

**TUESDAY, OCTOBER 17, 2017**

**PRE-CONFERENCE -- For Those New to the RHC World!**

*There is **no additional charge** to attend the Pre-Conference which is geared toward beginners. RHC veterans may wish to attend as a review. If not, please arrive by 11:00 am to register!*

	Breakfast ( <i>on your own</i> )
7:30 – 8:30 am	Registration
8:00 – 3:30 pm	<b>CONFERENCE VENDORS: Tues. &amp; Wed. only (SE Alcove)</b>
8:30 – 8:45 am	<b>WELCOME &amp; TUTORIAL ON APP USAGE</b>
8:45 – 9:45 am	RHC BASICS – <u>Glen Beussink</u>
9:45 – 10:45 am	COST REPORT BASICS – <u>David James</u>
10:45 – 11:15 am	<b>Networking Break (SE Alcove)</b>
11:15 – 12:15 pm	<b>SURVEY &amp; CERTIFICATION</b> – Virtual Walk-through of a Clinic – <u>Kate Hill &amp; Tom Terranova</u>
12:15 – 1:15 pm	<b>Lunch (provided in Illinois BR + NE Alcove)</b>
1:15 – 2:30 pm	LEGISLATIVE UPDATE – <u>Bill Finerfrock</u>
2:30 – 3:30 pm	BEST PRACTICES – <u>John Gill, Teresa Treiber, &amp; Peggy Gautreau</u>
3:30 – 4:00 pm	<b>Networking Break (SE Alcove)</b>
4:00 – 5:00 pm	<b>NARHC ANNUAL MEETING</b> – All conference attendees should attend (members and non-members)! • Financials • Past Year Accomplishments • 2018 Goals • Ron Nelson Award • Meet the Candidates • Election

**WEDNESDAY, OCTOBER 18, 2017**

	Breakfast ( <i>on your own</i> )	
7:30 – 8:30 am	Registration ( <i>for any who didn't register already on Tuesday</i> )	
8:00 – 3:30 pm	<b>CONFERENCE VENDORS: Tues. &amp; Wed. only (SE Alcove)</b>	
Break Outs...	<b>Illinois Ballroom</b>	<b>Grand Hall</b>
8:30 – 10:00 am	RHC BILLING for PBs – <u>Charles James, Jr.</u>	RHC BILLING for INDs – <u>Shannon Chambers</u>
10:00 – 11:00 am	POLICY & PROCEDURE MANUAL for PBs – <u>Robin Veltkamp</u>	POLICY & PROCEDURE MANUAL for INDs – <u>Julie Quinn</u>
11:00 – 11:30 am	<b>Networking Break (SE Alcove)</b>	
11:30 – 12:30 pm	<b>DEALING WITH THE TOUGH STUFF</b> – <u>Julie Aman</u> • How to Fire a Patient • Employees Sinking the Ship • Clinic-Hospital Relationships	<b>UNUSUAL BUT IMPORTANT POLICIES</b> – <u>Jim Estes</u> • Active Shooter • Therapy vs Service Animals • No Lifting vs Equipping Staff to Lift
12:30 – 1:45 pm	<b>Lunch (on your own)</b> There are multiple restaurants onsite & within walking distance	
1:45 – 2:45 pm	BUILD A QUALITY REPORT CARD – <u>Angie Charlet</u>	REGULATIONS: FINDING ANSWERS – <u>Patty Harper</u>
2:45 – 3:15 pm	<b>Networking Break (SE Alcove)</b>	
3:15 – 4:15 pm	COST REPORTING PITFALLS & BIG ROCKS – <u>Vicki Mueller</u>	TEAM BUILDING CHANGE MANAGEMENT – <u>Jeff Harper</u>

**THURSDAY, OCTOBER 19, 2017**

	Breakfast ( <i>on your own</i> )
8:30 – 8:40 am	<b>DRAWING FOR PRIZES (Illinois BR)</b>
8:40 – 9:45 am	<b>EMERGENCY PREPAREDNESS &amp; THE 9<sup>TH</sup> CONDITION OF PARTICIPATION</b> – <u>Mark Lynn</u>
9:45 – 10:45 am	<b>REPORTING PREVENTIVE SERVICES &amp; PROBLEM-ORIENTED E&amp;M SERVICES IN RHCS</b> – <u>John F. Burns</u> • Learn specific differences between preventive & problem-solving services • Learn how RHCS should document & bill IPPE, AWW, Annual Physicals, etc. • Learn the importance of documenting the chief complaint, history, or present illness for problem-oriented services in the RHC • Learn when it is appropriate to report 2 encounters on the same date of service & the documentation for doing so in the RHC setting
10:45 – 11:00 am	<b>Networking Break (Foyer)</b>
11:00 – 12:00 pm	PCMH INCENTIVES – <u>Kate Hill</u>

*Agenda subject to change! See NARHC website, [www.narhc.org](http://www.narhc.org), for full descriptions.*