

NPHI Workshop: Optimizing House Call Programs to Meet the Needs of Medically Complex Patients
Tuesday, December 3 – Wednesday, December 4, 2019
Schaumburg (Chicago), IL

| Tuesday, December 3, 2019 | |
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| 10:00 – 10:30 am | <p>Welcome and Introductions <i>Melissa Singleton, MEd</i></p> <ul style="list-style-type: none"> • Ice breaker |
| 10:30 – 11:15 am | <p>Synergies and Solutions – The Intersection of Home-Based Primary Care and Palliative Care <i>Thomas Cornwell, MD</i></p> <ul style="list-style-type: none"> • Explore the needs of the medically complex, home-limited patient population, various socioeconomic drivers and workforce considerations, and the business case for bringing together home-based primary care (HBPrIC) and home-based palliative care (HBPallC). • Examine the unique aspects of HBPrIC and HBPallC, as well as the aspects that are closely aligned. • Introduce several case examples of house call programs where HBPrIC and HBPallC are both offered to patients and assess the different ways in which this can be operationalized. |
| 11:15 am – 12:30 pm | <p>Getting Started: Key Considerations when Launching or Expanding a House Call Program <i>Rebecca Ramsay, BSN, MPH</i></p> <ul style="list-style-type: none"> • Compare the roles and types of professionals who perform various functions within the house call program and discuss required competencies and personal qualities. • Describe the demographics for patient populations best cared for in the home and strategies for identifying those patients within the selected geographic service area. • Define the program’s scope of services, as well as plans for handling triage and after-hours care. • Identify your practice’s unique value proposition, customer base, and brand. • Optimize your EMR to fit the needs of an HBPC practice. |
| 12:30 – 1:15 pm | LUNCH |
| 1:15 – 2:15 pm | <p>Coding, Documentation, and Billing for Home-based Medical Care <i>Thomas Cornwell, MD</i> <i>Brianna Plencner, CPC, CPMA</i></p> <ul style="list-style-type: none"> • Apply documentation requirements to support E/M codes frequently used in home-based medical care and avoid coding risks and red flags. • Identify billing opportunities and documentation requirements beyond the E/M codes for home visits and apply strategies for implementing these services into daily practice. |
| 2:15 – 3:00 pm | <p>HCC Scoring for House Calls <i>Thomas Cornwell, MD</i> <i>Brianna Plencner, CPC, CPMA</i></p> <ul style="list-style-type: none"> • Explain a risk score calculation using HCC codes and the impact it has on home-based primary care providers. • Develop a workflow that ensures HCC codes are assigned accurately. • Apply strategies that support quality documentation for assigning HCC codes. |
| 3:00 – 3:15 pm | BREAK |

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| 3:15 – 5:15 pm | <p>CLINICAL TRACK</p> <p>Case Activities: Managing the Longitudinal Care of Medically Complex, Home-limited Patients</p> <p><i>Thomas Cornwell, MD</i></p> <ul style="list-style-type: none"> • Prepare for and conduct three simulated house calls with older adults with multiple comorbidities; assess and draft plans of care centered on the 5 Ms of Geriatrics. • Establish and implement protocols for acute/urgent care for homebound patients. • Recognize infection risks providers may encounter in the home and how they can impact patients, family members, and providers, and describe infection risks that require special considerations including multi-drug resistant organisms and bed bugs. • Assess evidence-based practices for medication management and recognize the unique advantages and challenges providers face when managing medications for home-limited patients. • Identify potential pitfalls and dangers of polypharmacy and discuss a structured approach for de-prescribing. • Review strategies for maximizing adherence through a safe and effective regimen that patients and caregivers can follow. |
| 3:15 – 5:15 pm | <p>PRACTICE MANAGEMENT TRACK</p> <p>Case Activities: Strategies for Success when Launching or Expanding a House Call Program</p> <p><i>Rebecca Ramsay, BSN, MPH</i> <i>Brianna Plencner, CPC, CPMA</i></p> <ul style="list-style-type: none"> • Develop a business plan and a staffing model that allows everyone to work to the top of their license. • Compare and contrast approaches to marketing and financial management by two different house call programs in case examples. • Explore a range of budget considerations for home-based medical care, including productivity and funding sources, and prepare a suitable budget for start-up costs and the program’s ongoing needs. • Review the core components of a house call program’s revenue cycle and compare in-house vs. outsourced options. • Consider appropriate policies, procedures, and legal factors in home-based medical care, including compliance, liability protection, emergency preparedness, provider safety, etc. |
| 5:15 – 5:45 pm | <p>Teach Back Time</p> <p>Learners from each track will “teach back” the pearls to learners from the other track.</p> |
| 5:45 – 6:00 pm | <p>Wrap-up</p> |

