

Thursday, March 4, 2021

# Iowa Rehabilitation Managers

Virtual Spring Conference



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ASSOCIATION

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## PROGRAM OVERVIEW

Iowa Rehabilitation Managers Virtual Spring Conference gathers rehabilitation services professionals statewide to explore rehabilitation topics. Focusing on telehealth and regulations, this virtual conference will include breakout rooms for inpatient and outpatient discussions.

### 8:15 am **Welcome and Business Meeting**

*Lili Wells, PT, DPT, CLT, CDP, CCI, IRM President, Clinic Manager, RehabVisions Fairfield*

### 8:30 am **Telehealth: Navigating the Challenges of Service Delivery**

*Michele Cox, PT, Founder, Layce Howell, OTR/L, Occupational Therapy Clinic Manager and Gaela Leatherman, PT, Clinic Rehab Director, Total Rehab, McAlester, Oklahoma*

This session will review guidelines and recommendations to consider when implementing telehealth into practice. It also will define documentation criteria and reimbursement considerations. Faculty will share practical tips to successfully provide telehealth services to a variety of patient populations and diagnoses.

Learning objectives:

- Describe the valuable role of therapy while using telehealth as a delivery method.
- Explore steps of effective documentation to support medical necessity for telehealth visits.
- Identify practical tools and methods to successfully provide telehealth services.
- List reimbursement considerations for telehealth services.

### 9:15 am **Breakout rooms**

#### **Inpatient discussion topics: Patient experience, therapy-nursing relationships**

*Moderated by: Kristin Wolford, IRM President-elect, Director, Rehabilitation Services, Mercy Council Bluffs*

#### **Outpatient discussion topics: Productivity targets, tracking metrics**

*Moderated by: Craig Murphy, IRM Past-president, Manager, Rehabilitation Services, Great River Medical Center, West Burlington*

### 9:45 am **Break**

### 10 am **Scheduling, CPT Coding, Billing and Productivity: How They Interrelate for Outpatient Therapy**

*Rick Gawenda, PT, President, Gawenda Seminars and Consulting, Ypsilanti, Michigan*

How patients are scheduled, their insurance, the conditions requiring physical therapy and using support personnel have an impact on the CPT codes allowed for billing patient visits. In this session, attendees will learn ways to schedule patients, how to use support personnel, how to bill correctly based on the time spent with the patient while providing skilled physical therapy interventions, and how this affects productivity and the organization's financial success. Faculty will discuss metrics therapists should be tracking weekly or monthly in their organizations and explain how more units per visit may not always mean more money per visit.

Learning objectives:

- Compare and contrast participants' processes of scheduling, billing and productivity.
- Define "requires one-on-one patient contact" and explain the impact on billing and productivity.
- Differentiate ways of scheduling patients and discuss how this affects coding, billing and productivity.
- Identify which financial data to analyze and how to interpret this data to determine the financial success or failure of the organization.

**11:15 am Break**

**11:30 am Realize Resilience ... Right Now!**

*Kathy Larsen, Clarity Coach and Intuition Guide, HeartLight Connection, Omaha, Nebraska*

Feeling stressed, anxious, frustrated or fearful? Ready to feel calm, connected, creative and clear? Our environment is filled with so many things that can trigger stress. This engaging fun-filled program will provide the tools and tricks to see how easy it can be to shift your focus and get back on track fast. You will leave with a smile, a focus, a spark of energy and tools to use for yourself and others on the continuous journey of realizing resilience in everyday life! =

Learning objectives:

- Discover tools for immediate stress relief.
- Explore stress prevention options.
- List ways to engage with others for support.

**12:30 pm Adjournment**

## SPEAKERS

**Michele Cox**, PT, formed Total Rehab in 2008 with a focus on providing school-based therapy services to rural school districts and ergonomic contracting services to various governmental entities and commercial businesses. After partnering with RehabVisions in 2011, Total Rehab continued to grow and now employs 48 therapists, therapy assistants and support staff across three separate lines of business. Since 2018, Cox and the Total Rehab team have been providing telehealth services to thousands of students across Oklahoma. The knowledge and experience gained over the past two years has allowed their team to successfully provide telehealth services to not only thousands of additional school students during the initial school closures but also to dozens of outpatients during the COVID-19 pandemic. Cox earned a bachelor's degree in physical therapy from the University of Oklahoma.

**Rick Gawenda**, PT, is president and founder of Gawenda Seminars and Consulting and director of finance for Kinetix Advanced Physical Therapy. He has provided valuable education and consulting to hospitals, rehabilitation agencies, private practices, nursing homes and his peers in coding, billing, documentation, reimbursement, practice management and compliance for outpatient therapy services, denial management and the appeals process for Medicare denied claims. Gawenda is a member of the American Physical Therapy Association and the Michigan Physical Therapy Association. He is the past-president of APTA's Section on Health Policy and Administration and past-president of the Michigan Association of Medical Rehabilitation Program Administrators. Gawenda earned a bachelor's degree in physical therapy from Wayne State University.

**Layce Howell**, OTR/L, is occupational therapy clinic manager for Total Rehab and works in school-based therapy, outpatient therapy and home health. She has a special interest in meeting the needs of therapy in a rural area. Howell earned her master's degree in occupational therapy from Northeastern State University in Muskogee, Oklahoma, where she is a member of the advisory board. She earned a bachelor's degree in multidisciplinary studies from University of Oklahoma.

**Kathy Larsen** is a certified facilitator with 15 years of corporate leadership experience and the author of "77 Secrets to Leadership Success" and the "Possibility PlayBook." She helps individuals and teams shift their focus, get clear on next steps and open doors to new possibilities. Larsen has created a variety of easy and practical tools to help people bring more lightness and joy into their lives!

**Gaela Leatherman**, PT, is the clinic rehab director at Total Rehab. She has been practicing as a physical therapist in the outpatient and home health settings with pediatric and adult populations. Leatherman is certified in Astym, LSVT BIG and Lymphedema rehab.

## REGISTRATION

Register online at [www.ihaonline.org](http://www.ihaonline.org).

## REGISTRATION FEES

IRM Member – Complimentary

IHA Hospital/Health System Member – Complimentary

IHA Associate Member - \$129

Non-Member - \$179

## REGISTRATION POLICY

- Cancellations and substitutions are welcome anytime. Cancellations and substitution requests must be sent to [iharegistration@ihaonline.org](mailto:iharegistration@ihaonline.org). No-shows will be billed.
- A full refund will be given to cancellations received 10 or more business days before the conference.
- A \$50 fee will be charged to cancellations received six to nine business days before the conference.
- Refunds will not be given to cancellations received five or fewer business days before the conference.
- Refunds will be calculated by the date received and the IHA business days remaining before the conference.
- IHA reserves the right to cancel the conference because of insufficient enrollment. If so, preregistered participants will be notified and full refunds provided.

## ADA POLICY

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there is no charge to join IRM.***

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