AHCA/NCAL 2024

QUALITY SUMMIT

AGENDA
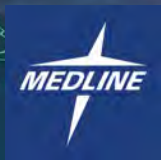
NAVIGATING THE PATH TO

EXCELLENCE

AHCA. AMERICAN HEALTH CARE ASSOCIATION

NCAL. NATIONAL CENTER FOR ASSISTED LIVING

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WELCOME to the 2024 AHCA/NCAL Quality Summit!

We're thrilled to have you join us for this exceptional event dedicated to advancing quality care in the long term care industry. The goal of the Quality Summit is to equip you with innovative ideas, strategies, and inspiration to elevate the care you provide to your residents.

This year, Quality Summit sessions are centered around the seven categories of the Baldrige Criteria for Performance Excellence—the foundation of AHCA/NCAL's National Quality Award Program. Each of the seven Baldrige criteria categories provides a strategic framework for organizational excellence. From leadership and strategy to customer satisfaction and workforce engagement, these categories form the basis upon which organizations can drive innovation, enhance competitiveness, and achieve sustainable success. They also relate to CMS' Quality Assurance/Performance Improvement (QAPI) standards, mandated for all CMS-certified nursing facilities. Additional information and details can be found in the conference agenda.

For attendees with a specific focus, such as clinical leaders, infection preventionists, or human resource professionals, we encourage you to explore sessions tailored to your area of interest. Alternatively, for those seeking a broader perspective, such as administrators or directors of nursing, we suggest you become a "criteria explorer" and attend sessions across all categories, ensuring that you fully benefit from Quality Summit's vibrant exchange of ideas.

And lastly, we urge everyone to take part in the newly minted **RAFFLE OPPORTUNITY FOR BALDRIGE CRITERIA EXPLORERS**. All you have to do is attend at least one session in each of the seven categories, earn a ribbon for each session, and enter to win incredible prizes.

In the days ahead, let's seize the opportunity to elevate excellence together. We are delighted that you are here!

GET SOCIAL!

Social media links can be found on the app. You can also share your stories and experience using **#QSummit24**

A GUIDE TO NAVIGATING THE QUALITY SUMMIT EDUCATIONAL SESSIONS

LEADERSHIP

Leadership sets the direction, creates a vision, and establishes organizational values. It plays a crucial role in fostering an environment of continuous improvement and innovation.

STRATEGY

Effective strategic planning ensures that organizations have a clear roadmap for achieving their goals. It helps align resources and efforts toward achieving desired outcomes.

CUSTOMERS

Understanding and meeting customer needs is essential for organizational success. High-performing organizations build strong relationships with customers, gather feedback, and continuously improve customer satisfaction and engagement.

MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT

Organizations need to measure their performance, analyze data, and use knowledge effectively to drive improvement. Data-driven decision-making and knowledge sharing enables shared decision-making and fosters transparency.

WORKFORCE

A skilled and motivated workforce is critical for achieving organizational objectives. High-performing organizations focus on employee engagement, development, and creating a positive work environment. This enables them to retain current staff and enhances their recruitment efforts.

OPERATIONS

Efficient and effective operations contribute to overall organizational performance. Strong operations rely on systematic processes for product and service delivery deployed widely throughout the organization, and continuously evaluated and improved.

RESULTS

Organizations are judged by the results they can produce. Outcomes achieved by the organization, including customer satisfaction, financial performance, and societal impact should be tracked, trended, and compared against relevant comparisons so that an assessment is available on organizational performance.

For attendees with a specific focus, such as clinical leaders, infection preventionists, or human resource professionals, it may be appropriate to attend sessions in specific categories (e.g., leadership and workforce or operations and results). For leaders with a broader scope, such as administrators or directors of nursing, we encourage you to be a "criteria explorer" and attend one session in each category. This will allow you to maximize your learning and participation at the Quality Summit.

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WIFI

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Jiji Nasrallah
VP Business Solutions

Megan Hardy
Director of Business Development, Long Term Care

Mike Tawater
Market Sales Director

MONDAY

MAY 20

11:00 am – 5:00 pm	**Registration Open** **Los Rios Foyer**		
2:00 pm – 3:00 pm	**Creating a People Focused Culture** **Rio Grande East/Center**	**The Links Between Population Health, Baldrige Criteria and Quality Awards** **Blanco/Llano/Pecos**	**Behavioral Health: Addressing Mental Illness** **Rio Grande West**
3:00 pm – 3:30 pm	**Marketplace Meetup** **Regency Ballroom Foyer**		
3:30 pm – 4:30 pm	**Leadership Development to Build Trust and Achieve Better Outcomes** **Rio Grande East/Center**	**Caring for the New Generation in Assisted Living** **Rio Grande West**	**Supporting the Moral Concepts of Autonomy and Dignity** **Blanco/Llano/Pecos**
4:30 pm – 5:30 pm	**Welcome Reception** **Regency Ballroom Foyer**		
	Dinner on Your Own		

Leadership   Strategy   Customers   Measurement, Analysis, and Knowledge Management

Workforce   Operations   Results

CONCURRENT SESSIONS
2:00pm – 3:00pm

The Links Between Population Health, Baldrige Criteria and Quality Awards

Speakers: Stacey Hord, LNHA, MCD CCC-SLP – Chief Business Development Officer, Associated Care Ventures; **Nisha Hammel**, BA, MSW – Vice President, Reimbursement Policy & Population Health, AHCA/NCAL; **Angie Tolbert**, MHA, MBA – Vice President of Operations, PruittHealth Premier, PruittHealth
Room: Blanco/Llano/Pecos

Description: Understanding value-based care and population health management continues to be an imperative as the drive towards high quality healthcare gains momentum as CMS looks to increasingly tie payments to quality and outcomes versus quantity of services. Join this session to learn how the quality awards and Baldrige criteria align with population health management strategies such as integration of special needs plans, ACO's, etc.

