

OHCA 2020 Convention

April 27 – April 30, 2020

We encourage you to visit www.ohca.org/convention, click “Attend” and “Session Descriptions” to go to [Build Your Schedule](#)!

This online system is connected to the app you will use when you are at the event. Handouts also will be available online closer to the date of the convention. In addition, you can sort the available sessions by line of service and by speaker.

By building your schedule using the above link, you will have all the sessions you plan to attend in one easy place.

It’s a great tool and we hope you use it!

If you prefer to print a document to view the sessions, on the following pages you will find session descriptions for your review.

Please note: The information contained in this document is subject to change. Information found online in Build Your Schedule will be the most up-to-date and accurate.

Monday Session Descriptions

1:00:00 PM - 2:30:00 PM

M401: Path to a Peaceful Passing

A Peaceful Passing is a learning experience that involves the caregiver from another perspective. It allows them to look at care from the end first. The goals are different when we are facing death. How do we continue to give the best care when "nothing more can be done?" There is always more to be done. The focus just needs to be adjusted. A Peaceful Passing will encourage the caregiver to take the time to explore other options for a holistic approach to a peaceful death. The goal is always a peaceful death. Although, unpredictable at times we can help to create an event instead of a crisis for the patient, family, and our staff. It will take time and practice, not only will we provide better care we will live our life well. The benefit far exceeds the burden.

Tara Powell

Chaplain

The Good Samaritan Home

M402: Taking it to the Street – a 25,000 mile journey of inspiration

Jack York, the founder of the iN2L technology, has been touring cross country, visiting senior living communities that use his system. What started as a simple journey of gratitude evolved into a life-changing series of conversations and interactions with the people and the staff living in communities every day? Stories of hope, of determination, of faith, of inspiration, of romance, of possibilities, of exuberance, of loss.... they were told every day by the greatest generation and workers who love to serve those same people. The perspectives learned from the visits, visits that crisscrossed over 30 states and over 100 communities, provide lessons of delivering care, of improving relationships, and frankly, of transforming how we view aging. There were many lessons learned throughout the journey that will allow communities to enhance the experience of their residents. And the examples of these experiences and lessons are not delivered through monotonous PowerPoint slides, and they are delivered through video clips taken from the inside of a van where the residents and staff were passengers in their own neighborhood. Seeing is believing! Most people entered into a career of senior living because of the personal joy felt interacting with older adults. This session will remind attendees why they got into the field in the first place. Buckle up and enjoy the ride!

Jack York

President

It's Never 2 Late

M403: Targeting your Home Health Business to ALF's- Clients in ALF's have Greater Cognitive and ADL Needs

Residents managed by Home Health agencies in ALF's are known to be older, have higher cognitive deficits, and need more assistance with activities of daily living (ADL's). The needs of residents in ALF's demonstrates an excellent opportunity for business growth if your staff have training in advanced dementia care and provide effective rehab services.

*Katherine Vanderhorst
President
C & V Senior Care Specialists, Inc*

*Amy Craven PT, MS, DPT, CCM Craven
Vice President
C & V Senior Care Specialists, Inc*

1:00:00 PM - 4:15:00 PM

M404: Cost of Poverty Experience (COPE)

Join us for an engaging and interactive afternoon regarding successful ways to understand the challenges facing your workforce. The cost of poverty experience offers participants a glimpse into the lives of low-income individuals and families, the obstacles that are encountered, the decisions that are made, and the consequences that impact these families every day. Participants will be grouped into "families" to role-play common challenges facing families living in poverty. Then, you'll have an opportunity to debrief with others about your experience. The experiential exercises in the span of two and a half hours, you'll "live" a month under that new identity, buying groceries, going to work, picking up the kids from school. You'll also encounter obstacles and frustrations that are less common outside of low-income environments: predatory lenders, uninsured illness, and unsafe living conditions. The COPE is broken down into four 15-minute segments, each representing a week in the life of an impoverished family. While it may seem strange to sign up and spend an afternoon to experience something so unpleasant, many of us attendees knew that it had the potential to change the lens with which we look at poverty, especially in Collin County. "The COPE simulation gave me a refreshed perspective, a deeper level of understanding into the daily stress and unintentional child neglect situations that many families face," she said. "In my opinion, anyone serving people in poverty should be encouraged to attend at least one of these sessions, if not required to attend." The more we become aware of the issues, it will enable us to grow in understanding of the problems, figure out solutions, and have more profound compassion for those experiencing poverty."

3:00:00 PM - 4:30:00 PM

M405: Enhancing End of Life through Hospice Care

Objectives of the presentation include: Discuss the overview of hospice movement Explain services provided by hospice Describe how hospice is structured to meet the needs of the terminally-ill patient and their family Identify a patient who is hospice eligible

Joette Greenstein
Medical Director Vitas Healthcare
Vitas Healthcare

M406: I'm Smiling But I'd Really Like to Slap You

Statistics tell us that 78% of conversation daily is negative. Good Grief!! Are you part of the problem or the solution? Come and meet the hysterically funny NEGATIVE NELDA! As a whining, complaining, pessimistic ol' gal, she will help you see and hear the personification of negativity. The truth is, she may even help you understand that self-defeating behavior in yourself and ultimately give you some tools to deal with it. Guaranteed to improve the attitude...maybe even your sex life. Ok, I was kidding about that last part, but who knows?

Jenny Nolen'
Speaker/Trainer
Jenny Nolen....Speaker/Trainer

M407: Mastering PDGM through Accurate Documentation

The home health industry has been utilizing the PDGM model for four months. While some aspects of the model are outside an agency's control, i.e. episode timing and admission source, the OASIS clinical responses are totally in the clinicians control. Complete documentation from providers is often difficult to obtain upon referral but will set the stage for an accurate financial episode as only certain very specific primary diagnoses will be allowed on home health claims. In this session, discuss what documentation to request and how to decide that you have enough intake information. Additionally, learn how to answer and how to review the 8 OASIS items which be the basis for the PDGM functional level.

Jennifer Warfield
Consultant
Gateway Inc

Tuesday Session Descriptions

7:30:00 AM - 8:30:00 AM

T501: Key Elements to True Person Centered Planning

Both the state and federal government have focused on person centered planning and while most providers were already using person centered principals in our part of service planning, the Ohio Department of Developmental Disabilities (DODD) has created the Seven Essential Elements of a Person-Centered Plan. The department is utilizing these key principles in the ongoing effort to create an Ohio Individual Service Plan (ISP) and has also included the principles in the proposed quality measures program for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICFs-IID). DODD's Kelly Ferenbaugh will share the department's vision for person centered planning including the seven key elements that need to be included in a person centered plan in Ohio. Ms. Ferenbaugh will also update attendees on the work on the creation of the Ohio ISP and assessment tool.

