

# Hospice Regulatory Boot Camp



| TIME                                    | Day 1 Agenda • Monday, 2018<br>8:30AM – 5:00PM                          |   | OVERVIEW OF COURSE CONTENT  |
|---|---|---|---|
| 8:30-8:45<br>(15 min PPT)<br>(NO Q&A)   |   | <b>Welcome to the Hospice Regulatory Boot Camp</b>  | Introductions and announcements   |
| 8:45-9:45<br>(50 min PPT)<br>(10 Q&A)   | 1.  | <b>The Lay of the Land: Hospice and its Regulatory and Payment Intricacies</b><br><br><u>Presenter:</u> Joy Barry     | A brief overview of the Conditions of Participation and Conditions for Payment; important distinctions between surveys and audits / investigations; introduction of Medicare Administrative Contractors (MACs) and their Local Coverage Determination (LCD) guidelines; overview of 3 end-stage disease trajectories. |
| 9:45-10:00<br>(15 min PPT)<br>(NO Q&A)  | 2.  | <b>Introducing Our Three Case Studies</b><br><br><u>Presenter:</u> Carrie Cooley                                      | Introduction of 3 case studies / patients   |
| <b>10:00-10:15</b>                      | <b>BREAK (15 MINUTES)</b>   |   |   |
| 10:15-11:30<br>(65 min PPT)<br>(10 Q&A) | 3.  | <b>Entry into Hospice: Referral and Admission</b><br><br><u>Presenter:</u> Lynn Stange & Lauren Templeton             | Technical and clinical evaluation of patients electing hospice care including the role of the referring physician, attending physician, and hospice physician.  |
| 11:30-12:00<br>(30 min PPT)<br>(NO Q&A) | 4.  | <b>The Initial and Comprehensive Assessment of the Patient</b><br><br><u>Presenter:</u> Carrie Cooley                 | An exploration of regulations governing the initial and comprehensive assessment of the patient and strategic methods to ascertain and document patient eligibility throughout the course of care. Regulatory compliance will be demonstrated through 3 sample patients.  |
| <b>12:00-1:00</b>                       | <b>PEER NETWORKING LUNCH (60 MINUTES)</b>                               |   |   |
| <b>1:00-1:15</b>                        | <b>Announcements and drawing (must be present in classroom to win!)</b> |   |   |
| 1:15-1:45<br>(20 min PPT)<br>(10 Q&A)   |   | <b>The Initial and Comprehensive Assessment of the Patient, cont'd</b><br><br><u>Presenter:</u> Carrie Cooley         | Continued   |
| 1:45-2:55<br>(60 min PPT)<br>(10 Q&A)   | 5.  | <b>Concepts for Meaningful and Compliant Care Planning and IDG Meetings</b><br><br><u>Presenter:</u> Lauren Templeton | Follow 3 sample patients through compliant care planning, care coordination, and documentation of IDG meetings.   |
| <b>2:55-3:05</b>                        | <b>BREAK (10 MINUTES)</b>   |   |   |
| 3:05-4:00<br>(45 min PPT)<br>(10 Q&A)   | 6.  | <b>When Your Patient's "Home" is a Facility</b><br><br><u>Presenter:</u> Carrie Cooley                                | A discussion of regulations and compliance challenges associated with providing hospice care in nursing, assisted living, and other facilities. Regulatory compliance will be demonstrated through 3 sample patients.   |
| 4:00-5:00<br>(50 min PPT)<br>(10 Q&A)   | 7.  | <b>Ending Hospice Care: Discharge, Revocation &amp; Transfer</b><br><br><u>Presenter:</u> Lynn Stange                 | The nuances and complexities associated with ending hospice care. Regulatory compliance will be demonstrated through 3 sample patients.   |

