

You work hard for your clients...

We Work for You!

The Home Care Alliance:

- Keeps You Informed
- Keeps You Connected
- Advocates For You
- Gets You Referrals
- Educates Your Staff
- Accredits Your Agency
- Saves You Money



Home Care Alliance of
MASSACHUSETTS
www.thinkhomecare.org



FORTY YEARS EXPERIENCE...

With 40 years of experience, and 190 agency members, the Home Care Alliance of Massachusetts has the resources and information you need for your business to grow and thrive. Our programs are designed with one goal: your success.

The Alliance:

- **Keeps You Informed** with our weekly newsletter, *Update*, giving you the latest information about the events and issues shaping the home care industry locally and nationally;
- **Keeps You Connected** through interest groups and email discussion groups that facilitate peer-to-peer networking, information exchange, and support;
- **Advocates For You** by working closely with lawmakers and regulators to advance our members' interests, both on Beacon Hill and in Washington;
- **Gets You Referrals** through our annual print directories – which are distributed to hundreds of referral sources – as well as our online directory;
- **Educates Your Staff** through dozens of programs designed to sharpen skills and keep them up-to-date on new developments, all at reduced rates for members;
- **Saves You Money** through our group purchasing programs on a variety of products and services. All preferred vendors are carefully screened to ensure top-notch service; and
- **Accredits Your Agency**, subject to a thorough review of documents and procedures, giving your potential clients additional peace-of-mind and giving you an edge over the competition;

Information & Communication Services

Keeping up with changes in the home care industry can be a challenge — especially these days! That's why Alliance members check their mail every Friday for *Update*, our weekly newsletter. Stay on top of the latest regulatory & legislative changes, Alliance events & announcements, and see featured ads on our popular job bank.

The Alliance also publishes reference materials and surveys for its members including a Standards of Clinical Practice manual and an annual Compensation & Benefit survey. You may purchase these and other Alliance publications at www.thinkhomecare.org/publications.

Networking Opportunities

The Alliance's committees, interest groups, and board conduct the majority of our work and help our members shape the future of home care in Massachusetts. Our board of directors is elected by and from our members. The Alliance also sponsors several special interest groups for key individuals in your agency's management team to foster information sharing and collegial support. Current groups include:

- Clinical Directors
- IS Managers
- COOs
- Infection Control
- QI Managers
- CEOs
- Aide Supervisors
- Private Care Mngrs.
- HR Managers
- CFOs/Finance
- Rehab Managers

Political & Regulatory Action

While you're running your agency, we're busy representing you on Beacon Hill and in Washington. Our professional staff have built solid relations with political and regulatory officials and are active members of state and national councils, committees, and task forces that affect the industry.

...WORKING FOR YOU

Referral Services

We distribute thousands of printed directories each year to professionals and consumers throughout Massachusetts.

The *Massachusetts Home Care Resource Directory* is intended for clinical and social service professionals and includes full profiles of all Alliance members, with a detailed city-by-city index to help them find the best local provider for their patient. The *Guide to Private Home Care Services* is designed for families looking for home care services independent of Medicare. The *Guide* lists Alliance members who accept private pay, and contains essays about finding and paying for home care.

Additionally, our online directory at www.thinkhomecare.org/agencies is visited by more than 300 users a month and allows them to search for home care providers by city and services offered.

Education Opportunities

The Alliance presents a broad range of educational programs through our education affiliate, the Foundation for Home Health. These programs target a broad range of positions including CEOs, financial managers, clinicians, and private care managers. All Alliance members enjoy reduced prices at Foundation programs and education dollars are re-circulated to support our other activities.

Annual Conference & Trade Show

Held in late May or early June, the annual Conference & Trade Show is a great opportunity to attend top-rate workshops, hear the best speakers in the home care industry, network with peers, and see exhibitions of the latest services and technology. Members receive discounted registration and/or exhibitor fees and sponsorship opportunities are also available.

Agency Accreditation Program

Unlike most states, Massachusetts does not specifically license private pay home care agencies. So, In 2010, the Alliance created a Home Care Agency Accreditation Program to establish operational and quality standards equivalent to licensure. Application is free for members.

The program includes 14 standards relating to: client rights & privacy; protections against abuse; fair employment practices; caregiver criminal background screening; competency, training & supervision; insurance coverage; and compliance with all applicable federal, state & local laws.