Kelly Ferenbaugh

Person-Centered Practices Facilitator

Ohio Department of Developmental Disabilities

T502: Substance Abuse

Substance Abuse is on the rise in America. Due to this growth, an increasing number of people need care for these conditions. Join us and learn the demographics of people who abuse substances what comorbid conditions frequently arise. Various treatment options for Opiate addiction will also be shared as well as methods for supporting individuals with substance abuse history and resources that are available.

Drew Harmon, Consultant Pharmacist

Rob Leffler, VP of Clinical Services

PCA Pharmacy

8:45:00 AM - 10:15:00 AM

T503: General Session & Awards Ceremony

Join us for the annual meeting of our membership where we will briefly highlight the key priorities of OHCA and announce the new candidates running for the OHCA Board of Directors while showcasing a new, more convenient voting process to encourage greater member involvement. In addition, we will be celebrating some of our best and brightest as we recognize our 2020 award recipients. A great way to jump start your Convention and get reinvigorated around the activities of OHCA.

1:15:00 PM - 4:30:00 PM

T504: Crap, My Emergency Preparedness Plan is a Disaster

Preparing for emergencies is critical, and developing an effective plan can be daunting. Tools like the Kaiser's Hazard Vulnerability Assessment and incident command system can help you ensure that your team is adequately trained and prepared to assist the individuals in your care should you face the unthinkable. This seminar focuses on critical components and will review best practices for emergency preparedness.

Kenneth Daily
Life Safety and Emergency Preparedness Specialist
Elder Care Systems Group

Steven Foss
CEO
HELP Paradigm

T505: Person-Centered Dementia Care: Achieving Quality Care and Regulatory Compliance

CMS and the National Partnership to Improve Dementia Care in Nursing Homes created, piloted, and implemented the Focused Dementia Care Survey to determine compliance with the regulations regarding care and services for individuals with dementia. While initially focused on the high use of antipsychotics, the intent was also to find ways to implement practices that enhance the quality of life for people with dementia, protect them from substandard care and promote person-centered care for every individual. Little has been shared regarding survey outcomes, but guidelines for surveyor's outlines specific expectations for dementia care. This session will discuss the history, surveyor expectations, and an organizational strategy for achieving compliance. Sustainable programs and practices for successful person-centered memory care will be shared.

Susan Gilster
CEO
The Gilster Group

Katy Abbott
Associate Professor of Gerontology/ Scripps Gerontology Center Research Fellow
Miami University

1:15:00 PM - 2:45:00 PM

T506: Anatomy of a Breach

Given the rise in the attacks, this session has been purposefully designed to provide hands-on tools and real-world examples (and solutions) to help your organization. Using a case, this session will dive deep into how a security breach could occur at an Organization, share the controls that were in place, and,

more importantly, the controls that were missing or not working as designed. You will gain a real-life understanding of what went wrong. Different methods used by fraudsters to breach Organizations will be discussed along with the ultimate goal of the fraudster. Attend this session to learn what your organization can do not to become the next headline.

Christopher Joseph

Partner

Arnett Carbis Toothman LLP

T507: Effective Training for Dementia Caregivers

Nearly 80% of all residents living in assisted living have some form of mild cognitive impairment. Given the turnover of caregivers, proper & effective training is a growing concern, especially to those residents with dementia. All staff needs to understand the basics of this disease through practical training to reduce turnover. An effectively trained staff is well-equipped & well-informed to deal with the unique needs of those with dementia, lack of understanding with this disease can lead to employee turnover, family dissatisfaction, and elder abuse. Join us as we discuss the top types of dementia affecting assisted living residents as well as effective communication and training techniques.

Lori Horstman

Vice President of Cognitive Care

Buckeye Home Health Care

T508: Hot Topics for ID/DD

This session will provide the most current information on issues facing Ohio's ID/DD service providers. Ohio Department of Developmental Disabilities Director Jeff Davis and other members of his team from DODD will be on hand to address the latest issues impacting both waiver and ICF-IID providers. Attendees will have an opportunity to ask questions related to current ID/DD policy directly to the key policy makers in the state of Ohio.

Jeff Davis

Director

Ohio Department of Developmental Disabilities

T509: How to Achieve a Meaningful Relationship between Acute Care and Post-Acute Providers Through the Use of Technology and Collaboration

As we enter into a new normal of standards across the Long-Term and Post-Acute Care (LTPAC) industry, it is becoming increasingly important for health care providers to have the right visibility into what happens with a patient once they leave the four walls of their building. Stronger integrated care coordination between acute and post-acute partners is essential in ensuring true optimization of patient care, and with meaningful relationships in place, care teams are able to achieve a more seamless continuity of care for their patients. In this session, we will take a deeper look at how TriHealth, an

award-winning health system, and PointClickCare, the leading cloud-based software vendor for the senior care market, worked together to develop innovative best practices that are allowing for stronger, more meaningful relationships between TriHealth and post-acute care providers. Discussion will include how TriHealth is using the integrated care coordination platform and electronic transfer of information to easily share clinical information, medication, and orders for a more seamless transition from the hospital to a post-acute provider. This session will highlight the processes and tools that are being leveraged to ensure more dynamic and real-time updates about patients as they move through the care continuum.

B.J Boyle

Vice President and General Manager, Post-Acute Insights, PointClickCare

Barbara Dam

Nurse Liaison for the Advanced Quality Outcomes Program, TriHealth Hospital System

Lori Baker

Director of Ambulatory Care Management/Senior Services/Post-Acute Network, TriHealth Hospital System

T510: Leverage Revenue Cycle KPIs for Operational Success under PDGM

Understanding what your revenue cycle metrics are telling you about your operations is crucial to running a streamlined home health agency. This webinar will detail the core Key Performance Indicators (KPIs) used in the home health industry and help you better understand what these metrics are telling you about your operations under PDGM. It will also discuss strategies and solutions for real-life challenges providers experience while operating in this space. Attendees will develop a greater understanding of the interconnectedness the revenue cycle shares with your entire organization as a whole and how it can be leveraged for success.

Edith Ragland

Consulting Director

McBee

T511: Palliative Care Billing, Documentation & Coding

Educational session will review the Medicare Part B rules that allow for palliative care services to be provided and billed for in various hospice locations. In addition to reviewing the appropriateness of E&M coding for palliative care, Sheryl Houlis will also be going over the Advanced Care Management (ACM), and the Chronic Care Management (CCM) rules that can be incorporated into your palliative program.