| Wednesday, December 4, 2019 | |
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| 7:30 – 8:00 am | BREAKFAST |
| 8:00 – 8:15 am | Welcome Back and Review |
| 8:15 – 9:00 am | <p>Surviving and Thriving in Dual Environments: Fee-for-Service and Value-Based Care <i>Thomas Cornwell, MD</i></p> <ul style="list-style-type: none"> • Examine ways in which house call programs can survive, and even thrive, in dual environments: fee-for-service and value-based. • Assess new opportunities available to HBPrIC and HBPallC through recently introduced advanced payment models. • Describe in quantifiable terms the value of offering both HBPrIC and HBPallC, and leverage that understanding to negotiate favorable payer contracts and achieve value-based partnerships. |
| 9:00 – 10:15 am | <p>Optimizing the Daily Operations of House Call Programs <i>Brianna Plencner, CPC, CPMA</i></p> <ul style="list-style-type: none"> • Discuss the relationship between scheduling and productivity, and review strategies for incorporating a formal geographic scheduling process in your program. • Review strategies for creating standard workflows for coordinating durable medical equipment (DME) orders and referrals. • Describe the various safety risks providers may face during a home visit, and implement recommended policies and procedures aimed at ensuring the personal safety of the house call team. • Examine basic and advanced options for diagnostic, therapeutic, and operations technology to improve patient care, efficiency, and staff safety in home-based medical care. • Explain the benefits of telehealth, including virtual visits and remote patient monitoring, as well as considerations for implementation, technology architecture, and reimbursement requirements. • Review common emergencies that can arise in HBPC and discuss approaches for planning for emergencies and disaster preparedness. |
| 10:15 – 10:30 am | BREAK |
| 10:30 – 11:40 am | <p>CLINICAL TRACK</p> <p>Clinical Conundrums: The Big 5 in Medically Complex, Homebound Patients <i>Thomas Cornwell, MD</i></p> <ul style="list-style-type: none"> • Discuss optimal care, appropriate treatment goals, and management strategies for homebound patients with moderate- to late-stage dementia, including pharmacological and non-pharmacological approaches. • Manage Congestive Heart Failure (CHF) in patients with functional disability and multiple, complex comorbidities that contribute to functional, nutritional, and cognitive limitations. • Apply effective management strategies for homebound patients with Chronic Obstructive Pulmonary Disease (COPD). • Describe general considerations and recommendations in the treatment of Type 2 Diabetes Mellitus (DM) in medically complex, homebound patients. • Apply effective management strategies for homebound patients with Hypertension. |
| 10:30 – 11:40 am | PRACTICE MANAGEMENT TRACK |

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| | <p>Catalyzing Information Flow for Your House Call Program <i>Edwin Zhao, MHA</i></p> <ul style="list-style-type: none"> • Build the information flow into your house call program. • Gather and translate data in a way that increases productivity and demonstrates value to payer and partners. • Explore the relationship between quality improvement (QI) to data collection and discuss how to survey your data landscape. |
| 11:40 am – 12:00 pm | <p>Teach Back Time Learners from each track will “teach back” the pearls to learners from the other track.</p> |
| 12:00 – 12:15 pm | <p>LUNCH</p> |
| 12:15 – 12:45 pm | <p>Improving Workflows: Front Office, Back Office, and What it Means for Staffing <i>Brianna Plencner, CPC, CPMA</i></p> <ul style="list-style-type: none"> • Describe the functions performed by the front office and back office within a house call program. • Discuss the various types of professionals who perform front office and back office functions in a house call program. • Discuss the range of possible staffing models for house calls and identify some possible pros and cons with each model. |
| 12:45 – 1:45 pm | <p>Put on your Oxygen Mask First! The Importance of Self-Care and Stress Mitigation for House Call Providers and Staff <i>Edwin Zhao, MHA</i></p> <ul style="list-style-type: none"> • Recognize common stressors faced by home-based medical practitioners. • Describe the impact of stress and discuss approaches to reframing stress. • Identify and employ effective stress mitigation strategies. |
| 1:45 – 2:00 pm | <p>Wrap-up <i>Thomas Cornwell, MD</i></p> <ul style="list-style-type: none"> • Why do we do this? • Complete evaluations |