—1:00 pm

Networking Luncheon

1:00 pm—2:30 pm

BREAKOUT SESSIONS

From Launch to Lessons: HOPE's First 8 Months

Lisa Selman-Holman, JD, BSN, RN, VP Clinical Services, McBee

Audience: Hospice

Program Participants will be able to:

1. Describe HOPE's purpose and structure.
2. Identify key trends and challenges from the first 8 months.
3. Apply lessons learned to improve future workflows.

Serious Illness in Michigan: The 2024 Scorecard

Stacie Sinclair, MPP, Associate Director, Policy and Care Transformation, Center to Advance Palliative Care (CAPC)

Audience: Certified Home Health, Hospice, Palliative Care

Program Participants will be able to:

1. Describe national landscape of care for people living with serious illness.
2. Describe the methodology used to determine Michigan's score.
3. Describe scorecard national performance.
4. Leverage the scorecard and individual state report to identify, prioritize and advance initiatives to increase palliative care access in Michigan.

2026 Conference Agenda

1:00 pm—2:30 pm

BREAKOUT SESSIONS

Be Who They Need

Michael "Ike" Isaacson, BSW, MPP/CPC-ICF/ELI-MP, Senior VP Government & Regulatory Relations, VGM Group, Inc.

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

Program Participants will be able to:

1. Identify ways to reconnect with core values and strengthen leadership capital.
2. Identify ways to align their leadership style with team needs.

Responding to Negative Reviews in Home Care

Welton Hong, Founder & CEO, Senior Care Marketing Max

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

Program Participants will be able to:

1. Map a 5 topic framework for negative-review responses.
2. Write privacy-safe public replies.
3. Triage and platform policy basics.
4. Build a 48 hour response workflow.
5. Measure impact and prevent recurrence.

Top Survey Deficiencies for Home Health and How to Avoid Them

Kristie Meers, RN, BSN, CHPN, Chief Clinical Officer, Careficient

Audience: Certified Home Health

Program Participants will be able to:

- Identify at least 5 of the most cited home health survey deficiencies and the associate regulatory tags or COPS.
- Describe the root causes and documentation/process failures that lead to these top citations in home health agencies.
- Apply a structured internal audit of compliance process to monitor for high-risk areas and implement corrective workflow strategies.
- Implement staff education, documentation tools, and supervision mechanisms to proactively reduce the likelihood of receiving citations in an upcoming survey.

2:30 pm—2:45 pm

Break

2026 Conference Agenda

2:45pm—4:15 pm

BREAKOUT SESSIONS

PDGM – FY 2026 – Navigating Functional Scoring Shifts, Grouper Updates and Payment Pressures

Lisa Selman-Holman, JD, BSN, RN, VP of Clinical Services, McBee

Audience: Certified Home Health

Program Participants will be able to:

1. Identify the FY 2026 PDGM functional impairment scoring changes.
2. Discuss the latest PDGM Grouper and ICD-10-CM Update.
3. Develop strategies to mitigate FY 2026 Payment Pressures.

Following the Symptom Management Cues in CAHPS and HOPE

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

Audience: Hospice

Program Participants will be able to:

1. Discuss pharmacologic and nonpharmacologic management of pain, dyspnea, nausea, anxiety/agitation, bowel function and sadness.
2. Describe ways to assess symptom severity and monitor for improvement and plan appropriate symptom f/u visits.
3. Identify strategies for clear, straightforward communication with patients and caregivers regarding symptoms and their management.

Caren McHenry Martin is on the speakers' bureau for Enclara Pharmacia. The relevant financial relationship(s) have been mitigated. No relevant financial relationship(s) were identified for any other individuals with the ability to control content of the activity.

The 10-80-10 Management Philosophy: Maximizing Leadership Impact

Michael "Ike" Isaacson, BSW/MPP/CPC-ICF/ELI-MP, Senior VP Government & Regulatory Relations, VGM Group, Inc.

