



Help at Home.®

Care to Live Your Life.

Clinical Recharge

Quarter 3 2025



Agenda & Welcome

- New efficiencies
- Recent change recap
- Follow up Visits
- Territory updates
- Clinician of the Quarter
- Family Feud

Welcome to.....

Angie Ingle – Evansville RNCM
Katie Webb – Winchester RNCM
Darrah Stigall – Indianapolis RNCM
Alexis Taylor – Admission Nurse
Emily Artrip – Logansport RNCM
Abby Hostetler – Crown Point RNCM
Jenny Lytle – Logansport RNCM
Kaci Farmer – Bloomington RNCM
Jennah Webb – Southern Contract Nurse

****** Reminder that RN license renewal is due by 10/31/25******



Additional Support for the IN Clinical Team



Joyce Magbanua, DNP, MSN, RN NEA-BC, CENP
Senior Director, Clinical Operations
Based in Orlando, Florida

Supports clinical operations in the Ohio, Michigan, and Indiana markets and leads Value-Based Programs with payers in Illinois and Pennsylvania. Areas of focus include strengthening clinical operations, improving performance, achieving contract targets, ensuring compliance and survey readiness, and streamlining workflows to better support nurses, compliance functions, and client care. Joyce brings extensive expertise in health plan utilization management, workforce planning, and leadership across home care and home health in diverse organizations.



Pilot Projects and IT upgrades

New Efficiencies in the works.....

New Computers

- Reliable access to data anytime—even without Wi-Fi
- Versatile touchscreen laptops that double as tablets
- Gathering feedback now to guide next improvements

AI Pilot – AutoMynd

- Enhances client interaction during visits
- Simplifies documentation by guiding information entry on assessment forms

Medical Scribe Pilot – Limitlessli

- Reduces duplicate documentation, giving staff more meaningful time with clients
- Enhances accuracy and minimizes errors through seamless data transfer

Power BI – [RNCaseManager Indiana - Power BI](#)

- Provides a clear, comprehensive view of caseloads at the nurse level
- Built-in safeguards to make compliance simpler and more reliable



Streamlined Processes for Greater Efficiency and Fewer Distractions

Recap of Recent Changes

QA Process Change

- Streamlined spreadsheet to filter by your clients only
[weekly QA feedback.xlsx](#)

3. RN Case Manager Responsibilities

- Review the QA feedback spreadsheet weekly.
- Identify clients and/or caregivers requiring follow-up.
- Complete necessary follow-up and education.
- Document all actions within Matrix.

HHA Training and Competency Changes

- PCA checklist no longer requires RNCM review & signature to be eligible for competency
- All HHAs being added to the registry will have completed 75 hours of training before attending competency for skills check off

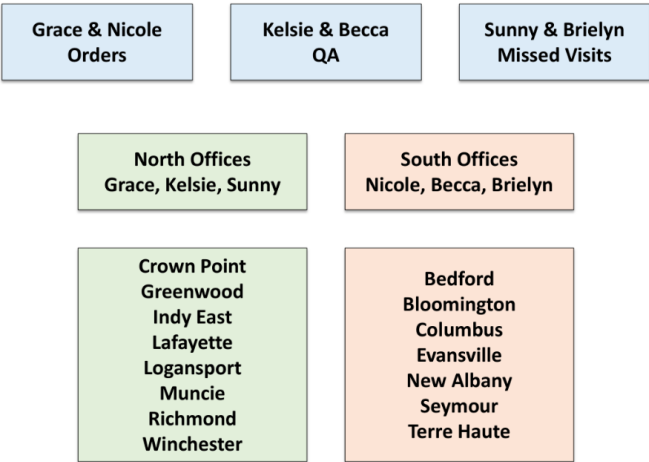
Missed Visits and Overage Orders

- Automated report sent to client team, Nurse Managers, Administrators, and Clinical Assistants
- CA will notify RNCM via email when overage orders need to be sent for their caseload

Clinical Assistant Specialization ---effective 9/29

- allows for more applied focus on each task
- Provides clear ownership of each task
- Order process for RNCM → send order, copy CA and upload to EMR. Orders CA will take over

Clinical Assistant Structure & Territory Overview



M4M Structure

[IN-MI M4M Resource Directory.xlsx](#)