Learning Objectives:
- Gain an understanding of basic definitions of population health management terms.
- Identify how population health strategies apply or map to the 7 quality award/Baldrige criteria categories.
- Explore how population health management impacts quality of care and outcomes.

Creating a People Focused Culture

Speakers: Glenn Van Ekeren – President, Vetter Senior Living; **Rhonda Flanigan**, BS, MA – Chief People Officer, Vetter Senior Living
Room: Rio Grande East/Center

Description: This session will identify practically radical practices that will help you become a company whose culture is the envy of our profession and your best recruiting tool. Create an environment where people feel good about themselves, their job, the people they serve, the people they work with and the company and create the results to prove it. Increase retention, reduce turnover and dramatically enhance team member satisfaction by making where you work a place where people love to be.

Learning Objectives:
- Discover the significance of a positive work culture as it relates to retention, turnover and team member satisfaction.
- Articulate the reasons why people leave their jobs and the strategies to create an environment where people love to come to work.
- Identify the importance of principles in guiding people decisions, setting clear expectations and holding people accountable.

Behavioral Health: Addressing Mental Illness

Speaker: Barbara F. Speedling, BS Health Administration – Quality of Life Specialist, Innovations for Quality Living
Room: Rio Grande West

Description: As the numbers of long-term care residents with mental illness increases, the education and training of the staff becomes vital to successfully managing the needs of this population. Unlike dementia, a diagnosis of schizophrenia, bipolar depression, obsessive compulsive disorder, or other chronic mental illness requires a working knowledge of the symptoms and how the disease impacts the individual. This session is designed to provide basic, common sense information on these mental health challenges. The most effective avenues to assessment and care planning, as well as helping residents to find satisfaction and a quality of life in the management of their disease are central to this conversation.

Learning Objectives:
- Understand the symptoms and behaviors associated with a diagnosis of mental illness
- Explain the importance of distinguishing symptoms from reactions and personality
- Develop person-centered, person-directed care plans that address the acute needs of residents with a mental illness diagnosis

CONCURRENT SESSIONS
3:30pm – 4:30pm

Supporting the Moral Concepts of Autonomy and Dignity

Speakers: Deborah E. Theis, PhD – National Director of Training and Development, Deer Oaks - The Behavioral Health Solution; **Brenda Sprinkle**, Ph.D, – Regional Clinical Director, Deer Oaks - The Behavioral Health Solution; **Aaron Brown**, D.O. – Director of Medical Education, Deer Oaks - The Behavioral Health Solution
Room: Blanco/Llano/Pecos

Description: For decades, research has shown that ageism undermines older adults' mental and physical health by implying they are less capable and worthy of care. The preservation of dignity and autonomy when confronted by a declining capacity for autonomous decision making due to physical or cognitive disability is difficult and can create personal and ethical dilemmas for providers and patients. It is projected that by 2050, 22.5% of the North American population will be over 65. In addition, statistics show that by 2060, 13.9 million Americans aged 65 and older are projected to be diagnosed with Alzheimer's disease and related dementias. The incidence for mild cognitive impairment (MCI) or mild neurocognitive disorder may be twice as high as dementia. The Universal Declaration of Human Rights adopted in 1948 states that all people are "free and equal in dignity and rights". However, this concept has not been implemented for all older adults especially those with cognitive impairment. Therefore, it is even more critical that professionals who work in Long Term Care use their voice to educate people about the negative impact of ageism and advocate for older people in clinical settings. This workshop challenges conventional thinking about our aging population and moral concepts related to ageism, justice, and maintaining dignity and autonomy. Residents in long-term care are even more likely to be impacted by ageism as the prevailing belief in our culture is that life lived in independence is of more value than life lived in a facility. The workshop will discuss how professionals who work in long term care can support residents and try to ensure their decisions and behaviors are as free from bias as possible. The presenters will use real life case scenarios to engage participants and facilitate learning about these issues.

Learning Objectives:
- Upon completion, participants will be able to identify ways ageist beliefs reduce autonomy and dignity for older adults.
- Upon completion, participants will be able to identify ways to support residents in maintaining autonomy when experiencing cognitive and physical changes.
- Upon completion, participants will be able to apply the knowledge gained in this presentation to provide interventions in long-term care settings to improve dignity among residents.

Leadership Development to Build Trust and Achieve Better Outcomes

Speakers: Courtney Bishnoi, BA – Vice President of Quality & Regulatory Programs, AHCA/NCAL; **David Gifford**, MD, MPH – Chief Medical Officer, AHCA/NCAL; **Jerald Cosey**, BA, HFA, CNA – Founder and CEO, J. Cosey Speaks
Room: Rio Grande East/Center

Description: Trust between staff and management has been eroded in many long-term care organizations due to mandates, constantly changing guidance and overall burnout and trauma. Research shows that the erosion of trust negatively affects patient quality, patient safety and staff well-being. As leaders in long term care, we can build a foundation of trust with our staff to improve outcomes and prepare our organizations for future challenges. Based on the science and art of trust building, this session will provide you an opportunity to learn and practice innovative methods to rebuild trust with staff and develop a culture of safety and wellbeing.

