



# The Carolinas Center

## Member Interest Groups (MIGs) & Staff Facilitators (updated April 2018)

*If you are interested in joining a particular MIG(s), email the staff member who facilitates the MIG.*

**Billing & Coding MIG ([Alicia Sterritt](#)):** A group for hospice billing staff. Meets every other month by phone to discuss current billing regulations, challenges and any issues with payers, claims processing, and office processes.

**Clinical Managers MIG ([Marisette Hasan](#)):** A group for Hospice Clinical Directors, Patient Care Coordinators, and Nursing Supervisors who handle day-to-day clinical oversight for their hospice programs. This MIG meets quarterly by conference call to provide peer networking and support to enhance the skills of the middle manager; e.g. maintaining compliance with the Medicare Conditions of Participation, adjusting staffing needs as care needs change and ensuring quality care for the hospice patients and their families.

**Directors MIGs: NC ([Ray Riordan](#)) / SC ([Marisette Hasan](#)):** The Directors MIG for each state provides a forum for hospice directors to hear from state agencies, network with peers about current issues facing the industry and identify solutions for industry-wide problems. The SC Directors MIG meets quarterly and the NC Directors MIG meets 3 times a year.

**Hospice Facilities MIG ([Alicia Sterritt](#)):** For managers and staff working in hospice facilities. Meets quarterly - February, May, August and November - in person to share information, network and problem solve, and to discuss a variety of topics applicable to Hospice facilities.

**Hospice Veteran Partnership ([Katelyn Cheek](#)):** Meets quarterly via conference call to discuss topics affecting veterans and how best to serve this population. During most calls, a guest speaker is invited to discuss topics that impact our veterans and share available resources for enhancing the care they receive. In addition, discussions include updates from NHPCO and strategies on how to advance from Recruit to Level Four in the We Honor Veterans program. TCC members are encouraged to invite their faith partners and others in their communities who care for veterans to join this call!

**Marketing MIG ([Katelyn Cheek](#)):** The goal of this group is to establish best practices in marketing hospice and palliative care to all audiences—from referral sources to the diverse communities served by our providers. Through conference calls and face-to-face meeting, participants benefit from sharing ideas and tools and receiving education on hospice marketing topics. This group also provides guidance for the Annual Marketing Symposium held each October.

**MD/NP MIG ([Marisette Hasan](#)):** This MIG is for Hospice Medical Directors, Physicians, and Nurse Practitioners. Meets quarterly (January - April - July - October) by conference call on third Thursdays at 8:00AM, unless otherwise advertised. The group discusses symptom management, best practices, clinical and administrative challenges, as well as state and federal regulations.

**Palliative Care Network MIG ([Marisette Hasan](#)):** Palliative care administrators and clinicians from various settings meet four times a year -- 3 by conference call and once in person -- to share challenges and successes, and connect with providers across the continuum to ensure we remain relevant in the care provided to the seriously ill in North & South Carolina. Education, training, and community resources are core components.

**Public Policy Committees: NC ([Ray Riordan](#)) / SC ([Marisette Hasan](#)):** The Public Policy Committees meet quarterly (at minimum) by conference call or in person to craft The Carolinas Center's policy agendas for each state, as well as any national activities that arise. The committees also meet to discuss strategy for policy campaigns.

**Quality & Compliance MIG ([Alicia Sterritt](#)):** This group convenes on the 3rd Tuesday of each month by conference call to discuss a variety of topics related to regulations and quality. Topics are solicited from the group in advance of the call, and supplemented with current hot topics by The Carolinas Center staff.

**Social Workers/Chaplains/Bereavement Coordinators MIG ([Alicia Sterritt](#)):** This group for both states meets quarterly (by phone in March and September and in person in June and December) to receive education and training on the latest clinical and regulatory issues facing hospice professionals in these disciplines. Purposeful networking occurs related to ideas and resources available to enhance the care provided to hospice patients and caregivers. Informal mentoring & training materials may also be provided.

**Volunteer Managers: (NC ([Yesha Bell](#)) / SC ([Alicia Sterritt](#))) MIGs:** Seasoned, as well as new, volunteer managers and coordinators find these quarterly meetings an invaluable resource for sharing best practices in managing volunteer programs in compliance with Conditions of Participation. Lively discussions, educational programs, practical hands-on tips and relevant materials produced by group members are shared during these meetings.