Stan Kasmarcak, Principal and Co-founder

Sheryl Houlis, Coding Consultant

Alta Partners, LLC

T512: PDPM and the NEXT BIG Thing

PDPM combined the clinical and financial components of SNF operations and has been the biggest shift in our industry in the past 20 years. This session will explore the first-year impacts of PDPM to arrive at strategic recommendations to optimize outcomes. With a look into the key clinical and operational benchmarks under PDPM and the utilization of valuable PDPM operational tools, attendees will have the means to refine competitive advantage along with metrics to assure long-term viability. In addition, this session will address the importance of teamwork as a means to assure success when changes in the industry arise. Together we will identify the next big thing along with other emerging issues beyond PDPM to redirect our focus and preparation to assure long-term success and sustainability under PDPM and the years to come.

Kim Saylor
VP of Business Development
Concept Rehab

Denise Gadomski
Partner
Plante Moran

Tammy Cassidy
President
T. L. Cassidy & Associates, LLC

T513: Picture This: A Visual Guide to Food Protection

What if you could tour a facility as an observer rather than an employee? What if your job was to take photos of all you see including the good and the bad? What would you learn? What could you teach others? How would this impact food protection in your facility? We've done that many times over and now we want to share our findings with you. Join us for a trip through our food protection photo album. From sanitation and hygiene to best practices and major failures, it's all there.

Kevin Brennan, Principal
Suzanne Hrusch, Principal
334 Consulting Services, LLC

T514: Risky Business

The residents coming into our facilities have more health issues while expectations of care continue to rise. This leads to the number of lawsuits in both skilled and assisted living facilities to grow. Being proactive and knowledgeable in risk management practices such as fall programs, wound care and customer service will enable you to better defend your facility. The session will focus on high risk areas

that affect both negative survey outcomes and law suits, including: Falls Pressure Sores Significant Condition Change Elopement Sepsis Documentation Education

Beth Alford
Nurse Consultant
Mitigation Solution

T515: Rock the Ages

Perspectives are based on what we have experienced in life. Therefore, it can be difficult many times to get everyone 'rowing' in the same direction. Today we have 5 generations in the workforce and they are rowing with the oar they were raised with. As a leader, it is our position to get everyone on board and try new oars. To get them to open their minds and try something they have never tried!

Margaret Tobin, President/Owner
Mary Taylor, Corporate Director Education/Consultant Services
Tobin & Associates, Inc.

T516: The State of the SNF- the Year in Review and What is ahead

With unprecedented change comes unprecedented burden on providers. We are all feeling the weight of overreaching regulations, hospital and managed care relationships as well as new processes to remain solvent within a new payment system. This session will help providers obtain a clearer picture of what matters most and how to most efficiently evolve within new system parameters. Citations per survey have almost doubled in the last 3 survey cycles. Higher expectations with deeper hospital relationships are asking us to admit higher acuity patients. MDS data collection protocols have changed as well as relationships with our therapy providers. 5 Star changes have put us at risk of losing coveted preferred provider agreements with hospitals with one unavoidable event in a facility. We will put all of these items on the table and identify a list of priorities that will guide us to success.

Shane Craycraft
Director of Clinical Services
HCMG

T517: Transitioning from Provider to Customer is a rude awakening

When looking for a place for my mom, I thought that I knew exactly what to look for, how to research the best nursing facilities and memory care, and the right questions to ask. I wholeheartedly believed that my career of clinically operating and owning facilities gave me an exceptional advantage in making choices and providing consistent quality for my mom. My journey transitioning from directing care to delivering care provided a profound awakening with in me, that I could not have imagined. The voice of the family is enormous in delivering patient - centric care. Families are more of a forgiving group then expected, but the question is; should they be? Learn what it's like to own nursing facilities and then to

be a family member with high expectations of care and services. Is it possible to meet all the objectives? The answer is yes, but it takes time, consistency, and a lot of eye opening.

*Pam Reese
Owner of Quality Now, LLC
Quality Now, LLC*

T518: What Do I Do? The Volunteer Called Off

This session is designed to help you have immediate tools to cover the program that the Volunteer was to conduct with a similar type of activity. We all have dealt with a church canceling or a volunteer being sick and can't come in. With the calendar based on our clients' needs and interests, we need to conduct the same type of program. You say, "I am not a preacher," "I can't sing," "I have Care Conference, and my assistant is off today.", "What I do?" You will receive lots of information and activity ideas you can take back with you.

*Linda McNeal-White
Community Life Coordinator
Friendship Village Columbus*

T531: Elder Abuse In and Outside the Facility

As the population of older Americans grows, it's beginning to bring to light an ongoing problem in America: elder abuse. The already-vulnerable demographic is facing a financial crisis, and to add insult to injury, many times it is due to their own children, family members, and caretakers. Elder financial abuse spans a broad spectrum of conduct, and while there's no "one size fits all," it's vital to become adept at understanding, recognizing, and reporting such instances. Whether it's taking money, forging an elder's signature, or even telemarketing scams, having the proper training to combat this exploitation is imperative, especially as professionals stationed at the frontline. Being well-versed in safeguarding to prevent abuse, the Ohio reporting requirements, and applicable laws will help combat this public health crisis. This unique presentation will offer multiple perspectives on the elder abuse topic, making for a dynamic culmination of legal expertise, and healthcare knowledge.

*Sara Costanzo
Shareholder
Weltman, Weinberg & Reis Co., L.P.A.*

*Sylvia Pla-Raith, MA
Director, Elder Justice Unit – Consumer Protection Section
Office of Ohio Attorney General Dave Yost*

*Tracy Hughey, CHC
Compliance Officer
Continuing Healthcare Solutions*

T540: Religious / Halachic Implications of the Ownership, Management or Operation of Long-Term Care Facilities

This class will cover the following: Ownership Structure and Administering Relationship Among Co-Owners (Guaranteed payments to partners, Buy-out arrangements and deferred payments, Use of non-Jewish partner); Landlord / Tenant Relations in the OpCo/PropCo Structure; Financing Relationship and Halachic Implications (Interest on loans from large lender, Rent/interest to REITS, A/R financing and other lines of credit, Vendor payments and delays, Customer billings and deferred payment arrangements); Operation of Facilities (Sabbath and holy day consideration, Sabbath observance, Food service issues / Kashruth related matters, Passover – Chometz, Employee relations); Health Care Decision Making and Implementation of Resident's Desire; Resident and family issues; Billing and Collections (Accuracy, Honesty and integrity, Dina D'Malchusa) and Reporting Considerations (Mesirah).

*Harry Brown, Partner
Benesch Friendlander Coplan Aronoff*

3:15:00 PM - 4:45:00 PM

T519: Acute and Post-Acute Data Sharing to Improve Operations

Transitions of care. Profitability. Quality. Timely data matters. Join a panel of acute and Post-Acute experts in a discussion around one of the hottest topics in healthcare: the timely sharing of accurate information. Recent regulatory changes affecting both acute and post-acute providers will emphasize the 'big push' to make this happen. What can you do to make this happen? Pros and cons? Attend this session to learn how to ease the implementation, reduce burden (and costs), and improve the care for the people we serve each day.

