



Optimizing House Call Programs to Meet the Needs of Medically Complex Patients

Workshop Agenda

April 21-22, 2020

Home Centered Care Institute
1900 East Golf Road, Suite 480
Schaumburg, IL 60713
4th Floor – Conference Room 470

GOALS AND OBJECTIVES

Available exclusively to members of the National Partnership for Hospice Innovation (NPHI), HCCI is pleased to offer the two-day workshop, ***Optimizing House Call Programs to Meet the Needs of Medically Complex Patients***. This interactive, case-based activity is designed for learners from hospice/palliative practices who want to optimize the business management/ operations for existing house call programs, and/or add a home-based primary care service line to augment other home-based programs. Through this workshop, clinical providers, program administrators, and practice/operations staff will enhance their knowledge and competence in house call operations and in leveraging the collective value of home-based primary care and palliative care to meet the needs of medically complex, home-limited patients.

Upon completion of the workshop, learners will be able to:

- Explore the needs of the medically complex, home-limited patient population, various socioeconomic drivers and workforce considerations, and the value presented by home-based primary care and palliative care to address the needs of these vulnerable patients.
- 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 home-based primary care and palliative care through recently introduced advanced payment models.
- Discuss a wide range of important considerations when launching or expanding a house call program.
- Implement a variety of strategies and workflows aimed at optimizing the day-to-day operations of a house call program.
- 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.
- Apply appropriate strategies to manage the longitudinal care of home-limited patients with chronic conditions and multiple co-morbidities.

SCHEDULE

Tuesday, April 21	Event Title
10:00 – 10:30 am	Welcome, Introductions, and Ice Breaker (30 min)
10:30 – 11:15 am	Synergies and Solutions – The Intersection of Home-Based Primary Care and Palliative Care (45 min)
11:15 am – 12:30 pm	Getting Started: Key Considerations when Launching or Expanding a House Call Program (75 min)
12:30 – 1:00 pm	Lunch (30 min)
1:00 – 2:00 pm	Coding, Documentation, and Billing for Home-based Medical Care (60 min)
2:00 – 4:00 pm	CLINICAL TRACK Simulated House Calls: Managing the Longitudinal Care of Medically Complex, Home-limited Patients (120 min)
2:00 – 4:00 pm	PRACTICE MANAGEMENT TRACK Strategies for Success when Launching or Expanding a House Call Program (120 min)
4:00 – 4:15 pm	Break (15 min)
4:15 – 4:45 pm	Improving Workflows: Front Office, Back Office, and What it Means for Staffing (30 min)
4:45 – 5:30 pm	Surviving and Thriving in Dual Environments: Fee-for-Service and Value-Based Care (45 min)
5:30 – 6:00 pm	Teach Back Time/Wrap-up (30 min)
6:45pm	Optional Networking Dinner

Wednesday, April 22	Event Title
7:30 – 8:00 am	Breakfast
8:00 – 8:15 am	Welcome Back and Review (15 min)
8:15 – 9:15 am	Optimizing the Daily Operations of House Call Programs (60 min)

Wednesday, April 22 (continued)	Event Title
9:15 – 10:00 am	Put on your Oxygen Mask First! The Importance of Self-Care and Stress Mitigation for House Call Providers and Staff (45 min)
10:00 – 10:30 am	HCC Coding for House Calls (30 min)
10:30 – 10:45 am	Break (15 min)
10:45 – 11:45 am	Enhance Productivity and Reach through Telehealth (60 min)
11:45 am – 12:45 pm	Catalyzing Information Flow for Your House Call Program (60 min)
12:45 – 1:00 pm	Wrap- up and Lunches To-Go (15 min)