



PRIVATE DUTY HOME CARE AT NAHC

Winter Leadership Summit



Leadership ❄️ Advocacy ❄️ Education ❄️ Innovation

Program Guide

FEBRUARY 23, 2021 ❄️ 12:00 PM – 6:30 PM EST

12:00 PM–12:50 PM

Warm Welcome & Opening The Power of Personality

Discover the most interesting topic of all – You (and everyone you work with)! You will learn to adapt with chameleon-like flexibility to instantly connect with others and communicate like a pro. See yourself in stories that unlock the power of your personality to build stronger relationships, drive results, and create a winning culture.

- Discover how your personality is playing a role in creating the environment for those in your organization
- Apply the four styles necessary to lead others how they need to be led
- Gain the skills to create a culture in which people are both happy and productive



WELCOME ADDRESS:

Emilie R. Bartolucci, Ed.D., MPA, CPXP
Executive Director,
Private Duty Home Care at NAHC



KEYNOTE:

Merrick Rosenberg, MBA
CEO, Take Flight Learning,
Author, Personality Expert
and Thought Leader

CNE Credit: 1.0 nursing contact hour (CNE)

12:50 PM–1:00 PM

Break

1:00 PM–1:50 PM

1 Bringing the Hospital Home

Understanding the opportunity for Private Duty providers in a Hospital at Home era.

- Develop strategic partnerships to become a hospital at home partner
- Prepare private duty staff to provide confident and competent care for higher acuity patients
- Describe how hospital at home models keep patients at home
- Bridge the gap between hospital and home with standard nursing and rehabilitation care
- Describe how hospital at home patients experience better clinical outcomes
- Explain how cost savings of 19% to 30% can be obtained compared to traditional inpatient costs



Sheila Davis, CHCE, COS-D
Vice President – Area Operations,
Always Best Care Senior Services



Summer Napier, BSN, RN, HCS-C, COS-C
CEO and Owner,
Healing Hands Healthcare LLC

CNE Credit: 1.0 nursing contact hour (CNE)

1:50 PM–2:00 PM

Break

2:00 PM–2:50 PM

2 5 Best Practices for Caregiver Mentoring & Secrets to Employee Retention

Do your caregivers need additional support, opportunities for growth, or enhanced training?

Most agencies lack the time and staff to do all three, but all of these are key drivers in caregiver retention and can be solved by getting the right caregiver mentor program in place.

- Describe the purpose of a caregiver mentor program
- Outline a program for your agency with roles and responsibilities
- Describe a compensation and training structure to supplement your mentoring program
- Explain where the industry is headed with caregiver satisfaction and training in 2021



Kathy Febraio, CAE
President and CEO,
New York State Association of Health
Care Providers



Erik Madsen, MBA
CEO,
Home Care Pulse



Carole L. Mosher, LPN, BSN, RN
Director of Training,
North Country Home Services



Kesha Yansen, MPH
Business Development Coordinator,
Family Care Certified Services

CNE Credit: 1.0 nursing contact hour (CNE)

2:50 PM–3:00 PM

Break

3:00 PM–3:50 PM

3 How to Promote a Culture of Innovation

Innovation often starts with industry leaders, but several best practices can be identified from within your organization and implemented in order to foster growth and creativity.

Empowering employees to bring forth their ideas creates a culture that encourages an innovative environment.

In this session, we will discuss how to provide a platform to recognize innovative and exceptional programs in your organization.

- List necessary steps to create a best practices awards program
- Explain how to encourage staff to examine their successes and formalize ideas to present
- Outline how to measure program results to ensure a positive ROI



Patricia Drea, BSN, MPA
Senior Vice President,
Axxess



Sherry McGowan
Director,
Visiting Angels Living Assistance
Services

CNE Credit: 1.0 nursing contact hour (CNE)

3:50 PM–4:00 PM

Break

4:00 PM–5:00 PM

4 Operations Best Practices Expert Panel Discussion

Discussion with industry leaders on new operational practices, tools, and resources, and how to implement them in your own business.

- Outline operational best practices
- Identify timely operation tools and resources



Dr. Lucy Andrews, DNP, MS, BSN, RN
President and CEO,
At Your Service Nursing
and Home Care



Blake Erdely
Director of Private Duty Services,
National Intrepid USA Healthcare
Services



Maxine Hochhauser
President,
Home and Community Based
Services, LHC Group Inc.