*Thomas Bentley
Deputy CIO
Ohio State University*

*Joyce Miller
Chief Information Officer
Ohio Living*

*Theresa Bell
President and Chief Technology Officer
Kno2*

*Pamela Brancy
Vice President, Clinical Informatics & Transformation & CIO
Western Reserve Hospital*

T520: Aligning Palliative Care Marketing and Quality

The overall goal of this session is to educate providers of palliative care about positioning and marketing their services in ways that improve their own quality metrics while supporting their referrers' quality goals. Palliative care is still widely misunderstood, even among physicians and other referral sources. Research by Center to Advance Palliative Care shows that many physicians don't distinguish between palliative care and hospice care -- contributing to undesirable referral patterns to both service lines. The association with end-of-life care also can be a barrier to patients receiving palliative services as early as they should. This session is geared to helping better define the proper use of palliative care to all audiences, building relationships sooner, and effectively applying palliative care as a major contributor to quality goals of both the provider and referrer.

*Stan Massey, Lead Consultant & Chief Branding Officer
Stephanie Johnston, President & CEO
Transcend Strategy Group*

T521: Alternative Therapies in Dementia Care

Prepare to be immersed in non-traditional dementia therapy techniques. Through an interactive presentation, understand how and when to implement music, art, pet, and aromatherapy to play a significant role in helping persons suffering from multiple forms of dementia. In addition, learn information on dance therapy and healing touch. Join us for an interactive afternoon and leave with tools to use immediately.

*April Suva
Community Outreach Educator & Business Development Specialist
Arden Courts Memory Care Community*

T522: Cocktails & Conversation

Join OHCA's Debbie Jenkins for a guided networking session which will allow providers of services for people with intellectual and/or developmental disabilities to network with their peers while sharing thoughts and concerns regarding various policy initiatives in the DD field. Immediately following DODD's ID/DD Hot Topics session, attendees will have the opportunity to hear different perspectives from both OHCA and other attendees as well as share implementation strategies that have been successful for their organization.

*Debbie Jenkins
Policy Director
Ohio Health Care Association*

T523: Episode Management with a Therapy Component in the New Frontier

All stakeholders have an eye on the new regulations and ideas of how to efficiently deliver high quality care. This seminar will give you a different perspective from a therapist point of view. We will discuss how to manage therapy utilization through episode management include timing of rehab disciplines and an understanding of what therapy can provide to your patients. Home care therapists need to have a unique skill set compared to other settings. We will discuss what skills your therapists need to be competent in to prevent over utilization and under dosing in order to achieve great outcomes efficiently. We will address when and how to transition patients appropriately to community-based care settings i.e.: Outpatient therapy. Having a comprehensive understanding of all of the homecare stakeholders will provide your agencies with a well thought strategy for 2020 and beyond.

Virginia Bowen, Consultant
Laura Balcerak, President
Therapy Strong Consulting, LLC

T524: Falls: Intervention and Prevention

Join us for an engaging and interactive multidisciplinary review of falls. Starting with a brief summary of statistics, types, causes, common interventions, and everyone's role in fall prevention. Using real case studies and an interactive format, attendees will discuss the case and choose options for care options for individuals that have fallen or are at risk of falling. Leave with practical interventions to help your organization reduce and prevent falls.

Vic Ramos
Clinical Pathways Manager
Paragon Rehabilitation

Drew Harmon
Consultant Pharmacist
PCA Pharmacy

Rob Leffler
VP of Clinical Services
PCA Pharmacy

T525: Innovation in Assisted Living - How to Say Yes Instead of No

Join us for an engaging and interactive session regarding successful ways to overcome the challenges of thinking outside of the box for our residents. Attendees will learn of emerging and best practices that have been tested and tried and proven to work with regard to learning how to say yes instead of no. Just when you thought you had heard it all, this session will surprise you with secret weapons that some have used to achieve success in building positive PR through listening to their residents. Join us to hear from actual provider's ways to enhance your resident's quality of life with tools you already have available

Mandy Smith
Regulatory Director
Ohio Health Care Association

T526: Malnutrition, Obesity and PDPM: Are You Maximizing Clinical Outcomes and Revenues?

Two of more of every skilled nursing home residents are at risk for malnutrition related acute/chronic diseases and/or poor food intakes. Conversely, 1 out of every 3 skilled nursing home residents are clinically obese. Shockingly, some of our morbidly obese residents are also malnourished. This session will focus on identifying those at risk for malnutrition and morbid obesity within 24 hours of admission, and implementing immediate and long-term, cost effective nutrition plans of care to improve clinical and survey outcomes while improving resident and family satisfaction and reimbursement opportunities.

Janet McKee
President
Nutritious Lifestyles

T527: Patient Driven Payment Model (PDPM): Managing the Aftermath

Since you are reading this, you must have survived the implementation of PDPM this past October. Now that you have had a minute to catch your breath, it's time to take a closer look at PDPM and ensure that we are coding correctly for each of the five case-mix adjusted components. This session will break down each component and discuss the audit points you should be focusing on. Find out what to audit, how to audit, and why we need to audit. We will also discuss the most common errors providers are making when completing their PDPM assessments. An audit by itself is virtually meaningless. You need to use the audit data you obtain to track and trend your issues. Remember, you cannot know where you are going if you don't know where you have been. Learn how to let your data take you to the next level in PDPM reimbursement.

JENNIFER LEATHERBARROW
Manager of Clinical Consulting
Richter

T528: Professional Grief

Professional caregivers often become close to the individuals they care for. Naturally, when a death occurs, a caregiver experiences grief. While we acknowledge the grief of family and friends, we don't talk much about this grief involved in professional caregiving. The job can be stressful, and unacknowledged grief and loss can build up to add to caregiver burnout. How do you help caregivers (or yourself) when this occurs? Attend this session to learn tips on keeping healthy emotionally. Information will be shared on activities that are realistic to job restraints and time commitments. Leave this session with tools to deal with grief and loss.

Tara Powell
Chaplain
The Good Samaritan Home

T529: Strategies for Improved Outcomes and Financial Success: A Panel Discussion

This interdisciplinary panel discussion focuses on proven clinical practices and tools that promote consistent, positive, patient and financial outcomes. Strong identification skills, systems, and accountability are crucial to success and will be reviewed at length. With recent payment reform and focus on improving outcomes, it is crucial that documentation supports the coding and services provided for the case mix group. We will review key documentation points that must be met in order to withstand medical review. We will discuss proactive structure, education required, processes, and outcomes tracking that engages the entire community including families for positive patient centered outcomes. Audience participation will be encourage through interactive presentation software with polls and questions specifically geared towards CMI development and Quality Measures.