Learning Objectives:
- Describe what trust is and why it matters in long-term care.
- Identify the three key drivers of trust.
- Identify your own potential trust "wobbles" and how to overcome them.
- Deploy three strategies/practices to build trust with staff.

Caring for the New Generation in Assisted Living

Speaker: Barbara F. Speedling, BS Health Administration – Quality of Life Specialist, Innovations for Quality Living
Room: Rio Grande West

Description: The contemporary long-term care community is challenged to address a broad range of emerging clinical and psychosocial considerations, as the next generation of resident is far more complex. In the wake of the COVID-19 Pandemic, many older adults report feelings of depression and anxiety, turning to substance use, and thoughts of suicide. The numbers of people impacted by dementia continues at epidemic rates, further complicating the contemporary adult care community's ability to create an environment that is satisfying to an increasingly diverse population.

Understanding the symptoms of illness and the psychosocial manifestations of trauma are two critical elements to creating a livable environment. This discussion explores the clinical and social influences to be considered in the assessment of and response to the behavioral health needs of the community. Accommodating the needs of the next generation requires an understanding of today's customer – far more independent, outspoken and likely to march to the beat of their own drummer. Strategies for addressing issues relative to dementia and mental health, social conflicts/bullying/aggression, substance abuse, and related concerns are a focus of this conversation.

Learning Objectives:

- Explain the increasing complexity and cultural influence on social and ethical considerations in matters concerning behavioral health, sexual expression, and substance use in assisted living communities.

- Describe the importance of understanding the symptoms and challenges associated with a diagnosis of Dementia, PTSD, Mental Disorder, or Substance Use Disorder.

- Develop a well-trained, culturally competent, trauma-informed staff prepared to meet the needs of an increasingly diverse population.

TUESDAY

MAY 21

7:30 am – 5:00 pm	**Registration Open** **Los Rios Foyer**
7:30 am – 9:30 am	**Marketplace Meet Up/Breakfast Buffet** **Regency Ballroom Foyer**
9:30 am – 10:30 am	**Opening General Session with SaulPaul** **Perspective: What You See is What You Get** **Regency Ballroom D-H**
10:30 am – 10:45 am	**Marketplace Meet Up** **Regency Ballroom Foyer**

10:45 am – 11:45 am

Upgrade Your Leadership Resilience and Impact
Blanco/Llano/Pecos

Looming Quality Changes: What Can SNFs Expect?
Rio Grande East/Center

Long-Term Care Emergency Preparedness and Exercise Development
Rio Grande West

12:00 pm – 12:45 pm	**General Session featuring Glenn Van Ekeren** **Leadership for Challenging Times** **Regency Ballroom D-H**
12:45 pm – 1:45 pm	**Networking Lunch** **Regency Ballroom D-H**
1:45 pm – 2:15 pm	**Marketplace Meet Up** **Regency Ballroom Foyer**

2:15 pm – 3:15 pm

A Systems Approach to QAPI
Rio Grande East/Center

The Survey-Ready Team: Team Building for Regulatory Success
Blanco/Llano/Pecos

Data Speaks! What's Yours Telling You?
Rio Grande West

Leadership   Strategy   Customers   Measurement, Analysis, and Knowledge Management

Workforce   Operations   Results

3:15 pm – 3:45 pm	**Marketplace Meet Up** **Regency Ballroom Foyer**		
3:45 pm – 4:45 pm	**Risky Business: Risk Management Programs in Senior Living** **Blanco/Llano/Pecos**	**Utilizing Data to Enhance Clinical Decision Making** **Rio Grande East/Center**	**Medication Reconciliation and Management Across Transitions of Care** **Rio Grande West**
4:45 PM – 5:45 PM	**Attendee & Sponsor Cocktail Hour** **Regency Ballroom Foyer**		
	Dinner on Your Own		

Leadership   Strategy   Customers   Measurement, Analysis, and Knowledge Management

Workforce   Operations   Results

CONCURRENT SESSIONS
10:45am – 11:45am

Upgrade Your Leadership Resilience and Impact

Speaker: Michelle Wincell OLeary, MA, LICSW – Conscious Leadership & Wellbeing Consultant, Spirit of Therapy LLC
Room: Blanco/Llano/Pecos

Description: In this inspiring session, experienced leaders will gain a deeper awareness and understanding of leadership resilience, and recognize its potential to bring about new ideas and positive change in the care delivery experience. With an upgrade to your leadership resiliency skills, you will discover new opportunities to create powerful initiatives, leveraging leadership resiliency skills to foster connectedness, improve the quality of care, and enhance team dynamics for higher functioning. Leaders will feel connected and attuned to their passion, with rejuvenated energy and well-being that impacts others around them.

Learning Objectives:

- Upgrade resiliency skills and strategies for fostering adaptability and compassionate flexibility as a leader, enabling the ability to navigate through challenging and uncertain situations with resilience, and recognize new ideas and opportunities for positive change.

- Enhance communication skills through the wisdom of perspectives in emotional intelligence, cultural sensitivity, and trauma-informed care, to increase effective and inclusive leadership that promotes connectedness and understanding within diverse healthcare teams furthering their impact.

- Revitalize your tools and techniques for prioritizing self-care and heart-centeredness in leadership, ensuring personal well-being, and preventing burnout while still delivering high-quality care and leading thriving teams and organizations.