Brittnei Salerno
President and CEO,
La Jolla Nurses Homecare

CNE Credit: 1.0 nursing contact hour (CNE)

5:00 PM–6:30 PM

5 Advocacy & Legal Updates & 2021 Predictions

Discussion of advocacy and legal updates specifically for the private duty home care community, followed by live Q&A.

- Support advocacy priorities for private duty
- Explain latest on legal and employment issues for private duty
- Outline private duty projections for 2021



William A. Dombi, Esq.
President, National Association for
Home Care & Hospice



Angelo Spinola, Esq.
Shareholder, Co-Chair, Home Health
and Home Care Industry Group,
Littler

CNE Credit: 1.5 nursing contact hour (CNE)

CONTINUING EDUCATION FOR NURSES

The National Association for Home Care & Hospice is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Each education session provides 1.0 CNE credit for nurses based on 60 minutes, and 1.5 CNE credit for one 90-minute session. Nurses can earn up to 6.5 contact hours for this live internet activity.



**PRIVATE DUTY
HOME CARE**

AT NATIONAL ASSOCIATION
FOR HOME CARE & HOSPICE

Recorded Companion Education

*All LIVE sessions will be recorded and available for viewing later by registered attendees.

6 Turning the Tables on Turnover

While new data suggests turnover for home care professionals dropped from 2018 to 2019, the percentage remains too high and poses significant challenges to private duty home care providers. This presentation will address ways to turn the tables on turnover by branding from the inside out. You'll learn the reasons employees stay or leave their jobs and discover strategies for deepening connections with employees by aligning them more closely to your organization's purpose in ways that inspire their work.

- Outline the reasons healthcare employees stay or leave their jobs
- Define your agency's purpose in a way that's meaningful to employees
- Discover strategies and messaging to consistently communicate value to employees



Stan Massey
Partner & Lead Consultant,
Transcend Strategy Group



Emily Zarecki
Vice President Account Management,
Transcend Strategy Group

CNE Credit: 1.0 nursing contact hour (CNE)

7 The Secret to Dementia Care in Private Duty Home Care

What is the secret to providing dementia care? If you care for the senior population it's likely that 1 in 3 clients is living with dementia. By offering dementia training to your employees, they will feel equipped with the skills necessary to support their client and perform their job successfully. In this session, we will review why and how we implemented dementia training and its overall impact on employees and clients.

- Explain why you should create a dementia training program

- Describe how to implement a program
- Outline program benefits to caregivers and clients



Lauren Hirsch, LCSW
Director,
BAYADA Home Healthcare



Kristin Kingery, MSW, LSW
Division Director,
BAYADA Home Healthcare



Michelle Watts, MBA
Director,
BAYADA Home Healthcare

CNE Credit: 1.0 nursing contact hour (CNE)

8 The New Operations Toolkit

Supporting best practices around infection prevention and employee safety.

- Develop new operational protocols for COVID-19 and natural disasters
- Define infection mitigation guiding principles
- Establish ownership and communications workflows



Pam Conlon-Sandhu, RN, BSN, CRRN
Director Client Services,
Agility Health



Juliet Nyatta
COO,
Honor

CNE Credit: 1.0 nursing contact hour (CNE)

9 Creating Value Through Predictive Analytics to Improve Outcomes and Revenue

Data is the bridge that delivers vital population and patient-level insights to clinicians at the point of care, so they can make informed, individualized clinical care decisions to provide better care and improve outcomes. Predictive analytics equip care managers and agency staff with a snapshot of each patient's health risk factors.

- Describe changes to the personal care market
- Explain how predictive analytics can support your business in a dynamic market



Kunu Kaushal, CSA
Founder & CEO,
Senior Solutions



Maureen O'Connor, MBA
Senior Solutions Manager
for Applied Insights,
WellSky

CNE Credit: 1.0 nursing contact hour (CNE)

10 Home Care Technology and a New Connected Remote Workforce

Technology solutions that connect care teams are indispensable for private duty agencies navigating the new remote workforce realities.

- Describe how to improve safety at your agency
- Outline how to boost recruitment and retention
- Explain how to improve care outcomes



Lisa Ferden
Co-founder & COO,
Generations Homecare System

CNE Credit: 1.0 nursing contact hour (CNE)

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