Jeena Anness, Regional Director
Julia Bellucci, Director of Clinical Development
Robin Boyle, Vice President of Operations
Eric Kennerk, Business Development Manager
Premier Therapy

Bonnie Hall, President
Theresa Ketler, Director of Nursing
West View Healthy Living

T530: The SNF Survey and Enforcement Update

In 2019, providers anticipated the release of the SOM Guidance for the Phase 3 Requirements of Participation (RoP) that were scheduled to go into effect on November 28, 2019. However, in addition to the much-anticipated Phase 3 Guidance, CMS proposed to revise the RoPs and issued revised Guidance for other tags. This talk will discuss the new RoPs, revised SOM Guidance, as well as recent Five Star changes, and highlight how those changes are expected to affect providers. The speakers will also discuss expected survey and enforcement changes on the horizon.

Michele Conroy, Attorney
Christopher Tost, Attorney
Rolf Goffman Martin Lang LLP

Wednesday Session Descriptions

7:15:00 AM - 8:15:00 AM

W601: Ethics in Long Term Care

This highly interactive, case-based ethics seminar will begin with an introduction to key strategies for identifying, analyzing and resolving ethical issues as they arise in the clinical setting. We will review some of the most interesting and difficult ethical issues that emerge in the provision of long term care services including concepts of autonomy, family control and professional responsibility. We will concentrate on the ethical implications of disagreement among staff, family and resident surrounding medication management and the refusal of indicated clinical services.

Michael Gillette
President, CEO
Bioethical Services of Virginia, Inc.

W602: Legal Update 2020

Make plans now to start the day with Tom Hess during Legal Update 2020. This session is a must-attend for you to learn about judicial and administrative decisions as well as changes in statutes and administrative rules issued during the past year. Tom will share what happened, why it happened, the result, and safeguards to minimize risk and avoid potential litigation. Information packed 60 minutes to provide you with a great start to 2020.

Tom Hess
Attorney
Dinsmore & Shohl LLP

8:30:00 AM - 10:00:00 AM

W603: Are You Paying Your Employees Properly? FLSA Updates & Compliance

Overtime Exemptions, Fluctuating Workweeks, Independent Contractors, Gig-Workers... there has been a lot of uncertainty and confusion surrounding the Fair Labor Standards Act recently and 2020 is poised to be a year of change for employers. Attending this session will provide attendees with the knowledge of current wage and hour laws, recent changes, and how to comply. One of the most important factors in recruiting and retaining employees is fair compensation, and legal issues regarding wage and hour matters can be extremely detrimental to employers. Knowing current laws and being proactive in making compensation adjustments can be crucial in limiting liability and ensuring morale. This presentation will provide wage and hour best practices, as well as realistic scenarios that can be applied

to various segments within the health care industry so that employers will be informed and wage compliant.

Samuel Lillard
Attorney, Partner with Fisher Phillips
Fisher Phillips

W604: Compassionate Touch®- A Practical Approach to Ease Behavioral Expressions

Compassionate Touch® is an evidence-informed, proactive approach of skilled touch that helps prevent behavioral expressions in people with dementia, while, at the same time, reducing job stress in care-partners. In this session, you will learn why skilled touch is good "medicine" in dementia care; how touch strengthens care-partner relationships; why and how "just-in-time" training methods are used; two Compassionate Touch® techniques; the clinical impact of skilled touch on behavior, pain and anxiety; and case examples of integration in existing eldercare communities. The experiential focus of the session makes the knowledge "come alive" and attendees leave with a skill that can immediately be applied as a new tool. Data from the current Civil Monetary Penalty Grant funded Compassionate Touch® project operating in Ohio and other states will be presented.

Kathy Dreyer
Director of Strategic Projects
AGE-u-cate Training Institute

W605: Impact of Personal Value on Serving Individuals with Intellectual Disabilities

Dr. Gillette presents on numerous topics for geriatric/LTC and ID/DD providers.

Michael Gillette
President, CEO
Bioethical Services of Virginia, Inc.

W606: Improving Population Health through Nutrition

A goal of population health management is to improve care with a focus on reducing Chronic Conditions. Nutrition plays a key role in health management is closely related chronic conditions. The challenge is that malnutrition is common in older adults often suffering from chronic conditions, the older population is growing and food insecurity is becoming a bigger issue for the elderly despite income level. This session will help understand ways we can use food as medicine and a solution to help combat chronic disease and malnutrition.

Tiffany Nabozny
Non Commercial Business Solutions Specialist
Gordon Food Service

W607: LSC Happens – Documenting for Success

Life Safety Code requires facilities to complete rigorous inspection, testing and maintenance (ITM) for the many features of fire and safety protection. Using real life examples and survey scenarios, the session will explore how the code is applied; discuss code changes and increased ITM requirements; and review common violations. Understand practical applications of the Life Safety Code and learn from Life Safety expert on what to prepare for during survey. This session will examine the ITM expected and an overview of the expected documentation for survey success.

Kenneth Daily

*Life Safety and Emergency Preparedness Specialist
Elder Care Systems Group*

W608: NAHC Legislative Update

William Dombi

*President
National Association for Home Care and Hospice (NAHC)*

W609: Positive Outcomes of Nursing and Therapy Collaboration

Establishing Nursing/Therapy Collaborative Meeting to review patients who are at risk for falls or who have fallen Understanding and identifying who is at risk for Falls and measuring these risks/deficits Collaborative implementation of treatment and prevention strategies for Falls Extrapolate protocols to address other issues such as skin breakdown, choking risks, etc. Participants will be able to develop a plan of action to increase communication throughout facility to benefits residents care and quality of life. Participants will have tools to promote better outcomes for all long term and short term patients. Participants will have the ability to create specialized meetings based on resident goals. Participants will be able to select reports that accurately measure targeted outcomes in order to determine progress made toward identified goals. -

Natalie Bellardo, Regional Director of Operation

*Teresa Francisco, Clinical Education Specialist
HCF Management Inc.*

Sara Bender, Director of Education and Clinical Services

*Michael Scharrer, Regional Case Mix Specialist
EncompassCare*

W610: PDPM Benchmarks & provider success in starting an in-house therapy program

We will start our session by sharing the most current benchmarks available under the new Patient Driven Payment Model (PDPM) for Medicare reimbursement. These benchmarks are designed to be practical and relevant benchmarks to providers located in Ohio. A provider will share their operational

best practices that have positioned them for success under PDPM. In addition, we will discuss the unexpected hurdles and necessary adjustments made in the early implementation of PDPM. Understanding that there has been a significant focus on changes in therapy delivery under PDPM we will share a financial model to use in evaluating whether to consider an in-house therapy program. We will share unexpected financial considerations for providers as part of an in-house therapy program. We will share the provider's perspective on how to manage a successful in-house therapy program. This will include start-up considerations through handling successful compliance reviews. The provider will share their current therapy staffing model and explain how to make adjustments to therapy staffing.