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

Program Participants will be able to:

1. Discuss the management paradox.



2026 Conference Agenda

2:45 pm—4:15 pm

BREAKOUT SESSIONS

Defining Your Value Proposition: Understanding MCO Priorities

Anna Keith, VP LTSS Product & Strategy, Centene Corporation

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

Program Participants will be able to:

- Explain Why MCOs Matter in the LTSS Landscape.
- Define Key MCO Priorities for LTSS Populations.
- Help providers define and articulate a strong value proposition.
- Discuss how to align provider services with MCO Quality and Outcome Goals.
- Demonstrate real-world impact through a case study.

Competitive Bidding

David Chandler, MBA, VP Payer Relations, American Association for Homecare

Audience: HME

Program Participants will be able to:

- 1.Understand the Impact of the re-introduction of Competitive Bidding Program to the DMPOS benefit.
- 2.Discuss advocacy efforts around the Competitive Bidding Program and how to support.

Michigan Physician Orders for Scope of Treatment (MI POST)

Amy Bailey, LMSW, Advance Care Planning Specialist, My Michigan Health

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

Program Participants will be able to:

- 1.Discuss the basics of MI POST.
- 2.Compare MI POST to other Advance Care Planning Documents.
- 3.Discuss the MDHHS Final Report.



2026 Conference Agenda

Thursday, May 21

7:30 am—8:15 am All Attendee Breakfast/Annual Business Meeting



8:15 am—9:30 am **GENERAL SESSION**

Burnout and the Ripple Effect: Reclaiming Energy to Restore Care

Jay Johnson, CEO, Coeus Creative Group

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

Program Participants will be able to:

1. Recognize the behavioral and organizational signs of burnout.
2. Identify the systemic contributors to burnout in the home healthcare settings.
3. Apply evidence-based tools to proactively interrupt the burnout cycle.

9:30 am—10:15 am Break in the Exhibit Hall

BREAKOUT SESSIONS

HME Payer Advocacy/Medicaid Managed Care

David Chandler, MBA, VP Payer Relations, American Association for Homecare

Audience: HME

Program Participants will be able to:

1. Understand the Medicaid and Medicaid Managed Care landscape for the DMEPOS Benefit.
2. Review best practices and opportunities for payor Advocacy with Medicaid and Medicaid Managed Care Organizations.

National Hospice Update

Katie Wehri, VP Regulatory Affairs, Quality and Compliance, National Alliance for Care at Home

Audience: Hospice

Program Participants will be able to:

1. Review FY 2027 Hospice Proposed Payment Rule.
2. Explain pertinent legislative and policy initiatives.

2026 Conference Agenda

10:15 am—11:45 am

BREAKOUT SESSIONS

Compliant Clinical Documentation and Face-to-Face: Prevention is Best

Arlene Maxim, RN, Sr. VP Clinical Services, Axxess Technology

Audience: Certified Home Health

Program Participants will be able to:

- 1.Define technical versus medical denials.
- 2.Identify the five requirements for certification and recertification.
- 3.Identify denial reasons from admission documentation and actions to prevent.
- 4.Identify denial reasons during care provision and actions to prevent.
- 5.Identify denial reason during recertification and actions to prevent.
- 6.Identify how EMR and AI aide or may cause denials.

Employment Law Changes, Updates and Issues Causing Ripples for Providers

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

Audience: Private Duty/Personal Care

Program Participants will be able to:

- 1.Review enforcement trends for 2025.
- 2.Review FLSA and Michigan law to identify overlap.
- 3.Review revised companionship services exemption.
- 4.Discuss common homecare compliance errors.

Volunteer Retention and Preventing Volunteer Burnout

Stacy Groff, MNM, Vice President of Care and Connection, Empath Health

Audience: Hospice Volunteer Managers

Program Participants will be able to:

- 1.Understand multiple aspects of retention.
- 2.Discuss actual retention issues in the group.
- 3.Discuss Burnout.

HIPAA Compliance and Other Legal Issues

Michael Kern, JD, Principal, Kitch Attorneys and Counselors

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

Program Participants will be able to:

- 1.Discuss what it means to be HIPAA Compliant.
- 2.Discuss the HIPAA Privacy Rule.



