



**MAY 17 - 18, 2022**  
**MOUNT WASHINGTON, NEW HAMPSHIRE**

**TUESDAY, MAY 17**

|                      |   |                           |
|----------------------|---|---------------------------|
| <b>8:00am</b>        | <b>Golfers Pick Up to Go to Breakfast</b>   | <b>Presidential Foyer</b> |
| <b>8-9:00am</b>      | <b>Breakfast</b>  | <b>Grand Ballroom</b>     |
| <b>8-9:00am</b>      | <b>Registration</b>   | <b>Presidential Foyer</b> |
| <b>9-10:00am</b>     | <p><b>The "Hot Spots" in the Revenue Cycle: Identify Those Spots That Can and Will Turn into an Inferno - Kit Shellhouse, Vice President of Operations, ECS Billing &amp; Consulting Inc.</b></p> <p>After a year or more of uncertainty, providers must break old habits, become more prepared, and assess the areas which hold opportunities yet explored. Differentiate between potential revenue and payer behavior that is out of our control but still keeping the payers accountable. Especially the payers that slow claims processing and hold <b>your</b> revenue. Identify and trend the specific areas of the current revenue cycle (RCM) that are "hot spots" and share the heat. Evaluate, critique, formulate a plan of attack, then develop protocols that will allow the foresight and not repeat the past but decrease and hopefully extinguish those areas while managing the updates applied. The staff must understand the "cause and effect" within the revenue cycle and what will develop if the new plan is neglected and not managed.</p> | <b>Jefferson Room</b>     |
| <b>9-10:00am</b>     | <p><b>HME Industry "SWOT" Strengths, Weaknesses, Opportunities and Threats - Mark Higley, VP of Regulatory Affairs and Craig Douglas, VP of Payer Relations, VGM</b></p> <p>The HME industry is constantly evolving. In the past decade (and more), we have experienced more than our share of legislative, regulatory, and operational challenges. But we have survived; many have thrived. Demand for our products and services is at an all-time high; demographics and other indicators suggest this will continue into the long term. Our panel — each of whom will offer different perspectives — is prepared to assess the "S, W, O, and T" of the industry in 2022 and beyond.</p>  | <b>Adams Room</b>         |
| <b>10:15-11:15am</b> | <p><b>Setting the Standard-Operating from a Position of Knowledge - Kit Shellhouse, Vice President of Operations, ECS Billing &amp; Consulting Inc</b></p> <p>Discuss operational evaluation from concept to creation. Identify production restraints and how to maneuver through them. Learn how to identify company weaknesses and address those challenge.</p>   | <b>Jefferson Room</b>     |
| <b>10:15-11:15am</b> | <p><b>Succession Planning – Mark Higley, VP of Regulatory Affairs, VGM</b></p> <p>Mark Higley has helped guide members through the process of deciding what is next for their businesses for years, whether that be selling the business or setting up a plan for transferring the business to a trusted employee or family member. This session will offer a summary of his online (and downloadable) guide and toolkit to assist in the initial planning steps and procedures to transfer ownership of a business.</p>  | <b>Adams Room</b>         |
| <b>11:45-12:45pm</b> | <b>Lunch</b>  | <b>Grand Ballroom</b>     |

## Afternoon Breakout Sessions

May 17, 2022

**1-2:00pm** State Breakout Sessions:

Connecticut and Rhode Island – Reagan Room

New Hampshire, Vermont, Maine – Jefferson Room

Massachusetts – Adams Room

**2:15-3:15pm** Provider Type Breakouts:

Complex Rehab Technology Roundtable – Reagan Room

Respiratory Roundtable - Jefferson Room

Other HME Products Roundtable – Adams Room

**3:30-4:30pm** CRT Discussion- Don Clayback, NCART - Reagan Room

Payer Relations/Vertical Integration- Laura Williard and David Chandler, AAHomecare – Jefferson Room