Denise Gadomski

Partner

Plante Moran

John Muller

Chief Operating Officer

Carespring Healthcare Management

W611: Put a Team on It: Target New Post Acute Business

Business and revenue growth is available to your team through the use of competitive and strategic data, not just clinical data. Wouldn't it be great to own your marketplace on an ongoing basis, in network or out? Business partner and revenue growth is available to your team through the mining of the data that matters to reach professional referrals and consumers directly. Every Post Acute Organization has a tremendous amount of your existing information that can be analyzed and utilized to develop new avenues of business, and great consumer awareness. With expertise in simple, yet under-utilized outreach as your focus, you can influence and own your market even before the consumer needs you.

Clint Maun

President and Senior Partner

Maun-Lemke Speaking and Consulting LLC

W612: Survival of the Fittest: Evolution of Post-Acute Care is Essential

Efficient, high-quality clinical care. Outcomes & key performance measures. Your community's viability & growth. To assure these desired results, it has never been more important for PAC providers to be nimble and willing to strategically redesign their community's approach to care delivery. Join a panel of your peers from Ohman Family Living and Strategy Consultants from HealthPRO Heritage who will share best practices and industry insights related to evolving/transforming your day-to-day operations (as well as your long range plans) to assure success for 2020 and beyond.

Joshua Wallace, Vice President of Growth Strategies

Kurt Ingersoll, Vice President of Operations

Ohman Family Living

Kristy Yoskey
Senior Vice President of Clinical Strategies
HealthPRO Heritage

W613: The Importance of proper discharge planning

Why is an effective discharge plan so important to a patient's recovery? Effective discharge planning can decrease the chances of a patient getting readmitted to the hospital. According to the CDC, 50% of Medicare patients get readmitted back into a hospital setting within 30 days of discharge for various reasons, but mainly due to medication non-adherence and a lack of a strong discharge plan. Research found that patients with low medication adherence had readmission rates of 20%, while patients with high adherence had readmission rates of 9.3%. Readmissions widely affect many entities in the healthcare field, listed below the patient's well-being is at risk. Hospital resources financing agency, whether it's Medicare, private insurance, or a patient's funds. On the other hand, research has shown that excellent planning and suitable follow-up can improve patients' health, reduce readmissions, and decrease healthcare costs. Tools to an effective discharge plan medication reconciliation patient education confirm the receiving environment's ability for patients needs provide durable medical equipment needed to provide resources for information and an escalation process follow up to ensure patient adherence and provide support care. Give your patients the best chance of staying home after discharge. There are many key players in an effective discharge plan that start with a physician assessing a patient's ability to discharge, but also the plan is then carried on by nurses, social workers, caretakers, pharmacies and facilities (ALF or SNF). All members play a pivotal role in ensuring a patient's successful recovery. This topic will address all roles and responsibilities to achieve a goal of proper discharge and a better healthy goal for our patients.

Jouliana Farag
Innovation project manager
Pharmscript Pharmacy

W614: Unlocking Medicaid Revenue: Keys to Medicaid Eligibility

Is your facility struggling to assist residents applying for Medicaid? Is your facility losing money each month because of the complexities of the Medicaid application, verification, and/or renewal process? Are you being stonewalled by an uncooperative spouse? Do you feel like you're stuck providing for residents without a fee simply because there's no one to assist you with verifications? If you've answered YES to any of these or similar questions, then this presentation is for you. Unfortunately, the Medicaid application, verification, and/or renewal processes can be complex and overwhelming. Additionally, Medicaid has no obligation to assist you or your residents with many of these issues. On top of that, even when you think you've done everything right, you might still find yourself battling through a denial as a result of an oversight or negligence. This presentation will be an open dialogue between the presenters and the audience, focusing on some of the most common frustrations that facilities face in assisting residents through the Medicaid application, verification, and/or redetermination process. The presenters will discuss common hurdles faced by facilities and residents -

like how to assist incompetent residents who lack family/support - and will engage in an open dialogue with the audience about these topics. Bring your questions and be part of the solution!

David Brown, Partner

W. Cory Phillips, Partner

Rolf Goffman Martin Lang LLP

W615: Valuable Referral Marketing Strategies

The senior living market remains over-saturated. Marketers continue to be challenged with creating Marketing Plans that generate referrals from professional referral sources. This session will allow participants to gain a better understanding of the benefits of developing connections and relationships with individuals to increase the potential of receiving referrals. Referral sources connect with people they know and trust. Driving referral sources to your events increases the potential of developing relationships with professionals by getting to know each other through personal interactions and allowing you to connect on a different level with the individuals who have potential to refer to you. We all connect with people in different ways. There will be opportunity to share ideas of marketing events which you have held in your facility that have been well attended. You will return to your facility with some new ideas for marketing events that will attract your professional referral sources to your facility in order to build stronger relationships which will result in an increase in referrals which will ultimately have a positive impact on your census.

Bryan Davenport

Executive Director

Harbor Retirement Associates

10:15:00 AM - 11:45:00 AM

W616: General Session & Scholarship Presentation

Our 2020 Scholarship Ceremony celebrates our scholarship winners from across the state of Ohio - 60 individuals who will be receiving \$164,000 in educational scholarships along with a host of other long term care professionals who will be awarded certification scholarships. The EFOHCA Scholarship program awards \$2,000, \$4,000, \$8,000 and \$12,000 educational scholarships along with matching dollars for certifications to dedicated OHCA member employees. Join us as we celebrate the future of our profession with our 2020 recipients. These men and women are taking the next step in their careers to ensure continued quality care for those we serve. Also, during this grand event, Brett Culp will join us to share "Superhero Leadership - How Everyday People Can Have an Extraordinary Impact" Leadership starts with the ability to look at every challenge---and even at mundane tasks---as an opportunity to make a positive impact. Brett Culp shares powerful stories from his filmmaking adventures of ordinary people who have accomplished extraordinary things. He demonstrates that everyone has the opportunity and capacity to embrace leadership. By learning to see themselves as leaders contributing to a noble, shared vision, attendees will feel empowered to bring greater confidence and enthusiasm to their everyday tasks. This shift in perspective ignites the heroic spirit in

audiences, equipping them to bring the truest, most powerful view of themselves to every aspect of their work and life.

Brett Culp
Filmmaker
Speakers Unlimited

2:00:00 PM - 5:15:00 PM

W617: QRP? Five-Star? Quality Measures? How in the World Do We Keep All This Straight?