Looming Quality Changes: What Can SNFs Expect?

Speaker: Maureen McCarthy, RN, BS, RAC-MT, QCP-MT, DNS-MT, RAC-MTA – President, CEO, Celtic Consulting
Room: Rio Grande East/Center

Description: The Centers for Medicare and Medicaid Services (CMS) issued the Fiscal Year (FY) 2024 final rule for SNFs Prospective Payment System; among its 451 pages, CMS mapped out four years worth of changes to the SNF Quality Reporting Program (SNF QRP) and SNF Value Based Purchasing (SNF VBP) program. Undoubtedly, these changes will have an impact on nursing home operations and budgets. It's critically important for providers to assess their current state as how SNFs report and perform beginning in FY 2024 will impact their outcome in future program years. The final rule published changes to SNF QRP – adopting 2 measures, removing 3 measures, and modifying 1 measure. CMS will also increase the SNF QRP Data Completion thresholds for MDS data items; SNFs must report 100% of required data on at least 90% of the assessments submitted to CMS. SNFs that do not meet that threshold will see a reduction to their Annual Payment Update. Changes to SNF VBP included adopting 4 new measures, replacing 1 measure, and several policy changes. One of the new SNF VBP measures – Total Nurse Staff Turnover – has been recognized as potentially problematic. Industry leaders have questioned this measure, calling out discrepancies between CMS' definition of gaps in employment and the Department of Labor's family/medical leave. A notable policy change offers bonus points to SNFs whose population during performance periods includes at least 20% of dual eligible residents. The federal staffing mandate is still looming, with many advocating for funding for the government mandate to avoid undue financial hardships to SNFs at the mercy of an unprecedented staffing crisis. Join this session to examine substantial changes ahead. The presenter will explore impacts on SNF reimbursement and discuss operational strategies that will build a foundation for optimal outcomes in quality and value programs.

Learning Objectives:

- Understand changes to SNF VBP and SNF QRP programs.
- Recognize the potential impact on SNF reimbursement.
- Implement necessary changes to SNF operations to meet new requirements of SNF QRP and SNF VBP and achieve optimal outcomes.

Long-Term Care Emergency Preparedness and Exercise Development

Speakers: Nick Gabriele, CFPS – Vice President, Jensen Hughes; **David Hood**, BA – Senior Advisor and Technical Fellow, Jensen Hughes
Room: Rio Grande West

Description: This will be an educational session on long-term care emergency preparedness, coupled with the development of exercises, that is designed to equip participants with the knowledge, skills, and practical experience necessary to effectively respond to emergencies in long-term care settings. Reviewing any existing regulations, "hot topics" and "best practices" this session integrates theoretical understanding with hands-on exercises to enhance preparedness, collaboration, and decision-making.

Learning Objectives:

- Attendees will understand the importance, regulatory compliance and legal considerations of emergency preparedness in long-term care facilities.
- Attendees will be able to identify internal, external, and local stakeholders and community partners to engage in their emergency preparedness activities.
- Attendees will have an understanding of the development of emergency scenarios and response drills. This includes: • Scenario Design, Objectives and Capabilities • Roles and Responsibilities • Tabletop, Functional and Full-Scale Exercises • Debriefing and Feedback: After Action Reports and Improvement Plans

CONCURRENT SESSIONS
2:15pm – 3:15pm

The Survey-Ready Team: Team Building for Regulatory Success

Speaker: Tracy Cooley – Senior Success Manager, HealthStream
Room: Blanco/Llano/Pecos

Description: In this conversation, HealthStream will uncover how to see the "big picture" and engage everyone on staff to work with a purpose in mind to

ensure regulatory compliance, resident satisfaction, and overall success. Approaching survey readiness on a continual basis, rather than at "crunch time" right before a survey, organizations can reduce the anxiety and stress of staff by using a proper plan of action, freeing them up to deliver quality care for nursing home residents. This presentation will discuss the importance of staff education and resources to help take the guesswork out of regulatory compliance, determining root causes of deficiencies and targeting corrective action steps to improve quality of care. By empowering staff with the tools needed to seamlessly tackle surveys and reducing stress with a holistic, continuous approach, they can better pour into others and provide a happy home for nursing home residents.

Learning Objectives:

- Reduce survey anxiety with a continual process of adapting CoPs into policies and procedures, emergency preparedness and infection control programs, care planning and coordination, and competency of staff including contractors

- A holistic view of reporting: how results affect the organization, the client, and the facility

- Identify areas of concern, remediate compliance and quality problems prior to survey, and improve survey results and quality of care for beloved nursing home residents

A Systems Approach to QAPI

Speaker: Amy Stewart, MSN, RN, RAC-MT, RAC-MTA, DNS-MT, QCP-MT – Chief Nursing Officer, AAPACN
Room: Rio Grande East/Center

Description: High performing organizations are those in which leaders are driven by the mission and who think from a systems perspective to affect systemic changes. In doing this, the processes that support the systems are designed to enhance worker and resident safety, foster person-centered care, support employee engagement, and produce value or high-quality care for a low cost. The QAPI Five Elements require a systematic approach to determine when in-depth analysis is needed to fully understand a problem, its causes, and implications of change. Join Amy Stewart, Chief Nursing Officer for AAPACN, in this 60-minute session that will provide an overview

of systems thinking, systemic action, and affecting and sustaining change that improves quality outcomes.

Learning Objectives:

- Implement systems thinking into QAPI.