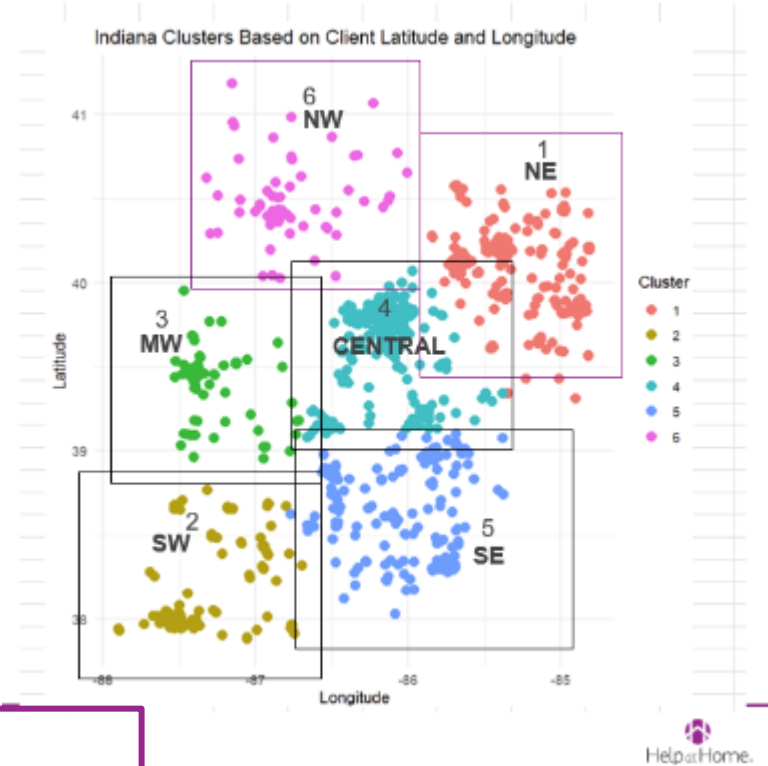
Follow Up Visits ---- how they play a role in improving patient outcomes

- Why are follow up visits required?
 - Visits allow RN to evaluate if the plan of care is meeting patient needs. Updating the POC should improve patient outcomes.
 - RN assessment and interventions can help decrease risk of ED visits, hospitalizations, and adverse events.
 - Nursing Documentation of Comprehensive Assessments Policy - Comps will be updated: to determine patient response to care, after significant changes in condition and/or diagnoses, or when significant changes occur in the client's environment or support system that affect the plan of care.
 - Federal code G544- Comps must be updated when there is a major decline or improvement in patient status. Improvement or worsening of a patient's condition which changes the plan of care is considered a major decline or improvement in the patient's health status.
- When are follow up visits needed?
 - For all changes in condition that alter the POC- ER visits, falls, new wounds, major new DX's, etc.
 - If the incident is a recurring issue that does **not** change the POC/service plan- RN can provide (and document) patient re-education, PCP notification, and complete Riskonnect and QAPI entry
- What needs to be documented?
 - Add follow up visit to patient schedule calendar (same for virtual or in person)
 - Complete a comprehensive assessment & reconciliation of med profile with signature
 - In person visits also require a home obs. tool, Braden, and Matrix supe visit of home staff form
 - Document date/time PCP notified of incident, complete Riskonnect, and add to QAPI log (if applicable)
 - Documentation guide for [Follow Up Visits on Knowledge Center](#)



Territory Updates, Growth, and Further HH Expansion

Clinical Overlay Cluster	Branches included	Clinical Region Name	Nurse Manager Assigned
1	Muncie, Richmond, Winchester	NorthEast	Ashley
2	Bedford-South, Evansville	Southwest	Kara
3	Terre Haute, Bloomington	Midwest	Kara
4	Indy East, Columbus, Greenwood, Bloomington	Central	Sarah
5	Bedford-North, New Albany, Seymour, Columbus	Southeast	Christy
6	Lafayette, Crown Point, Logansport	Northwest	Izzy



New locations coming soon.....Fort Wayne and South Bend 🎉

Current RNCM postings:

- Fort Wayne - <https://helppathome.applytojob.com/apply/bPuWhObXaS/Registered-Nurse-Case-Manager>
- Richmond - <https://helppathome.applytojob.com/apply/HrOCCdA0nD/Registered-Nurse-Case-Manager>
- Lafayette - <https://helppathome.applytojob.com/apply/h69dS8mF9g/Registered-Nurse-Case-Manager>
- South Bend - <https://helppathome.applytojob.com/apply/oQOZYs0SVW/Registered-Nurse-Case-Manager>
- Bloomington - <https://helppathome.applytojob.com/apply/I0wCbFv6Ti/Registered-Nurse-Case-Manager>

Questions???



