

DETAILS/PROGRAM SCHEDULE

Maintaining quality of care is the most important component to having a successful hospice program. Although there are various ways to evaluate the quality of care, we all know that surveys are among the top three. Many providers struggle to understand the true impact of the COPs and the new changes. This workshop will give providers the support they need to gain a better understanding of the top changes in the COPs, how it impacts the survey process from start to finish, and learn best practices. Attend and listen to State and federal representatives from the California Department of Public Health (CDPH) and the Centers for Medicare and Medicaid Services (CMS) and our expert consultant who will identify key areas to focus on in order to excel in the hospice industry.

Monday September 20, 2010 - Ontario, CA
Wednesday September 22, 2010 - Sacramento, CA

Workshop Schedule

8:00am Registration
9:00am - 12:00pm Workshop
12:00 - 1:00pm Networking Lunch (provided)
1:00-4:15pm Workshop

WHO SHOULD ATTEND

This workshop is recommended for all Hospice administrators, managers, and clinicians. It is also recommended for quality assurance personnel.

CEUs

Provider approved by the California Board of Registered Nursing (Provider #CEP2463 and by the California Board of Behavioral Sciences (Provider #PCE588) for five and one half (5.5) contact hours of continuing education. You must be present for the entire workshop to earn Continuing Education Units. No partial credits

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California Association for Health Services at Home
3780 Rosin Court, Suite 190
Sacramento, CA 95834
www.cahsah.org



Hospice Survey Workshop: Excelling under the CoP's

September 20, 2010

Radisson Hotel
Ontario, CA

September 22, 2010

Marriott Rancho Cordova
Rancho Cordova, CA

Brought to you by:

California Association for
Health Services at Home



Supported By:

Kinnsner Software



AGENDA

9:00 am - 12:00 pm How to prepare for a Survey

Before the Survey

Learn steps to be survey ready at all times. Learn to use your QAPI data to your agency's advantage. Know the implications of your Adverse Event Reports.

During the Survey

Learn useful tips for a successful surveyor's on-site visit. Plan how to have your management and field staff prepared for the survey experience, including patient visits and how to avoid an Immediate Jeopardy finding.

After the Survey

Learn about preparing and implementing a Plan of Correction that not only ensures regulatory compliance, but is a blueprint for agency performance improvement.

12:00-1:00 pm Networking Lunch (provided)

1:00 - 2:00 pm Top Four Changes in the COPs, Best Practices

Review the top four changes in the COPs. Identify some of the most problematic areas and zero in on the best practices.

2:00 - 2:45 pm CDPH Update

- Types of Surveys: Standard, partial extended, or extended survey
- Regulations: State and Federal
- Survey Tasks: How surveyors prepare for a survey and what they look for in the survey process. Info gathering methods Surveyors use during a survey.
- The Plan of Correction: Timeliness and content
- Present and future trends for survey process, including initial surveys
- Most written deficiencies on a survey

2:45 - 3:00 pm Afternoon Break

3:00 - 4:00 pm CMS Update

- New Hospice Regulations
- Complaint & Validation Surveys
- Top deficiencies/Frequently Cited Hospice Regulations
- Fraud and Abuse

4:00 - 4:15 pm Q&A

ABOUT FACULTY

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HOTEL INFORMATION

September 20, 2010

Radisson Hotel
2200 East Holt Blvd. ♦ Ontario, CA 91761
(909) 975-5000

September 22, 2010

Marriott Rancho Cordova
11211 Point East Drive ♦ Rancho Cordova, CA 95742
(916)638-1100

HOW TO REGISTER

- **ON-LINE** with your credit card at: www.cahsah.org
- **FAX** your registration to: (916) 641-5881
- **MAIL** your registration to:
CAHSAH
3780 Rosin Court, Suite 190
Sacramento, CA 95834
- **PHONE** in your registration with credit card payment to: (916) 641-5795 ext. 113
- **QUESTIONS?** Call (916) 641-5795 ext. 113

CANCELLATIONS: Received 10 days prior to the program date are subject to a 20% handling fee. Cancellations must be in writing. **NO REFUNDS** will be issued for cancellations received within 10 days of the program. Refunds will NOT be made for no-shows. However, substitutions will be allowed. Should CAHSAH cancel the program, a full registration fee refund will be issued.

REGISTRATION FORM

September 20, 2010 - Ontario, CA

September 22, 2010 - Sacramento, CA

RATE SCHEDULE	Member	Non-Mbr	Sub-total
Early Bird by Aug. 23	\$175	\$350	\$ _____
Advanced rate by Sept. 6	\$195	\$390	\$ _____
Late/On-site rate, space permitting	\$235	\$470	\$ _____
Register two or more people online and receive \$10 off each registrant. SPECIAL OFFER ONLY FOR ONLINE REGISTRATION			

Total \$ _____

Not a CAHSAH member? Contact CAHSAH at (916) 641-5795 ext. 114 to find out how you can join and receive member benefit discounted registration rates for this important training program!

Company Name

Attendee Name & Title

RN Number

Company Mailing Address

City

State

Zip Code

Phone #

Fax #

Email Address (Confirmations will be sent to this address)

Pre-payment is required

Method of Payment		<input type="checkbox"/> Check (payable to CAHSAH)
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express
Credit Card #	Exp. date	
Credit Card Billing Address	City, State, Billing Zip Code (required)	
Cardholder Name (please print)		
Signature (required)		