

M. Elaine Graves, RN, BSN, MA

Elaine's experience at all levels of responsibility in home health, hospice and other community settings pre-dates Medicare, making her a highly credible source of information. She has also been a Colorado State consultant and surveyor, attended HCFA (now CMS) surveyor training in Baltimore and passed the Surveyor Minimum Qualifications Test.

Her experiences as a surveyor and consultant have led to her belief that compliance with the regulations appears more complicated than need be because of lack of knowledge of the survey process and fear to speak out or question when it does not seem what it should be.

Elaine has conducted numerous workshops and seminars on regulations, reimbursement criteria, documentation, agency self-help resources, and management and personnel issues. Currently, Elaine is the owner of MEG Associates Consulting Group, Inc. and performs home health, hospice and private duty accreditation and Medicare certification site visits for the Community Health Accreditation Program. She is an expert witness for a Denver health law firm and a volunteer consultant with The Denver Hospice. She has published articles and written manuals for home health, hospice, waived personal care and private duty programs.

Margo R. Zink, Ed.D, M.N., BSN, RN

Margo R. Zink, has over 25 years' experience in healthcare, both in the practice and academic setting. Her background includes clinical expertise along all aspects of the continuum of care from acute care to home health/community based care as well as budgetary, strategic planning, program development and oversight, leadership and management responsibilities.

As a home healthcare consultant, Dr. Zink has provided expertise to clients in homecare (adult and pediatric), hospice, home infusion, specialty home based programs, private duty, and integrated systems. Services which she has provided include preparation for JCAHO and CHAP accreditation, disease management, clinical costing, quality improvement development and implementation, program/policy development, ethics consult, state survey follow up, expert clinical witness for Medicare appeals and ALJ hearings, presentations and staff development. Clients include small and large agencies, national chains and independent free standing hospice and home care agencies in both urban and rural settings.

Dr. Zink has also been an accreditation site visitor for all aspects of home care/hospice, conducting independent survey visits to smaller agencies as well as coordinating site visits with as many as ten surveyors to multiple branch

agencies across state boundaries. Margo is now a part time expert consultant with CMS for both hospice and home care reviews and training.

Dr. Zink has held full time faculty positions at the rank of assistant and associate professor at Boston College, George Mason University, Wayne State University, Pace University, and Southern Connecticut State University, where she was also the chair of the nursing department. She has also held clinical /administrative positions as a director of community health nursing and VNA staff and consulting positions.

She has over 20 publications in numerous professional journals. Dr. Zink's presentations have been at the national, state, and local levels. Topics for articles and presentations have included survey and accreditation readiness, performance improvement, outcome focused care, quality in home care and hospice, and case management.

Professional activities include the Board of Directors of the Maryland-National Capital Home Care Association and Quality Improvement committee membership, Board of Trustees and Professional Advisory Committee for the National Multiple Sclerosis Society-Maryland Chapter, and member of the Steering Committee for the Robert Wood Johnston Colleagues in Caring Maryland grant.

Dr. Zink received a bachelor of science in nursing from California State University, a masters in nursing from University of Washington, and a doctorate in education and evaluation from the University of Southern California.