2026 Conference Agenda

11:45 am—12:30 pm Exhibit Hall Marketplace

12:30 pm—1:30 pm Awards Luncheon 

1:30 pm—2:00 pm Break

2:00 pm—3:30 pm **BREAKOUT SESSIONS**

HME Audit Update

Kelly Grahovac, General Manager, The vanHalem Group

Audience: HME

Program Participants will be able to:

1. Identify issues/equipment & supplies that auditors from government and private/commercial payor are focusing their oversight efforts and which ones may be 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 the audit and reduce denials or overpayments.

National Home Health Update

Katie Wehri, BSBA, VP Regulatory Affairs, Quality & Compliance, National Alliance for Care at Home

Audience: Certified Home Health

Program Participants will be able to:

1. Review CMS Home Health CY2026 Final Rule.
2. Discuss any updates on Home Health PEPPER.
3. Explain pertinent legislative and policy initiatives.

Case Study Roundtable: Managing and Documenting the “Gray Area” Hospice Patient

Kristie Meers, RN, BSN, CHPN, Chief Clinical Officer, Careficient

Audience: Hospice

Program Participants will be able to:

1. Identify clinical indicators of “Gray Area” hospice patients.
2. Apply CMS LCDs and eligibility guidelines to real-world scenarios.
3. Strengthen defensibility through clinical judgment and documentation.
4. Develop leadership approaches for balancing compliance, compassion and risk.

2026 Conference Agenda

2:00 pm—3:30 pm

BREAKOUT SESSIONS

Issues, Challenges and Opportunities with EVV System

Damon Terzaghi, VP, Medicaid Advocacy and Programs, National Alliance for Care at Home

Audience: Certified Home Health, Private Duty/Personal Care

Program Participants will be able to:

1. Understand the statutory requirements for EVV as well as areas of flexibility/option.
2. Develop ability to plan for changes and preserve services.

Advocacy 101: How to Engage in State and Federal Policy

Nick Baugh, Government Affairs Consultant, Muchmore Harrington Smalley & Associates; Laura Haynes, CEO, Michigan HomeCare & Hospice Association; Sandi Jones, Member Government Affairs Consultant, Muchmore Harrington Smalley & Associates; Adam Miller, VP Government Relations, VGM Group, Inc.

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

Program Participants will be able to:

1. Discuss and understand the legislative process.
2. Identify key policy issues.
3. Learn how to effectively advocate.

Volunteer Manager Roundtable

Stacy Groff, MNM, VP of Care & Connection, Empath Health

Audience: Hospice Volunteer Managers

Program Participants will be able to:

1. Gain confidence and strategy for engaging volunteers in facility environments.
2. Discuss ways to utilize professional or pro bono volunteers.

Outcomes Over Hype: Vetting AI Technology that Improves Care

Beau Sorensen, BA, COO, First Choice Home Health & Hospice

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

Program Participants will be able to:

1. Build a vendor-agnostic AI vetting checklist and a home health outcomes scorecard to decide go/no -go with evidence.
2. Discuss how to realign their company around coming technology and stage implementation of that technology in a way that will lead to success.



2026 Conference Agenda

3:30 pm—3:45 pm Break

3:45 pm—5:00 pm **BREAKOUT SESSIONS**

Keeping up with the Reforms – Operational Changes for Improved Outcomes

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

Audience: Certified Home Health

Program Participants will be able to:

1. Discuss the 2026 Final Rule Changes and the programming philosophy behind the changes.
2. Identify operational solutions for 2026 Final Rule Changes.
3. Discuss operational solutions for home health changes from other Medicare Providers.
4. Discuss case studies of home health operational changes and improved outcomes.

Work Life Balance: Setting Boundaries in a Borderless World

Beau Sorensen, BA, COO, First Choice Home Health & Hospice

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

Program Participants will be able to:

1. Recognize the early signs and causes of imbalance and burnout.
2. Implement strategies for self-renewal and boundary setting across the five spheres of wellness.

Medicaid in the News: 2026 State and Federal Update

Damon Terzaghi, VP Medicaid Advocacy and Programs, National Alliance for Care at Home

Audience: Certified Home Health, Private Duty/Personal Care

Program Participants will be able to:

1. Understand the changes in HR1, OBBA, that will impact home care.
2. Develop ability to plan for changes and preserve services.

