






CONFERENCE AGENDA

Wednesday, June 14

Empowering Exceptional Care

**USERS
CONFERENCE
2017**

	7:15 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Dallas & Ft. Worth Foyers			Registration Desk + App Support Open Welcome Center <small>SPONSORED BY</small> 				T-Mobile Break Station <small>SPONSORED BY</small> 		Registration Desk + App Support Open Partner Forum T-Mobile Break Station <small>SPONSORED BY</small> 		
Dallas Ballroom							2017 Welcome Session & Roadmap Discussion				
San Antonio 1									HCHB Analytics: The Future of Knowledge Link #1		Revenue Management for Home Health
San Antonio 2									Forms Building: Best Practices to Drive Clinical Outcomes - Home Health		Improving Agency Performance Through Operationalizing Your Agency Dashboard #1
Austin 1									Managing Hospice Billing through KPIs		How to Best Manage Hospice Recert Strategies
Austin 2			Developing a Data Driven Approach for Agency Growth		Leveraging Analytics and Clinical Transformation to Achieve "A Better Way to Care"		Turning Wireless Data into Actionable Intelligence		Maximize the Value of Your Online Learning Hub		Clinical Decision Support #1
Austin 3									The Customer Experience Portal: A Knowledge Base Working Session #1		Samsung KNOX – A Customer Testimonial & Round Table Discussion
Ft. Worth Ballroom			Customer Experience Room <small>SPONSORED BY</small> SAMSUNG				Customer Experience Room <small>SPONSORED BY</small> SAMSUNG				
Waco			CoPs Stop (User Feedback Lab) 				CoPs Stop (User Feedback Lab) 				

*Pre-Conference Sessions

EVENING EVENT 5:00 – 7:00 PM

Welcome Reception and Networking Event

Dallas & Ft. Worth Foyers

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CONFERENCE AGENDA

Thursday, June 15



Empowering
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2017

	7:15 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	
Dallas & Ft. Worth Foyers	Registration Desk + App Support Open											
	Partner Forum											
	T-Mobile Break Station SPONSORED BY 											
Dallas Ballroom	Breakfast SPONSORED BY 		5 Dashboards No Agency Should Be Without		Lunch SPONSORED BY 			Key Note: A Fireside Chat SPONSORED BY 				
San Antonio 1	5-Star Ratings & How to Position Your Agency				Optimizing Your Workflow to Reduce Unbilled A/R				Staffing: How to Best Staff Your Agency for the future		Best Practices for Seasoned Customers – Operational Processes, Workflow & Set Up	
San Antonio 2	Best Practices for New Customers - Operational Processes, Workflow & Set Up				Optimizing Your Workflow to Reduce Unbilled A/R				Value Based Purchasing – A Practical Approach		Improving Agency Performance Through Operationalizing Your Agency Dashboard #2	
Austin 1	Top Value-Added Interfaces with HCHB				Home Health Regulatory Hot Topics				Preparing for Onsite Audits - HCHB System Utilization Round Table #1		Metrics to Monitor the Health of Your Help Desk	
Austin 2	Samsung Business Services				Tech Talk with the HCHB Technology Team				Best Practices: Auto Scheduling		Clinical Decision Support #2	
Austin 3	Revenue Management for Hospice				Driving Clinical Outcomes Through Enhanced Medication Adherence				The Evolution of the Hospice Inpatient Unit		Managing Home Health Billing through KPIs	
Ft. Worth Ballroom	Customer Experience Room SPONSORED BY 											
Ft. Worth Ballroom	Customer Experience Room SPONSORED BY 											
Waco	CoPs Stop (User Feedback Lab) 											
Waco	CoPs Stop (User Feedback Lab) 											

CONFERENCE AGENDA

Friday, June 16

	7:15 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Dallas & Ft. Worth Foyers				Registration Desk T-Mobile Break Station <small>SPONSORED BY</small> 							
Dallas Ballroom		Breakfast <small>SPONSORED BY</small> 	Closing Session & Panel Discussion								
San Antonio 1				HCHB Analytics: The Future of Knowledge Link #2	CoPs Strategies for Home Health						
San Antonio 2				Connecting The Dots: Reviewing System Set-Up	Hospice Regulatory Hot Topics						
Austin 1				Preparing for Onsite Audits - HCHB System Utilization Round Table #2	HCHB as Your Security Partner						
Austin 2				HCHB Executive Workshop							
Austin 3				Forms Building: Best Practices to Drive Clinical Outcomes - Hospice	The Customer Experience Portal: A Knowledge Base Working Session #2						
Ft. Worth Ballroom				Customer Experience Room <small>SPONSORED BY</small> SAMSUNG							