Is your facility confident that you know the in's and out's of these critical CMS programs? Each program offers facility staff a way to tell the journey of their residents. They also indicate quality, and they have financial penalties and consumer decision making tied to them. However, these programs don't make it easy to show that true picture of your facility or organization. In this session, we will tackle the strategies needed to be successful with these complex programs and show the quality journey of your residents.

Scott Heichel
Director of Clinical Reimbursement
LeaderStat

2:00:00 PM - 3:30:00 PM

W618: Arts-based intergenerational programming: Connecting people living with dementia with students

Do you want to learn how to engage volunteers and people with dementia in meaningful collaborations? Many high school and college students want to give back to their communities and are looking for opportunities to spend volunteering time with older adults outside of their own families. How do you find them? What do you do with them? What happens in these intergenerational encounters? Tapping into over a decade of experience implementing an evidence-based intergenerational art-making program for people living with dementia, the presenters will share concepts in a lively and practical manner.

Elizabeth Lokon, Founder & Director of Opening Minds through Art (OMA)
Meghan Young, Research Associate
Scripps Gerontology Center at Miami University

W619: Conducting Investigations and Creating a Culture of Psychological Safety

We're all aware of the prevalence of workplace harassment, but did you know that workplace harassment is a form of bullying? Attend this session to learn methods to investigate incidents,

eliminate bullying and harassment, and create a psychologically safe workplace for all employees. This presentation will include the steps of how to effectively investigate an employee's claim, as well as best practices for building a workplace that avoids harassment, encourages bystander intervention, and creates a positive work culture. In addition to being able to conduct an effective investigation, HR, Managers, and Supervisors will be able to use these strategies to train employees to create a workplace that values respect and is free of all bullying.

Mathew Parker
Partner
Fisher Phillips

W620: First Do No Harm: Managing High Risk Drugs in the Assisted Living Setting

Safe and effective geriatric medication management involves much more than simply administering "what the doctor ordered". Drugs used to treat both chronic and acute conditions in the elderly provide powerful benefits but also carry significant risk. Assisted living providers have an obligation to partner with the resident, their surrogate decision makers, the prescriber, and pharmacy staff to identify and minimize those risks. This presentation, through the use of case studies and group discussion, will examine classes of drugs that are considered high risk when administered to the elderly. Emphasis will be placed on drug classes undergoing current scrutiny such as antibiotics, psychotropic, and opioids. Clinical and operational interventions designed to promote safe medication management will be outlined. Lastly, a resident-centered approach to managing high risk drugs in the assisted living setting will be emphasized.

William Vaughan
Vice President, Education and Clinical Affairs
Remedi SeniorCare

W621: How to Improve Your Customer Service

Customer Service plays an important role in your operation, resident's happiness, health, your survey results, reputation, census, profit/loss, staff retention, family, residents and staff satisfaction survey and much more. This powerful presentation specially developed for Nursing Home and Assisted Living customers. During this presentation real life facts and examples will energize the audience to raise the standards of customer service in their communities. Learn from a nationally recognized speaker, step by step how to give the best possible customers service to your residents, family members and staff. Easy to implement, practical examples of dining service and activities will also be given to the audience on how to keep residents as happy and as healthy as possible. After this presentation audiences will be eager to raise the standards of Customer Service and know how to motivate their staff to provide the best possible customer service to their residents in Nursing Home and Assisted Livings. Audience will know who their customers are.

Eric Haider
CEO / President

PCC Inc.

W622: ICFs-IID/Waiver Update...What is your game plan for success? – Part 1

This session will explore the most current information available to ensure you have a game plan for success under the new ICF reimbursement methodology. We will analyze the outcomes of system reform and discuss the Department's continuing progress relative to rebalancing initiatives. We will explore Ohio's future implementation of a new Quality Incentive Payment program for ICFs, highlight the new Multi-System Youth program as well as discuss capital and downsizing opportunities. We will discuss EVV implementation for applicable waiver services and examine HCBS options given current and future rebalancing initiatives, including those for HPC, OSOC, Day Array and Employment Services.

Rosemary Orlando

Ryan Kramer

HW&Co.

W623: Revenue Cycle Operational Efficiency Round Table Discussion

The roundtable will focus on industry best practices to improve Revenue Cycle operational efficiency. The conversation will cover different ways to adapt to the new Patient Driven Payment Model (PDPM), patient collection strategies, and streamlining the posting and reconciliation processes to reduce cost and improve revenue collection resulting in increased profits. The roundtable will cover how changes at the beginning of the revenue cycle drastically improves the collection and reconciliation processes. Ways to ensure proper reimbursement under the new Patient Driven Payment Model (PDPM). Tools for patients to use that more easily collect their financial responsibility. The ability to easily explain the patient bill and multiple channels to collect dollars and data. Comprehensive receivable solutions that automate the posting and reconciliation processes. The ability to reduce labor and capture every dollar you are due.

Denise Gadomski

Partner

Plante Moran

Vincent Marzula

Senior Vice President, Healthcare Segment Manager

Huntington Bank

Tom Kile

Assistant Treasurer

HCR ManorCare/ ProMedica

Todd Ritzler

Senior Vice President, Treasury Management Sales Officer

Huntington Bank

W624: Understanding Young Coworkers: Recruiting Successful Relationships

Aging Services organizations of today and the future must learn how to successfully utilize younger coworkers in management positions. As this important resource is hired and retained, healthcare professionals must implement success strategies to produce collaborative efforts which ultimately benefit our customers. To hire, keep and develop young talent into management positions, leadership must understand their lifestyle preferences and the driving forces in their lives. "Understanding Young Coworkers: Recruiting Successful Relationships: gives providers insight into young worker's wants and needs with strategies, tips and techniques for how to attract them and keep them. (93 words) Clint will present 40 strategies and preferences in regards to working with millennials. These include: Rather than tell them what steps to take to solve a problem, allow them to brainstorm with you to generate ideas. They like to work in teams, so teaming and the ability to bond with others is a core work ethic. They like increased intellectual stimulation. If you keep them in a rut (doing the same thing day in and day out), they quickly get bored. Excited by contests, incentives and prizes. They want managers to do more than manage, they need to work alongside the employees doing the daily activities.

Clint Maun
President and Senior Partner
Maun-Lemke Speaking and Consulting LLC

2:15:00 PM - 3:15:00 PM

W625: An Administrators Guide to Demystifying the Dietary Department

F-812 Food Sanitation remains one of the top survey citations around the state. Health care regulations, challenging staffing and adhering to food codes are big issues facing operators in Long Term Care. Administrators are playing a bigger role in effectively helping to manage the dietary department. Learn how as an administrator you can provide effective oversight and management of your team in avoiding missteps that lead to citations.