- Describe the critical nature of systems thinking and system-level action in effecting and sustaining change.

- Embody leadership behaviors and tactics related to successfully effecting and sustaining change.

Data Speaks! What's Yours Telling You?

Speakers: KeShawn Heard (Franklin), MBA – Manager, LTC Trend Tracker & Quality, AHCA/NCAL; **Pamela Truscott**, DNP/HSL, MSN/Ed, RN – Director of Quality Improvement, National Center for Assisted Living (NCAL); **Melody L. Gagner**, RN, BSN, NHA, NHA Preceptor – Administrator Long Term Care Services, St. Jane de Chantal Long Term Care
Room: Rio Grande West

Description: Anecdotal information was okay in the 90's, but in today's world we must prove our value, our quality, and our worth. Data to support the quality of care and services provided is becoming increasingly important. Unfortunately, data tracking and trending is still a relatively new, and sometimes scary, process for long term care providers across the country. This session will explore the benefits, rationales, and importance of tracking, analysis, and utilization of data through LTC Trend Tracker.

Learning Objectives:

- Explain why data tracking and trending is critical to long term care providers.

- Identify how LTC Trend Tracker can be a one-stop shop for collecting, tracking, and trending data for quality improvement efforts, Quality Awards, and organizational implementation.

- Discuss methods to upload data, run reports, and get your Top-Line Reports in LTC Trend Tracker.

- Describe how leaders can use data, compare their organizational results to those of their peers, and integrate data into operational success.

CONCURRENT SESSIONS

3:45pm – 4:45pm

Risky Business: Risk Management Programs in Senior Living

Speaker: Christina A. Wildrick, JD, CPHRM, CPASRM – Assistant Vice President, Risk Management Services, Gallagher Bassett
Room: Blanco/Llano/Pecos

Description: What keeps you up at night when thinking about the things that may go wrong at your organization? Falls, elopements, medication errors and wounds probably jump out as high-risk areas, but so are staffing challenges; residents at improper care levels; dissatisfied, unhappy families; determining residents' capacity for consent to sexual relationships; choking; private duty aides in our buildings; residents who drive unsafely on campus; intruders; poor survey results; and hostile work environments, to name just a few. Risk Management in senior living can be a broad challenge but, unlike many hospitals and acute care providers, organizations in this space often lack specific departments that address risk management, resident safety or customer experience. And while it is helpful to have someone procuring insurance and an occasional assessment from a worker's compensation carrier or broker, those activities do not constitute an actual risk management program. How can a provider develop and implement a successful, proactive risk management program without a dedicated risk management department or full-time risk manager? In this session, we will discuss the ways in which to start or improve a risk management program from the ground up, with examples of how to develop a risk management plan; reporting events and using that data to develop and drive your risk and quality goals; how to educate and train your staff on risk management; creating a risk management committee with ideas on agenda items and participants; and ultimately, how to create a Culture of Safety within your organization that will promote quality of care for your residents, reduce claims and litigation, improve safety for all residents, families, visitors, and staff, and improve staff morale, all while proactively minimizing risk.

Learning Objectives:

- Describe the broad range of risks within senior living organizations that drive claims and litigation, diminish quality of care, cause unhappy families and residents, and demoralize staff.

- Understand the importance of non-punitive incident reporting, and its critical role in promoting a Culture of Safety, while benefiting both residents and staff and underlying a robust risk management program.

- Define the integral components of a risk management program including a written plan, training/education, risk management committee composition/agenda, and how to accomplish this without a risk management department.

Utilizing Data to Enhance Clinical Decision Making

Speaker: Lisa Chubb, MSN, RN – Chief Clinical Officer, Golden Living Centers
Room: Rio Grande East/Center

Description: The presentation delves into the pivotal role of data in modern healthcare. Beginning with an exploration of diverse healthcare data types, including structured, unstructured, and semi-structured data from sources such as electronic health records (EHRs), artificial intelligence, and publicly reported information, the presentation emphasizes the importance of data quality and integrity. Participants gain an understanding of data analytics and its relevance in healthcare, including descriptive, diagnostic, predictive, and prescriptive analytics. The focus then shifts to how data supports evidence-based practice (EBP) and clinical guidelines, illustrating how data-driven approaches enhance the implementation of EBP in clinical settings. Through case studies and best practices, the presentation showcases successful data utilization in clinical decision making. It also addresses ethical and legal considerations surrounding patient data privacy, consent, and compliance, ensuring a comprehensive view of data usage in a healthcare context. An interactive element allows participants to engage in analyzing and interpreting clinical data, empowering them to apply data-driven insights in their own clinical workflows. The presentation culminates with guidance on enhancing data literacy and analytical skills among healthcare professionals through training and resources, ultimately enabling improved patient care and outcomes through effective data utilization.

Learning Objectives:

- Explain the role of data in healthcare and how it informs clinical decisions.
  b. Highlight the impact of data-driven decisions on patient outcomes and healthcare efficiency.

- Define data analytics and its significance in extracting meaningful insights from healthcare data.
  b. Discuss the different types of data analytics, such as descriptive, diagnostic, predictive, and prescriptive analytics.

- Explain how data can be used to support evidence-based medicine (EBM) and clinical guidelines.
  b. Illustrate examples of how data-driven approaches enhance the implementation of EBM in clinical settings.

