



## SESSION DESCRIPTIONS NOVEMBER 6, 2023 LE PAVILLON AT PARC LAFAYETTE

### **CMS Updates: Pricing Transparency, Good Faith Estimates, Medicaid Renewals, And More!**

**Catherine A. Snow, MHA, MS**, Outreach Specialist/State Lead for Louisiana, Centers for Medicare & Medicaid Services  
**Shannon Hills, MPA**, Regional Administrator, CMS Dallas, Centers for Medicare & Medicaid Services

CMS will provide updates on current policies and their impact on local communities. Topics to be discussed will include: Hospital Price Transparency, No Surprises Act, and Good Faith Estimates.

### **Workplace Violence Program Implementation**

**Anjanette Hebert, CHPA, VP** – Healthcare, PalAmerican Security  
**Glenn Eiserloh, CSHP, Sr.** Risk Consultant, LHA Trust Fund  
**Crystal Mitchell, MSN, eMBA, RN, CENP**, Chief Operating Officer, Southern Evals

Practical solutions for the implementation of a workplace violence prevention program in any size facility. Will discuss the "how to" questions regarding risk assessments, training, monitoring and other elements of a mandatory workplace violence program.

#### Learning Objectives:

- Understand how to access resources to complete risk assessment
- Understand how to customize training content and method of delivery for their needs
- Understand how to collect reporting data for use in monitoring the WVP program

### **Implementing Effective and Achievable Compliance Policies**

**Michael R Schulze**, Managing Partner, The Health Law Center - Sullivan Stoler Schulze

The purpose of this presentation is help providers understand the purpose of compliance plans and how to efficiently develop and operate a plan with limited tailored policies that: A) reflect the provider's resources and staffing capabilities; B) incorporate the many compliance related activities the provider's staff already performs; C) identify key compliance risk areas to improve; and D) documents the provider's compliance efforts. The core message is that a provider's good faith (and documented) effort to earnestly address compliance by developing reasonable compliance policies under a plan that remains an active document that continues to adapt is FAR more important than developing a comprehensive plan that covers every possible risk and requires the provider's already busy staff to jump through unnecessary hoops and complete too many forms and reports on compliance.

We will incorporate important considerations learned through representing provides under investigation to explain the most effective ways to incorporate limited but critical protections that will help the provider avoid and defend against an investigation and its associated risks and excessive costs.

#### Learning Objectives:

- Understand what a compliance plan's focus should be;
- Understand how to effectively implement and operate a compliance plan;
- Understand how to assess, improve and update a compliance plan.

## **Deal or No Deal: Winning Strategies for Effective Negotiation**

**Landon Tooke, JD, MLS, CHC, CCEP, CPCO, CHCSP, CHSRAP, COO & CCO, Impact Healthcare Solutions**

In this presentation, we will delve deep into the art and science of negotiation within the context of healthcare financial management. As professionals in this field, you are often required to negotiate with various stakeholders, ranging from suppliers and insurance companies to internal departments within your own organization. We will start by understanding what negotiation is, its types, and the stages involved. Then, we will explore key elements that contribute to successful negotiations, including building relationships, effective communication, understanding interests vs. positions, the role of BATNA, and power dynamics. Further, we will look at specific negotiation strategies pertinent to healthcare financial management, such as utilizing data and analytics, adapting negotiation styles based on context, effectively using concessions, and balancing empathy with assertiveness. Finally, we will address some common challenges in healthcare financial management negotiations and discuss strategies to overcome them. This webinar aims to equip you with practical negotiation skills and strategies that you can readily apply in your professional roles.

### **Learning Objectives:**

- Understand the concept of negotiation, its types (distributive and integrative), and the stages involved in the negotiation process.
- Gain insight into key elements of successful negotiations, including building relationships and trust, effective communication, interests vs. positions, the role of BATNA, and power dynamics.
- Learn specific negotiation strategies applicable to healthcare financial management, including leveraging data and analytics, adapting negotiation styles, effective use of concessions, and balancing empathy with assertiveness.

## **SDOH and The Community Health Worker**

**Tracie Ingram, Community Health Worker Tri Reg Supervisor, AHEC, OPH, La. Dept. of Health**

**Susie Lee Hutchinson, Director of Practice Management/Health Center Operations, Louisiana Primary Care Association**

This presentation will help to communicate the role the Community Health Worker plays in identifying Social Determinants of Health.

### **Learning Objectives:**

- Understand the non-medical factors that influence patient outcomes
- See the value that CHW bring to the Provider, Provider Care Team and most of the patient
- Identify the requirements of Community Health Workers

## **Medicaid Managed Care Incentive Programs**

Aetna Better Health

Louisiana Healthcare Connections

United Healthcare Community Plan

Medicaid Managed Care plan representatives will provide an overview of incentive programs available to rural providers.