Understanding Dementia: Communication and Behaviors for Volunteers

Debra Ross, Volunteer Educator, Speaker and Facilitator, Michigan Alzheimer's Association

Audience: Hospice Volunteer Managers

Program Participants will be able to:

1. Define Dementia and its symptoms and discover the 4 types of distressing behavior.
2. Learn how to use the 3 Rs of communication and how to prevent and respond to common disruptive or distressing situations.

2026 Conference Agenda

3:45 pm—5:00 pm

HME Legislative Update

Adam Miller, VP Government Relations, VGM Group, Inc.

Audience: HME

Program Participants will be able to:

1. Identify key pieces of HME related legislation.
2. Discuss VGM's focus on legislation, messaging and federal committee of jurisdiction.
3. Discuss the basic understanding of HR 1 – Competitive Bid.

Artificial Intelligence: Riding the Wave, but Avoiding the Splash

Robert Markette, Jr., JD, CHC, Counsel, Hall, Render, Killian Heath & Lyman, PC; Arlene Maxim, Sr. VP Clinical Services, Axxess Technology

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

Program Participants will be able to:

1. Understand what AI is.
2. Discuss the importance of AI governance in your company.

Hospice Audit Update

Kelly Grahovac, General Manager, The vanHalem Group

Audience: Hospice

Program Participants will be able to:

1. Discuss key details form the current audit initiatives and recent contractor activity.
2. Identify strategies for managing audits by contractor.
3. Identify effective compliance risk assessment and mitigation procedures and how your agency can implement practices to assess risk and prepare for audits.

Friday, May 22

8:00 am—8:30 am Continental Breakfast

9:30 am—10:30 am General Session

Employee Safety Outside the Office

Jennifer Mansfield, Partner, Coeus Creative Group, Chief of Police, Redford Township Police Department

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

Program Participants will be able to:

1. Understanding workplace violence and assaults outside the office.
2. Understanding and the utilization of positioning and physical self-defense tactics.

Michigan Foundation for Home Care

Annual Silent Auction



Michigan HomeCare & Hospice Association
Annual Conference
Grand Traverse Resort
Traverse City, Michigan
May 20-21, 2026



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?

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

If you can help with a donation, E-mail: cindyt@mhha.org by April 22, 2026 or use the QR code above to submit a form.

All information below must be completed for gift/donation.

Name: _____

Organization: _____

Phone: _____

Email: _____

Fax: _____

Auctionable Gift/Donation: _____

Value: _____

Registration Form

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____

State: _____

Zip: _____

Email: _____

Fax: _____

Phone: _____

Mobile Phone: _____



MHHA 3 Day Member Registration
Pre-Conference Session
Additional MHH Member 3 Day Registration
Non Member 3 Day Rate
MHHA 2 Day Member Registration
Non Member 2 Day Registration
MHHA member Wednesday or Thursday Reg.
Non Member Wednesday or Thursday Reg.
MHHA Member Friday Registration
Non Member Friday Registration

	Early Bird (Before 4/10/26)	Regular (4/10/26 & after)
	\$490	\$530
	-	\$35
	\$455	\$490
	\$670	\$670
	\$400	\$450
	\$600	\$600
	\$220	\$250
	\$300	\$300
	\$120	\$145
	\$255	\$255

Select an attendance option

Full Conference (May 20th—May 22nd)
-Wednesday Continental Breakfast
-Wednesday Lunch
-Wednesday Exhibitor Reception (Food & Cash Bar)
-Thursday Continental Breakfast
-Thursday Awards Luncheon
-Friday Continental Breakfast
-Program Handouts/Material
-Continuing Education Credits for Nursing and Social Work

Check all that apply

MHHA Member, VGM Member
 My organization is a new member of MHHA (after May 31, 2025).
 This is the first MHHA conference I have attended.
 I am willing to serve as a session moderator or monitor.
 Special Dietary Requirements (Please provide): _____

Spouse/Guest Registration

Spouse/guest registration \$155.00
(spouse/guest package includes conference scheduled meals and receptions; does not include attendance at educational sessions.)