Regulatory Update – Kim Brummett, AAHomecare and Mark Higley, VGM – Adams Room

**4:30-6:30pm** Vendor Reception- Hors d'ouerves, Cash Bar – Grand Ballroom

**8:00pm** Meet Up - The Cave



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**WEDNESDAY MAY 18TH**

|                  |  |                           |
|------------------|--|---------------------------|
| <b>8-9:00am</b>  | <b>Breakfast</b>   | <b>Grand Ballroom</b>     |
| <b>8-9:00am</b>  | <b>Registration</b>  | <b>Presidential Foyer</b> |
| <b>9-10:00am</b> | <p><b>Optimizing Employee Engagement....the VGM Way – Sara Laures, Chief People Officer, VGM</b><br/>         As Chief People Officer at VGM, Sara knows how to create an engaging work environment. VGM prides itself on creating an employee friendly work environment that make people enjoy and want to come to work! In this session, Sara will discuss retention of people, attracting people, flexibility preferences, quality of life, how work fits into my life, purpose/meaning at work, workplace culture. Not only are these broad categories impacting every employer, but it also happens to be an area where people are fascinated with VGM and many members tend to look at us longingly and wonder “how does VGM do it so well.”</p>   | <b>Grand Ballroom</b>     |
| <b>9-10:00am</b> | <p><b>Medicare Advantage Plans and Medicaid Advocacy – Laura Williard and David Chandler, AAHomecare</b></p> <p>Learn about the rules and regulations surrounding Medicare Advantage plans and the current market environment. Also learn about how to work with state Medicaid regulators, state legislators and managed care plans.</p>  | <b>Reagan Room</b>        |
| <b>9-10:00am</b> | <p><b>Director Versus Dictator; Managing Employees with Organization, Implementation, and Follow Through, While Maintaining Loyalty - Vice President at ECS North</b></p> <p>Running a successful company while maintaining employee morale into today’s environment can be a tumultuous balancing act. Managers continue to struggle with staying on top of current issues while attempting not to fall short in the day-to-day operations that keep business moving. From the initial hiring and training process through to maintaining and growing each employee, we will discuss tools and practices to help keep your employees engaged and invested in your company.</p>  | <b>Jefferson Room</b>     |
| <b>9-10:00am</b> | <p><b>Improve Your Operations - Lean Six Sigma, ANALYTIX</b></p> <p>Operations play a crucial role in the success of any business. While generally the objective of operations is to provide pleasant experience to the customers, often we see the objective is not met due to inefficient and unorganized operations. For a growing business, it is imperative to have an operation which is not only efficient but also scalable. And the best way to establish seamless operations is by having standard processes, continuous monitoring and periodic inspections for improvements. Lean Six Sigma is a strategy which comes with a set of tools and techniques which can be used to improve production processes, eliminate errors, and guarantee quality. Lean Six Sigma has a proven track record for improving productivity, quality with reduced operation costs while providing higher customer satisfaction and employee engagement.</p> | <b>Adams Room</b>         |

**10-12:00pm Vendor Exhibit Hall**

**Grand  
Ballroom**

**12-1:00pm Lunch - Legislative Update with Jay Witter of AAHomecare and John Gallagher of VGM**

**Grand  
Ballroom**

**1-2:15pm Keynote Session - The Power of Pause – Tim Richardson**

**Grand  
Ballroom**

Our workload and schedules are fast-paced and ever-changing. With increased professionals demands, project deadlines, and an abundance of meetings, leaders are hard pressed to find time for productivity pauses in their work and personal life. Strategic pauses build momentum and help prevent poor self-care, burnout, and even emotional health related issues negatively affecting productivity and causing employee turnover.

This presentation is about rebuilding workplace morale, teamwork, and a highly engaged staff. Tim will help you discover how pausing leads to "profits". He'll share research to support his content and provide application for immediate implementation. Tim will provide tools and strategies to bring your workplace back – back to do what you do best - serving your customers, supporting each other, and operating at peak levels.

**2:30-3:30pm Executive Committee Meeting**

**Reagan or  
Dartmouth  
Room**