



Projects

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COUNCIL of STATE
HOME CARE
ASSOCIATIONS

2015 SUMMER RETREAT
LAKE PLACID, NY

1 Illinois' Regulatory Roadmap



THE REGULATORY **ROAD MAP**

Welcome to IHHC's Regulatory Roadmap for Illinois home care providers.

WHAT'S IT FOR??

The spreadsheet below is organized to give you quick access to many of the regulations that apply to your organization or program. Each column is linked to the regulation that it references, so as a provider of the spreadsheet you will find the source of any regulatory provision in the spreadsheet.

WHAT'S MISSING??

Though the goal of this tool is to help providers quickly find the regulations they need, you should be aware that not every regulation that applies to your organization or program is included. With a few exceptions Medicare and Medicaid coverage requirements are not addressed. Fees and other non-regulatory requirements is identified.

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This document was created by IHHC members, for IHHC members, and paid for with your dues. Please do not distribute with non-members.

Using the Regulatory Roadmap will help you determine basic questions that make the difference. It grounds home care providers to look further into the regulations that apply to your agency—both those that are referenced here as well as others. Reading further is always free, and IHHC is happy to help you find the resources you need to answer all your questions.

WHAT'S NEXT??

IHHC will be a constantly evolving and improving tool as we make changes and the needs of IHHC members change. Efforts to expand the tool to cover more topics or regulations are under consideration. Please share your comments, ideas, and concerns with Rebecca Zitar, Jan Grimes, Michal Puchalski, IHHC Board members and Susan Drostman as you use the tool so we can work together to be sure it meets your needs.

Main elements

- It lets users click to see language in state & federal regulations for each service
- Info is sorted by
 - Service Delivery
 - Potential Payers
 - Administration
 - Employee Issues
 - Disclosure Requirements
 - Licensing and Contracting

Supports our most valued benefit: Regulatory assistance

- We have an outstanding Regulatory Consultant who members can call, email, and connect with via ListServe.
- However, Roadmap
 - Is available 24/7
 - Encourages people to locate info for themselves
 - Reminds us “Reading further is a good thing.”



Value-Added Benefit

- For Members Only; unavailable elsewhere
- Good for ALL - H H, Hospice & Private Duty
- Helps when state surveyors come
- Helps new employees
- Helps our association when recruiting new members



Member Engagement Activity

- Project arose out of the Private Duty Work Group
- Work Group stuck with it for many months
- It will be updated this Fall
- Next project: A *Reimbursement* Roadmap

2 Free E-newsletter



Main Elements

- *Multi-Briefs*© aggregates for free, in exchange for
 - ~Advertising rights
 - ~Agreement to share with non-members too
 - ~Ability to adapt it for other state association
- Exclusive to first from each state to sign up
- Distributed Weekly
- Associations can add content, if desired

★★★★★ Value-Added Benefit

- A special benefit to counteract “step child” status for 1/3 of members who offer hospice
- Big picture industry news, but not as detailed as our members-only newsletter
- Searchable archive adds value

★★★★★ Marketing Tool

- Weekly Visibility
- Exclusive (IHHC’s competition can’t have it)
- Adds credibility within entire EOL network

3 Hospice Story Catcher Project



Main Elements

- Interdisciplinary Team Training for Hospice Agencies
 - ~ Guidebook
 - ~ Video
 - ~ Workshops

★★★★★ Value-Added Benefit Tool

- Another tool to counteract “step child” status
- Goes to the heart of hospice with its “core values”
- Members like working from anonymous stories
- Expanded nicely from a tool to a workshop
- Video posted to our new learning portal and Youtube site.

★★★★★ Member Engagement

- Hospice Workgroup bonded over it
- Some showcased it at NHPCO conference
- Some presented it at our state conference
- Some are offering IDT workshops

★★★★★ Marketing Tool

- Good for Recruitment and Retention
- Added credibility for IHHC AND individuals who contributed
- StoryCatcher + newsletter + MOOC = competing hospice association came to us to talk about a merger.

Question for creators: Should we call it “done” or make it a sustainable program?

- Potential to keep it alive by
 - ~ Adding Stories
 - ~ Offering Train the Trainer
 - ~ Creating minimum expectations of “participating agencies”

★★★★★ Common Themes of Success

- Relationships are Important
- Member Buy In
- Answered a Need
- Easy for Members to participate and receive benefit!

Now it's your turn!