Medication Reconciliation and Management Across Transitions of Care

Speakers: Jacqueline Vance, BSN, RNC, CDONA, IP-BC, CDP, LBBP – Senior Director of Clinical Innovation and Education, Mission Health Communities; **Cheryl A. Lattimer**, RN BSN – Executive Director, National Transitions of Care Coalition; **Mary Lomberk**, PharmD, BCACP, CPh – Transitions of Care Clinical Pharmacist, Baycare Health Systems
Room: Rio Grande West

Description: The medication reconciliation process can significantly lower the incidence of medication errors that may arise from an incomplete or inaccurate medication history as well as reductions in length of hospital stay, patients' readmissions and lower healthcare costs. Both nurses and practitioners report having significant difficulties in reconciling the medication of their patients after discharge, due to the lack of an effective relationship between the various levels of care. Improving transitions at all levels of care is necessary to improve not only this process, but patient safety and quality of care.

Medication reconciliation is especially important for elderly patients, who take more medications, are more vulnerable to specific medication adverse effects than younger patients, and are particularly vulnerable to ADEs. Studies show that of the readmissions due to medication errors, 40% are preventable. Medication reconciliation is the process of comparing a patient's medication orders to all of the medications that the patient has been taking. This reconciliation is done to avoid medication errors such as omissions, duplications, dosing errors, or drug interactions. Whereas medication reconciliation is defined as the formal process of obtaining a complete and accurate list of each patient 's current medications with the main aim of detecting and solving discrepancies, medication review is a structured evaluation of a patient 's medications with the aim of detecting and solving drug related problems. The medication reconciliation process is a shared responsibility. Given the number of disciplines involved in the medication-use process, a robust medication reconciliation process should include participation by physicians, nurses, case managers and pharmacists. The medication reconciliation process comprises five steps: 1. Develop a list of current medications. 2. Develop a list of medications to be prescribed. 3. Compare the medications on the two lists. 4. Make clinical decisions based on the comparison. 5. Communicate the new list to appropriate caregivers and to the patient.

Learning Objectives:

- Define medication reconciliation with its gaps and barriers.
- Describe the steps required in the medication reconciliation process and the impact it has on hospital readmissions.
- Identify the role of the intradisciplinary care team members and the alignment of pharmacy, nursing, case management and community health workers.
- Review key interventions for improving quality transitions of care for providers, patients and their identify caregivers.

WEDNESDAY

MAY 22

7:30 am – Noon	**Registration Open** **Los Rios Foyer**
8:00 am – 9:00 am	**Marketplace Meet Up** **Regency Ballroom Foyer**
9:00 am – 10:00 am	**Leveraging AI to Support Clinical Decision Making** **Blanco/Llano/Pecos** **Understanding Unconscious Bias and the Hidden Brain** **Rio Grande West** **Proactive Preparedness for Surveys** **Rio Grande East/Center**
10:00 am – 10:30 am	**Marketplace Meet Up/Breakfast Buffet** **Regency Ballroom Foyer**
10:30 am – 11:30 am	**Decolonization in Nursing Homes: Prevent Infection and Hospitalization** **Rio Grande East/Center** **Building the Path: Creating Careers in Long Term Care** **Rio Grande West** **Using Technology to Address Loneliness and Isolation** **Blanco/Llano/Pecos**
11:30 am	**Quality Summit Concludes**

Leadership Strategy Customers Measurement, Analysis, and Knowledge Management

Workforce Operations Results

CONCURRENT SESSIONS
9:00AM – 10:00AM

Leveraging AI to Support Clinical Decision Making

Speakers: Denine J. Hastings, BSN, MBA – Sr Director Clinical Product, Genesis HealthCare; **Jennifer L. Pyne**, MSN, RN – VP, Clinical Operations and Nursing Informatics, Genesis HealthCare Administrative Services LLC
Room: Blanco/Llano/Pecos

Description: In this session we will explore the benefits of an electronic health record (EHR) that incorporates Artificial Intelligence (AI). We will identify how AI can provide workflow efficiencies and promote standards of practice. We will discuss the pros and cons of AI in an EHR. In addition, key steps to implement and integrate an AI tool to support clinical decision making will be shared.

Learning Objectives:
- Explain how AI can help staff members be more efficient and effective in their work.
- Identify considerations (resource, policy, and ethical) an organization needs to take when engaging in using AI.
- Summarize key steps to implement and integrate an AI tool to support clinical decision making.

Proactive Preparedness for Surveys

Speakers: Gail Cushing, NHA, RN, BSN – Administrator, Applewood Rehabilitation Center; **Julie Britton**, DNP, MSN, GCNS-BC, RN-BC, FGNLA – Senior VP Clinical Operations, Genesis HealthCare; Wendy Ness
Room: Rio Grande East/Center

Description: Bringing focus back: How system based strategies can and will drive a highly effective QAPI process while preparing your center for regulatory compliance. Creating repeatable key performing systems will support an organization's ability to proactively meet and exceed regulatory compliance with confidence. This session will focus on simple approaches and tools to help center leaders improve quality of life for residents, and improve survey and quality outcomes. The team will share tools that have helped achieve a Gold Award as well as a QAPI approach that was created with the Baldrige Framework, Long term care trend tracker data and Critical Element Pathways intertwined in the agenda. Many of the tools and strategies are easy to incorporate and will benefit both new and seasoned leaders.

Learning Objectives:
- Describe how implementing the principles of systems-based quality improvement can help an organization proactively prepare for a regulatory survey.
- Identify strategies to prepare for regulatory compliance.
- Discover the steps that an organization can take to continuously evaluate and improve processes to ensure high performance.