# Hospice Regulatory Boot Camp



| TIME                                    | Day 2 Agenda • Tuesday, 2018<br>8:00AM –4:00PM |   | OVERVIEW OF COURSE CONTENT   |
|---|--|---|--|
| 8:00-8:30<br>(30 min PPT)<br>(NO Q&A)   | 8.   | <b>Higher Levels of Care, Part I: General Inpatient Care</b><br><br><u>Presenter:</u> Joy Barry         | Regulatory and payment requirements to support payment for the general inpatient (GIP) levels of care. Regulatory compliance will be demonstrated through 1 sample patient.  |
| 8:30-9:15<br>(30 min PPT)<br>(15 Q&A)   | 9.   | <b>Higher Levels of Care, Part II: Continuous Home Care</b><br><br><u>Presenter:</u> Joy Barry          | Regulatory and payment requirements to support payment for the Continuous Home Care (CHC) level of care. Regulatory compliance will be demonstrated through 1 sample patient.                                      |
| <b>9:15-9:30</b>                        | <b>BREAK</b>                                   |   |  |
| 9:30-11:00<br>(75 min PPT)<br>(15 Q&A)  | 10.  | <b>Data, Data, Data: PEPPER, HQRP, HIS, CAHPS</b><br><br><u>Presenters:</u> Lynn Stange & Carrie Cooley | How data from operations, clinical records, HIS, CAHP and other sources can improve your hospice’s performance as well as its outcomes. How to interpret PEPPER data and reduce risk associated with target areas. |
| 11:00-12:00<br>(50 min PPT)<br>(10 Q&A) | 11.  | <b>Meaningful and Effective QAPI Programs</b><br><br><u>Presenter:</u> Lynn Stange                      | A deep dive into using hospice data to drive quality initiatives and create a culture of quality.  |
| <b>12:00-1:00</b>                       | <b>PEER NETWORKING LUNCH</b>                   |   |  |
| 1:00-2:00<br>(50 min PPT)<br>(10 Q&A)   | 12.  | <b>Developing and Maintaining a Robust Compliance Program</b><br><br><u>Presenter:</u> Lynn Stange      | Identifying and mitigating risks through the development and implementation of a comprehensive Compliance Program and work plan.   |
| <b>2:00-2:15</b>                        | <b>BREAK</b>                                   |   |  |
| 2:15-3:30<br>(60 min PPT)<br>(15 Q&A)   | 13.  | <b>Hospice In The Government Crosshairs</b><br><br><u>Presenter:</u> Jacob Harper                       | A comprehensive discussion of payment-related scrutiny, and an exploration of methods to mitigate risk and respond to contractor requests for clinical records.  |
| 3:30-3:45<br>(15 min PPT)<br>(NO Q&A)   | 14.  | <b>The Playbook: Taking Boot Camp Home</b><br><br><u>Presenter:</u> Joy Barry                           | Strategies for prioritizing and implementing a post-Boot Camp Action Plan, including tips for survey readiness and compliance/QAPI work plans.   |

# Optional 3<sup>rd</sup> Day: *Striving for Documentation Success*



| TIME                                    | Day 3 Agenda • Wednesday, 2018<br>8:00AM – 4:00PM |   | OVERVIEW OF COURSE CONTENT   |
|---|---|---|--|
| 8:00-8:15<br>(15 min PPT)<br>(NO Q&A)   |   | <b><i>Welcome and Introduction to Striving for Documentation Success</i></b>  | Introductions and announcements  |
| 8:15-9:30<br>(60 min PPT)<br>(15 Q&A)   | 15.   | <b><i>An In-Depth Look at CGS, NGS, and Palmetto Local Coverage Determination Guidelines</i></b><br><br><u>Presenter:</u> Carrie Cooley                               | An in-depth review of Local Coverage Determination (LCD) guidelines and how they affect payment. Compliant documentation for all IDG members will be demonstrated using 3 sample patients.   |
| <b>9:30-9:45</b>                        | <b>BREAK</b>                                      |   |  |
| 9:45-10:45<br>(50 min PPT)<br>(10 Q&A)  | 16.   | <b><i>Hospice Assessment Tools</i></b><br><br><u>Presenter:</u> Carrie Cooley   | How to use common assessment tools to evaluate and document hospice eligibility at admission and throughout the course of care (FAST, PPS, KPS, NYHA).   |
| 10:45-12:00<br>(75 min PPT)<br>(NO Q&A) | 17.   | <b><i>Your Hospice Medical Director: Regulations, Engagement, Secondary Conditions, and Related Comorbidities</i></b><br><br><u>Presenter:</u> Lauren Templeton       | Compliance with and definition of Medical Director. Substantiating and documenting hospice eligibility throughout the course of care with inclusion of secondary conditions and related comorbidities. Compliant documentation for all IDG members will be demonstrated using 3 sample patients. |
| <b>12:00-1:00</b>                       | <b>PEER NETWORKING LUNCH</b>                      |   |  |
| 1:00-1:30<br>(15 min PPT)<br>(15 Q&A)   |   | <b><i>Your Hospice Medical Director: Engagement and Documentation of Secondary Conditions and Related Comorbidities</i></b><br><br><u>Presenter:</u> Lauren Templeton | Continuation of presentation. Q&A session.   |
| 1:30-2:30<br>(50 min PPT)<br>(10 Q&A)   | 18.   | <b><i>Documentation: The Good, The Bad &amp; The Ugly</i></b><br><br><u>Presenter:</u> Lynn Stange  | Examples of documentation and strategies to turn comparative data from all IDG members into documentation that supports payment. Compliant documentation for all IDG members will be demonstrated using 3 sample patients.   |
| <b>2:30-2:45</b>                        | <b>BREAK</b>                                      |   |  |
| 2:45-4:00<br>(60 min PPT)<br>(15 Q&A)   | 19.   | <b><i>Taking It Home: Successful Documentation Strategies for Hospice Providers</i></b><br><br><u>Presenter:</u> Carrie Cooley  | A step-by-step Action Plan to implement successful documentation at your hospice for all IDG members.  |