Spouse/Guest Name: _____

Please indicate if you need the following CEs:

(this is included in your registration fee)

Nursing Social Work

Create Your Itinerary

Tuesday, May 19th

2:00 p.m.—4:00 p.m.

Pre Conference Session: Building a Stronger Workforce (additional fee)

Wednesday, May 20th

8:30 a.m.—9:30 a.m.

Keynote: Small Moments, Big Care: Becoming a Ripple Effect Leader

9:45 a.m.—11:00 a.m.

Ripple Effect of Workforce Innovation
 Understanding Live Discharge in Hospice
 Navigating the Future of HHVBP
 Recognize the Early Signs of Decline: Transition from Palliative to Hospice
 Innovative Leadership

11:15 a.m.—12:15p.m.

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

1:00 p.m.—2:30 p.m. (Select One)

From Launch to Lessons: HOPE's First 8 Months
 Serious Illness in Michigan: 2024 Scorecard
 Be Who They Need
 Responding to Negative Reviews in Home Care
 Top Survey Deficiencies for Home Health & How to Avoid

Registration Form Continued

Create Your Itinerary

Wednesday, May 20th

2:45 p.m.—4:15 p.m. (Select One)

- PDGM – YF 2026 Functional Scoring
- Following the Symptom Management Cues in CAHPS and HOPE
- The 10-80-10 Management Philosophy
- Defining Your Value Proposition: Understanding MCO Priorities
- Competitive Bidding
- Michigan Physician Orders for Scope of Treatment (MI-POST)

Thursday, May 21st

8:15 a.m.—9:30 a.m.

- General Session: Burnout and Ripple Effect: Reclaiming Energy to Restore Care

10:15 a.m.—11:45 a.m. (Select One)

- Payer Advocacy/Medicaid Managed Care
- National Hospice Update
- Compliant Clinical Documentation and Face-to-Face
- Employment Law Changes & Issues Causing Ripples for Providers
- Volunteer Retention and Preventing Volunteer Burnout
- HIPAA Compliance and other Legal Issues

2:00 p.m.—3:30 p.m. (Select One)

- HME Audit Update
- National Home Health Update
- Case Study Roundtable: Managing & Documenting the "Gray Area" Hospice Patient
- Issues, Challenges and Opportunities with EVV System
- Advocacy 101: How to Engage in State and Federal Policy
- Volunteer Manager Roundtable
- Outcomes over Hype: Vetting AI Technology that Improves Care

3:45 p.m.—5:00 p.m. (Select One)

- Keeping Up with the Reforms – Operational Changes for Improved Outcomes
- Work Life Balance: Setting Boundaries in a Borderless World
- Medicaid in the News: 2026 State and Federal Update
- Understanding Dementia: Communication and Behaviors for Volunteers
- HME Legislative Update
- Artificial Intelligence: Riding the Wave, but Avoiding the Splash
- Hospice Audit Update

Friday, May 22nd

8:30 a.m.—10:30 a.m.

- Employee Safety in the Home

Sign Up Here 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.

Wednesday, May 20th

- Continental Breakfast & Orientation (7:30 a.m. – 8:30 a.m.)
- Networking Lunch (12:15 p.m. – 1:00 p.m.)
- Grand Opening Exhibitor Reception (4:30 p.m. – 6:00 p.m.)

Thursday, May 21st

- Continental Breakfast (7:30 a.m. – 8:15 a.m.)
- Awards Luncheon (12:30 p.m. – 2:00 p.m.)



- Wine/Brewery Tour/Dinner (5:15 p.m. – 10:00 p.m.)

Limited to first 25 people

Friday, May 22nd

- Continental Breakfast (8:00 a.m.– 8:30 a.m.)

Registration Fees: _____

Pre-Conference Fee: _____

Total Enclosed: _____

Payment Method:

- Check Enclosed
- Visa
- Discover
- American Express
- Mastercard

CC#: _____

Exp. Date: _____

Authorized Signature: _____

Registration paid by credit card may be emailed to:

cindy@mhha.org

On-line registration at: **www.mhha.org**.

Make all checks payable to MHHA and mail to:

Michigan HomeCare & Hospice Association (MHHA)

317 S. Elm, #213

Owosso, MI 48867