Understanding Unconscious Bias and the Hidden Brain

Speaker: Cathy Bergland, MBA, LNHA – Owner and Primary Consultant, CB Leadership Group
Room: Rio Grande West

Description: In this 60-minute session, participants learn about the nature and science of unconscious/implicit bias, how to test for bias, and ways to manage for better decisions and healthy relationships. This is an interactive session with video clips, personal worksheets, and small group discussion.

Learning Objectives:
- Understand the brain science behind unconscious bias.
- Know how unconscious or implicit biases are formed.
- Learn about ways to test for personal conscious and unconscious biases.
- Identify situations that tend to activate biases.
- Gather solutions to effectively manage biases.

WEDNESDAY

CONCURRENT SESSIONS
10:30AM – 11:30AM

Using Technology to Address Loneliness and Isolation

Speaker: **Janean Kinzie**, BA – Director of Social Wellness and Enrichment, American Senior Communities
Room: Blanco/Llano/Pecos

Description: Social isolation is a concern that affects multiple factors from depression to hospitalization and even death. American Senior Communities has shown significant reduction in feelings of isolation through a CMS funded study using virtual reality. This session will give practical and innovative solutions to reduce social isolation using the principles of the study.

Learning Objectives:

• Define and identify the challenge of isolation in senior care.

• Understand virtual reality study & results at American Senior Communities.

• Define and leverage innovation to address isolation.

• Practical solutions to address isolation and promote socialization.

Decolonization in Nursing Homes: Prevent Infection and Hospitalization

Speaker: Loren Miller, MD, MPH – Professor of Medicine David Geffen School of Medicine at UCLA Chief, Division of Infectious Diseases Harbor-UCLA Medical Center
Room: Rio Grande East/Center

Description: This session will discuss methods of prevention of serious infections that lead to hospitalization in nursing home residents, how to incorporate these methods into routine care, and results of a recently large clinical trial that demonstrated decolonization can prevent serious infections in this vulnerable population.

Learning Objectives:

• Outline the scale and significance of colonization and infection caused by multidrug-resistant organisms (MDROs) in nursing home residents.

• Describe MDRO decolonization methods that can be incorporated into routine bathing and care of nursing home residents.

• Understand results of a recently conducted large randomized clinical trial that used MDRO decolonization to prevent infection-related hospitalization in nursing home residents.

Building the Path: Creating Careers in Long-Term Care

Speakers: Mark F. Klyczek, MS, FACHE – President & CEO, Virginia Health Services; **Deborah B. Rowe**, MS, RN, PHR, CHCR – Vice President of Nursing Workforce Development, Genesis HealthCare; **Dalton Freeman** – Director of Training and Development, HMR Veterans Services, Inc.
Room: Rio Grande West

Description: Career ladders provide individuals the opportunity to grow in their skillsets and progress to other positions within an organization. The availability of career ladders is critical in being able to retain staff as well as recruit new individuals. Furthermore, organizations that have career ladder programs can grow their own leaders which can augment the culture of their organization. Apprenticeship programs can serve as a type of career ladder introducing new individuals to long term care or helping advance the careers of those already working in this profession. This session will provide an overview of how three organizations have approached career ladders and utilized apprenticeship programs. Additionally, you will be provided with an opportunity to ask any questions that you might have on career ladders.

Learning Objectives:

• Describe the critical elements of a career ladder.

• Understand the return on investment for a career ladder program.

• Review the advantages of engaging in an apprenticeship program.

• Identify resources that can support your organization in creating a career ladder program.

crehabconsultants.com

CRC is a leading medical group providing physiatry and behavioral health services in skilled nursing facilities nationwide. CRC providers are known for their collaborative approach to patient care and have a strong track record of improving clinical outcomes for their patients. They are fully trained on PDPM and are able to leverage the company's proprietary AI technology to aid with documentation and reimbursement capture. Patients are also able to benefit from the CRC's post-discharge care coordination program which is centered on minimizing rehospitalizations.

Asim Asiz
COO

Dr. Haaris Pervaiz
Senior Director of Clinical Services

SNF Dialysis

davita.com

DaVita is the industry leader in dialysis, serving more than 40% of U.S.patients at 3,000 sites of care, 96% of which are rated 3+ stars by CMS. Alongside our 7,600 nephrologist and 900 hospital partners, DaVita is improving outcomes, reducing cost of care, and delivering better experiences for patients.

DaVita's SNF Dialysis team is bringing its best-in-class network and capabilities on-site to residents. With 75 programs and counting, we are successfully reducing readmissions and supporting census growth, skilled mix enhancement, and cost savings.

Bethany Gomez
Senior Director of Business Development

Kristin Farrow
Manager, Clinical Services

Nickolas Jones
Manager, Clinical Services

hireology.com

Hireology is the leading provider of hiring software for multi-location businesses. The platform equips HR and business leaders with the support and tools they need to attract better quality talent, fill open roles faster, and make data-driven hiring decisions. Hireology was rated number eight on G2's 2023 list of 50 Best HR Products.

More than 10,000 businesses in industries like retail automotive, healthcare, and hospitality rely on Hireology to hire the skilled workers they need to build better teams and create a competitive advantage.