Clinician of the Quarter

- **What???** Opportunity to show recognition and appreciation to a RNCM/Admission Nurse
- **When???** 1 Nurse recognized each quarter
- **How???** Nominated and voted on by Indiana Clinical Leadership
 - Takes into account the big picture
 - ◆ Attitude
 - ◆ Teamwork
 - ◆ Compliance
 - ◆ Chart audit scores
 - ◆ Caseload
 - ◆ Etc.....



Clinician of the Quarter

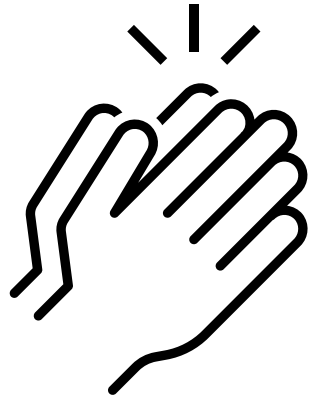
Shout outs.....

- **Amber Burden** (Muncie)
 - ◆ “extremely compassionate nurse”, “amazing team player”, “innovative”, “first to step up to help her peers”

- **Hilary Gutsell** (Jasper → Bedford)
 - ◆ “always helpful”, “reliable”, “goes out of her way to help others”, “never complains”, “fantastic nurse”, “great preceptor”

- **Morgan Price** (Admission Nurse)
 - ◆ “fast learner”, “always willing to do what is needed”, “flexible and pivots when needed”, “kind and helpful”, “great attitude”, “loves helping getting clients care”

- **Alecia Perry** (Bedford)
 - ◆ “constantly goes above and beyond”, “positive attitude”, “fosters trust and teamwork”, “unwavering availability to support colleagues”, “dedicated”



Q3 2025 Winner.....

Tamryn Anderson (Lafayette)

Tammy Anderson is a rare nurse who leads quietly. She is thorough with her work, making sure that things are completed timely and accurately. She uses sarcastic humor to keep the team laughing when things are hard. She refuses to quit when things get tough and continues to help to cover on call shifts for three branches while new nurses are being trained. She makes herself available to everyone on the team. Tammy never shies away from her duty, sometimes completing visits in the evening, and on the weekends to meet the client where they are. As amazing as I think she is in her day-to-day tasks, this is nothing compared to the compassionate care that she provides to her clients, colleagues, and people in general. A recent example of her compassion: In a meeting, she listened to another employee speak to a hardship regarding a dying loved one and she cried with that colleague. She expressed her feelings in a way that the colleague felt supported and heard.... Cared for. She was filled with compassion and provided comfort at a time that this person did not even realize they needed it. This was not part of her duty, but part of being a human being. I am honored to have this nurse on my team. She has worked hard to keep visits completed when this team was 1 manager, 2 nurses and 3 branches... not just checking a box, but seeing them, hearing them, and working to meet their needs.

Thank you, Tammy, for all that you do for your clients, peers, caregivers, and coworkers around you!



Family Feud Teams & Rules

5 Teams Split by Region ---- Score will be kept by members of the Quality Team

Team Christy → Christy, Aubree, Molly, Shauna, Kelli, Victoria, Courtney, Alecia, Donna, Keeley, Amy, Brooke, Nancy, Payton

Team Kara → Kara, Sherri, Jennah, Kaley, Angie Ingle, Hilary, Elizabeth, Kaci, Ashley Wardell, Tiffany, Taylor, Janice

Team Sarah → Sarah, Michelle Bryant, Tammy Corey-Corps, Amanda, Miranda, Joe, Emily Wise, Jaime, Michelle Fowler, Darrah

Team Ashley → Ashley Winkle, Sam, Jessica, Lindsay, Cheyenne, Angelia, Rachel, Amber Burden, Teresa, Emily Fodrea, Katie, Michelle Ravencraft

Team Izzy & Angie → Izzy, Angie Wilt, Brittany, Tammy Anderson, Emily Artrip, Abby, Jenny, Morgan, Alexis, Elisha

How the game will work.....

Question will be on the board ---- you will raise your hand to answer; I will call on you in the order in which your hand goes up (you will have some time to converse with your team via chat if you choose)

If the first team to respond doesn't get the #1 answer, the next team with their hand up will get a chance to steal the question (only getting the #1 answer will win the steal)

If the team playing gets 3 strikes, the first team to raise their hand (after the 3rd strike) will get a chance to steal the points for the round with 1 right answer

At the end of the first 10 questions, the 2 teams with the most points will move on to the quick cash round

Quick Cash round.....

Each team will get an opportunity to answer 5 questions via designated spokesperson (submit answers to Amber in teams chat) ---- #1 answer will be worth 5 points and each correct answer after that will be worth 1

The team with the most points at the end of the game will win 🎉



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