

# Home Health Keys For Success Learning Session

**February 27, 2006**  
8:30 a.m. to 3:00 p.m.

Health Services Advisory Group (HSAG)  
1600 East Northern Avenue, Suite 100  
Phoenix, Arizona 85020  
*Lunch will be provided.*

## OBJECTIVES

- Understand how the oral medication management quality measure is calculated.
- Learn how to implement an effective oral medication management program.
- Understand cost-effective ways to implement front-loading strategies to reduce acute care hospitalizations (ACH) and improve the management of oral medications.
- Discuss processes to improve communication between agencies and their referral sources.
- Understand how organizational culture affects patient outcomes.
- Understand the importance of pay-for-performance (P4P) in home health.

## AGENDA

8:30 a.m. *Registration and Networking*

9:00 a.m. Welcome and Introductions..... Joe Bestic, NHA, BA  
*Director, Nursing Homes & Home Health, HSAG*

9:15 a.m. Patient Outcomes, Organizational Attributes, and  
Nurse Satisfaction: The Relationship..... Jennifer Mensik, PhD, MBA/HCM, RN  
*Regional Director, Home Health Services, Banner Home Care*

10:15 a.m. P4P in Home Health ..... Mary Fermazin, MD, MPA  
*Vice President, Health Policy & Quality Management, HSAG*

11:00 a.m. OASIS Accuracy: Oral Meds ..... Caralyn Williams, MAOM, & Pam Sensky, RN  
*Quality Improvement Specialist & Clinical Quality Specialist, HSAG*

11:45 a.m. Medicare Beneficiary Rights..... Linda Schoenbeck, RN, BS, CCM, CG  
*Director, Utilization Review, HSAG*

12:00 noon *Working Lunch*

- 12:45 p.m. Transitional Care Coordination in Reducing ACH.....Joe Bestic  
*Facilitated Discussion with Discharge Planners*
- 1:45 p.m. Front-Loading Strategies.....Caralyn Williams & Pam Sensky
- 2:30 p.m. Evaluations and Tentative Action Items .....Caralyn Williams
- 2:45 p.m. Next Steps and Remarks .....Caralyn Williams
- 3:00 p.m. *Adjourn*

**ALL** Medicare beneficiaries have the **right to appeal their discharge** from a hospital, skilled nursing facility, home health agency, or comprehensive outpatient rehabilitation facility. For more information, go to <http://www.hsag.com/azmedicare> or call 1.800.359.9909.

**Upcoming Projects:**

- Next Teleconference Call—April 17, 2007
- Immunization Survey Remeasurement—Summer 2007