To become Accredited, you must present documentation to the Alliance for review by our staff. Accreditation is *only* awarded to agencies that meet or exceed all 14 standards.

Money-Saving Group Purchase Programs

Joining the Alliance gives you immediate access to group discounts on goods and services from companies that have been thoroughly vetted by Alliance staff & members. This is an effective and powerful way to recoup your membership dues.

Auto Leasing

Whether it's one car or 100, **Enterprise Fleet Management** helps members control transportation costs & improve recruitment and retention. Contact John Coombs at (781) 727-2800 or jcoombs@erac.com.

Background Checks

PT Research gives members discounted set-up fees to quickly obtain nationwide CORI reports with access to patients or patient records. Contact Jeremy Pollard at (866) 737-2714 x230 or jpollard@ptrionline.com.

Benchmarking

Members are eligible for 10% off Fazzi Associates' National Operational Benchmark Service, which allows you to compare operational and financial benchmarks to national standards. Contact Gina Mazza at (413) 584-5300 or gmazza@fazzi.com.

JOIN TODAY

CHAMP

The **Center for Home Care Policy & Research** brings **CHAMP** to the Alliance's Medicare certified home health agencies. Members enjoy discounted rates for CHAMP distance learning courses, plus a growing library of free clinical tools & resources. Visit www.champ-program.org/page/39/programs-learning.

CHAP Accreditation

Members receive 12% off annual accreditation fees and 10% off site visit fees from the **Community Health Accreditation Program** (CHAP), a "deemed status" accreditation organization. Contact Michael Grogan at (202) 862-3413 or mrogan@chapinc.org.

Liability Insurance

Fred C. Church Insurance has partnered with many insurers to offer extremely competitive corporate property & casualty insurance products. Contact Jim Maher at (978) 322-7283 or jmaher@fredchurch.com.

Life & Long Term Disability Insurance

Offering one-on-one service, **Perryville Marketing/Insurance Agency** is a major broker of group life & LT Disability insurance. Contact Michael Oberlander at (508) 252-6160 or michael.oberlander@comcast.net.

Medical Supplies

Medline provides next-day delivery of medical supplies direct to patients' homes. Members receive discounts and customized customer activity summaries to help agencies monitor costs and control inventory. Contact Jon Fickett at (800) MEDLINE or jfickett@medline.com.

Newsletter Subscriptions

Members receive 17.5% off the widely-read, independent **Home Health Line** weekly, as well as a discount on **Clinical Supervisor Alert**. Call (301) 287-2682 or visit www.homehealthline.com.

Office Supplies

Members are eligible for wholesale prices on 1000's of office supplies through **Staples Business Advantage**, a division of Staples, Inc. There are no annual fees, and next-day delivery is available on all orders over \$50 at no charge. Contact Erica Bedard at (508) 253-0327 or erica.bedard@staples.com.

Patient Satisfaction Surveys

The Alliance has partners with **Deyta LLC** and **Fazzi Associates** to offer programs for certified agencies to comply with CMS HHCAHPS requirements. Contact Sarah Balmer at (502) 896-8438 or sbalmer@deyta.com or Gina Mazza at (413) 584-5300 or gmazza@fazzi.com.

Retirement

USI Consulting Group and **One America** have partnered to provide a retirement program tailored for our members. It utilizes a Multiple Employer Plan approach to reduce costs, eliminate audit requirements, & reduce fiduciary risk. Contact Tyler Hindermann at (781) 376-2652 or tyler.hindermann@usi.biz or David Reynolds at (860) 659-6554 or david.reynolds@oneamerica.com.

Telephone Answering Services

Ansaphone Service, Inc has been the Alliance's preferred answering service vendor since 2004. Ansaphone works with 40+ agencies and can customize instructions by Service Type/Call Type and Time of Day. Contact Wil Porter at (800) 782-7587, wporter@ansaphone.com, or www.ansaphone.com/thinkhomecare.

Unemployment Claims Management

The **Unemployment Services Corporation** gives our members access to expert consulting & claims management to minimize losses. Contact Steve Camuso at (781) 246-0262 or scamuso@uscorp.com.

Join the Alliance today!
Download a member application
from www.thinkhomecare.org/join or call (617) 482-8830