

# Hospice 201

Introduction to Management

Virtual Workshop

November 18, 2021 | 9:00 am – 4:30pm

## Continuing Education

Attendance for the entire program is required to earn Contact Hours. A copy of the completed Continuing Education Certificate must also be submitted. This program will provide **6.5 contact hours** to RNs, LPNs

Ohio Council for Home Care and Hospice is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91)

## Overview

**Program Description:** OCHCH is excited to introduce this new workshop, designed for hospice professionals that are stepping into a management role. This program provides hospice-specific information that helps leaders and managers develop the skills they need to meet the challenges and changes they face in managing successful hospice programs, systems and caregivers. Our introductory Hospice 101 course provides the basics of hospice care operations. Hospice 201 is the next level. This workshop offers suggestions for identifying the clinical issues that impact financial performance, and offers guidance on managing the relationship between the quality, clinical and the financial areas of the agency. We'll also provide strategies to refine and improve billing performance, reduce denials, improve profitability, and increase quality outcomes.

### Program Objectives:

- Describe the role of hospice care in population care management.
- Identify current state/ federal legislation and regulations affecting hospice care programs.
- Describe methods to enhance the financial performance of a hospice program.
- Describe how to manage staff performance to enhance agency reputation.
- Identify the challenges and strategies to improve billing performance and reimbursement issues.
- Identify opportunities and challenges posed by new quality reporting requirements for hospice programs.
- Discuss current issues impacting the provision of hospice care in a long term care facility.
- Identify useful operations management techniques through the use of dashboards and benchmarking.

## About the Presenter



**Kathy Royer, RN, MBA, DMin, CHPN, CHPCA** is the hospice regulatory director for the Ohio Council for Home Care and Hospice. She is a registered nurse with more than 22 years of experience in hospice. She served as a corporate division director with a demonstrated history of improvement in quality scores. She has expertise in hospice and hospital environments. Kathy is skilled in corporate leadership development, operations management, regulatory consultation, coaching, Palliative Care, team building, and as a cultural change agent.



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[www.ochch.org](http://www.ochch.org)  
614.885.0434

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## Registration Instructions

Use a separate registration form for each attendee registration; photocopies of the original form are acceptable. **A registration may not be split between individuals.**

**Registrations will not be accepted without payment in full.** Fees must be paid in full in order to participate.

**Cancellation Policy:** If you cancel your registration prior to five business days before the program, you will receive a refund less a 25% administrative fee. All cancellations must be made in writing. No refunds for cancellations or exchanges within four business days from the date of the program. If due to unforeseen circumstances OCHCH must cancel this event, you will receive a full refund.

Individuals requiring special arrangements as stated in the Americans with Disabilities Act, should notify OCHCH at least 48 hours prior to the program.

The presenters and planners have declared no conflict of interest for this program and will present fairly and without bias. No commercial support has been provided for this program.



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## Registration Form

Please complete the following information and mail or fax it to OCHCH with payment.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City \_\_\_\_\_ ST: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

### Individual Attendee Selection:

OCHCH Member - \$149  
(Per Person)

Non-Member - \$249  
(Per Person)

**Try the new Unlimited Attendee Pass! One price for unlimited staff to attend this course. Great for multiple new staff members!**

OCHCH Member - \$249

Non-Member - \$349

Please list staff members name and emails you wish to attend this virtual workshop

## Payment Information

Visa  MasterCard  American Express  Discover  Check

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Amount: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Security Code: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**This fax is provided to keep you informed of OCHCH educational programs. If you'd prefer to not receive contact: [ochch@ochch.org](mailto:ochch@ochch.org)**

**Fax completed form with payment to (614) 899-0192 or**

**Mail to OCHCH, 1105 Schrock Rd., Suite 120, Columbus, OH 43229.**