Alex Nault
Director of Healthcare Business Development

Jake Pleban
Major Account Executive

Shaun Payne
National Account Executive

kangaroohealth.com

KangarooHealth delivers plug-and-play remote care solutions that improve care for patients and boost revenue for providers, without burdening staff. Founded in 2015 and trusted by hundreds of providers nationwide, KangarooHealth supplies everything you need from day one: cellular connected devices, intuitive monitoring platforms, and on-demand monitoring and billing support. Our platform supports 50+ conditions and 100+ devices, enabling Remote Patient Monitoring (RPM), Remote Therapeutic Monitoring (RTM), Chronic Care Management (CCM) and Principal Care Management (PCM).

Chris Ballesteros
CCO

Kyle Dahl
Account Executive

MatrixCare *by ResMed*

matrixcare.com

As the multiyear winner of the Best in KLAS award for Long-Term Care Software and Home Health and Hospice EMR, MatrixCare is an industry leader in interoperability and is trusted by thousands of facility-based and home-based care organizations to improve provider efficiencies and promote a better quality of life for the people they serve. They help providers connect and collaborate across the care continuum to optimize outcomes and successfully manage risk. Simply put, MatrixCare empowers providers—giving them vital information to deliver what people need, when they need it.

MatrixCare knows the power of smart technology. Their solutions are changing the way people give and receive care in out-of-hospital care settings, and are built to adapt and grow with the industry, ultimately yielding successful outcomes.

Amy Ostrem
VP Skilled Nursing Solution Strategy

Allison Rainey
Head of Nursing and Clinical Informatics

MEDIFY AIR

medifyair.com

Medify Air is the #1 air purifier in the world. Medify Air develops high-quality air purifiers that remove 99.9% of particles as small as 0.1 microns. The units turn the air over in every room in which they are located five times per hour. The units are sleek, quiet, and incredibly easy to set up and operate. Medify is a perfect partner for homes, nursing homes, schools, offices, healthcare, senior care facilities, and more.

Jack Austin
Executive Vice President

Lauren Mastroianni
Project Manager

Janine Tarlecki
Project Manager

Optum

optum.com/snf

At Optum, we bring all parts of the health care system together to deliver simpler, more effective and more affordable care. And care that considers all of you and not just part of you — physically, mentally, socially and financially. Optum partners with health plans to bring specialized health care benefits, clinical support and over 25 years of experience to residents in skilled nursing facilities (SNFs), assisted living communities (ALCs) and memory care units. One of those benefits is our patient-centric model of care, led by clinicians (typically a nurse practitioner or physician assistant, often supported by an registered nurse) to coordinate and enhance the quality of care for Medicare Advantage Special Needs Plan (SNP) members.

Patrice Williams
Market Vice President

Donna Neill
Business Development Representative

**Spencer Pearson**
Director of Product

prime care TECHNOLOGIES

primecaretech.com

Since 2003, Prime Care Technologies has equipped long-term care providers with flexible hosting, managed services and cloud software that evolve based on industry demand. Based in Atlanta with 150 employees and 200+ healthcare/IT partnerships, its technology-driven solutions are installed in 6,500+ facilities. With deep multi-vendor interoperability expertise, including the integration of 70+ healthcare applications and 3,500+ EDI payers, Prime Care Technologies offers the leading data warehouse and claims clearinghouse in post-acute care.
"

Karla Verpoort
Senior Sales Director
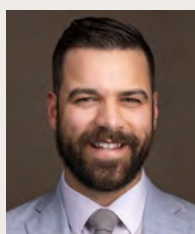
Kyle Benesch
Senior Director of Enterprise Sales

Evan Clark
Sales Engineer

shiftkey

shiftkey.com

ShiftKey is a technology company committed to transforming access and integrity in the workforce. By leveraging data and a marketplace approach to connect independent licensed professionals with facilities with open workforce needs, ShiftKey is playing a vital role in advancing empowered work, stability and solutions for professionals, facilities and the people they serve. With 10,000 healthcare facilities and hundreds of thousands of independent licensed professionals on the platform, ShiftKey is the market leader in strategic workforce solutions, driving a more sustainable, inclusive and profitable workforce economy for the future.

Brandon Tappan
Chief Revenue Officer

Ryon Stewart
Regional Vice President

SnapCare

snapcare.com

SnapCare is an AI-enabled workforce marketplace that serves the entire continuum of care. Our platform offers healthcare facilities complete visibility into the ideal talent mix for their unique needs and associated costs. We designed our workforce solutions to significantly improve client savings and efficiencies, minimizing the need for intermediate agencies, returning control to healthcare facilities, and ensuring total transparency in pay and pricing. Our pioneering technology and comprehensive staffing services offer a smarter way for facilities to manage their workforce needs and deliver quality patient care.

Kara Greenwell
VP of Sales

Callie Hoynes
VP, Government & Enterprise

The Compliance Store
Because Getting It Right Matters.

thecompliancestore.net

The Compliance Store is the only comprehensive web-based regulatory compliance management resource for long-term care facilities. The goal of The Compliance Store is to help long-term care staff members spend more time with residents, rather than doing paperwork and research. The Compliance Store provides facilities access to regulatory and government agency information, update alerts, education and templates tailored specifically for long-term healthcare.

Jaime Butler
National Sales Director

Brandon Stephens
National Sales Executive

Moving you **forward**

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We help you to deliver improved care quality with clinical expertise and solutions tailored to your needs.

Financial Solutions
Optimize supply costs and increase your purchasing control with better spend forecasting, key data analysis and formulary standardization.

Operational Solutions
Empower your team to create organizational efficiencies with technology and supply chain solutions.

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or contact your Medline Representative to learn more about how we can move your facility forward.