Yolanda Scott
Lead Dietitian
Foundations Health Solutions

W626: Beyond the Job Board - 8 Strategies to Attract More Candidates

If you want great candidates to walk through the doors of your organization, ignite your recruitment efforts with creative strategies that go beyond job boards. Posting your organization's jobs to an online job board is certainly the easiest way to promote an opening but doesn't always bring in qualified candidates or passive candidates (those not actively looking for a new job but open to the possibility of a change). In this session, learn tried and true stand-out strategies that will help your organization spread

your recruiting message to attract quality talent and gain a significant competitive advantage. Attendees will also have the opportunity to discuss additional recruitment ideas with their peers.

*Kendra Nicastro
Director of Business Development
LeaderStat*

W627: Decreasing Behaviors in Dementia

Individuals with dementia benefit from encouragement and prolonging their ability to function both mentally and physically. When we encounter behaviors, we often turn to medication to manage those behaviors. Medications may decrease the ability to speak, walk, function, swallow and breathe. Medication is not the only tool in our toolbox. We can use Validation, Music, diversion, and other means to affect the changes we want to see, and to improve the quality of life for individuals living with dementia.

*Jean Wendland Porter
Regional Director of Therapy Operations
Diversified Health Partners*

W628: Drowning in Data? Stay Afloat!

This session will explore the overwhelming array of financial and operational data available to nursing center providers. Attendees will learn what data is available to them, from both their internal systems and publically available sources, and how it can be leveraged to improve reimbursement, operations, and finances. The session will also discuss current trends in long-term care, including Five Star, PBJ, reimbursement and managed care, and will explore how data is used by third-party payors, including Medicare, Medicaid and managed care companies, to inform policy and reimbursement decisions.

*Steve Anderson
Principal
HW&Co*

W629: NAHC Home Care Regulatory Update

This session will cover details on the status of the home health Patient Driven Groupings Model (PDGM), industry concerns over therapy utilization, updates to the OASIS forthcoming with calendar year 2021, an update on the quality reporting program and other recent developments

*Katie Wehri
Director Home Care and Hospice Regulatory Affairs
National Association for Home Care and Hospice (NAHC)*

W630: Leadership Ethics and Moral Management

This highly interactive session will provide an introduction to leadership and business ethics issues. After discussing basic concepts of leadership ethics, and reviewing the most common sources of ethical confusion, we will review strategies for creating an organizational environment of ethics.

Michael Gillette
President, CEO
Bioethical Services of Virginia, Inc.

W631: Legal Updates: Survey Enforcement & Compliance

To provide information and potential action items regarding survey and certification protocol and requirements, including recent changes related to requirements of participation and new PDPM reimbursement system. CMS and multiple state agencies frequently re-adjust their focus regarding procedures and processes for surveys. Periodic CMS releases change the interpretation of existing regulations and understanding the changes results in positive outcomes for facilities. Changes in the regulatory focus and the reflecting changes in the operational processes for skilled nursing facilities require knowledgeable managers and leaders.

Janet Feldkamp
Partner
Benesch

W632: New (law)Suit? Avoid losing your shirt through better documentation

Everyone is worried about being sued and the threat is real. Documentation is vitally important. But what types of documentation can help protect you? This session will identify good documentation practices and how they can be used as a defense in a lawsuit. Documentation guidelines to be used in specific areas such as incident reports, physician communication, and medication administration will be reviewed. Opportunities to review and critique documentation samples will be provided.

Amy Snetsky
Senior Risk Management Consultant
The Hanover Insurance Group

W633: Productivity and RN Turnover: Tipping the Balance of Cost and Engagement

How much is too much when it comes to productivity expectations, and more importantly, why? Within today's workforce constriction, home health and hospice clinicians face high pressure to meet productivity expectations. Absent specific training and focused supports, productivity pressure can increase RN turnover and costs, suppressing revenue, negatively impacting quality and making staffing issues worse. A year's worth of data will illustrate the tipping point seen between visits per day and voluntary turnover. We will dig deep into the underpinnings of clinician productivity, sharing best

practice capacity management techniques aimed to serve the needs of our patients, our clinicians and top notch financial performance.

Cindy Campbell
Director Operational Consulting
Fazzi Associates, LLC

W634: The 4 C's: Competency, Care, Confidence and Compliance. What do they have in common?

Are you looking to improve resident care and minimize the risk of adverse events? Would you like to improve the confidence of your individual staff members, leadership team, residents, and families in providing care? Is there a way to develop and implement strategies to reduce complaint surveys and deficiencies? We believe that the development and implementation of a dynamic and robust staff education program that includes training and competencies is the solution.

Andee Koczak, Clinical and Operational Specialist
Teresa Remy, Director of Consulting Services
LeaderStat

W635: The Dynamic Duo--Optimizing QAPI with the CDM and RDNEmbrace

* How valuable the partnership of the RDN/CDM can be. * Improvement of survey outcomes by utilizing the skill sets of both members of the team to work together for a common good. * Tear down the wall of clinical versus foodservice and the typical stereotype that exists. * QAPI is a measurable and achievable goal that both parties can work together. * Review CMS rules and the new wave of the future.

Mary Halloran
Chief Clinical Supervisor
Nutritious Lifestyles

3:45:00 PM - 4:45:00 PM

W636: Activities Critical Element Pathways

The purpose of this session is to know how to use the Activity Critical Pathways to make certain that they are meeting all of the mental, physical, and psychosocial well-being of each resident. Making sure that the resident is involved independently, in group settings or individual settings to be able to interact in the community. Session will focus also on how to use the Activity Critical Pathways as a tool for QAPI. Session will cover not just the activity tags F679 and F680 but also the other F-tags that relate to activities or where activities are mentioned in them.

*Linda McNeal-White
Community Life Coordinator
Friendship Village Columbus*

W637: Defining Quality, Creativity and Culture through Competition - Last Tray Standing

Focusing on quality outcomes, session will showcase how a "Chopped" based culinary competition can bring together a multi-unit provider to create a culture of creativity and teamwork. Highlights will detail overcoming logistical obstacles involved in coordinating an event comprising 55 facilities as well as Impact on Marketing. "The Last Tray Standing" culinary competition provides Owners/Operators a chance to see the talents of their Dining Services teams on display in an atmosphere where teamwork and split second decision making is critical. Teams take the experience back to their facility and incorporate new ideas immediately. Session will reflect on the challenges of pulling off an event of this magnitude; i.e. "How do we get X amount of facilities spread out all over the state to participate", and "How to overcome the potential obstacles that are bound to arise". Session will touch on all key areas from planning to implementation that Owner/Operators are bound to ask including: Why is this needed? How will this affect day to day operations? What is there to gain? What is the investment and will we realize any ROI? Come prepared to hear recollections of the planning, implementation and final celebration that ensured the success of the event for many years to come. There will also be a "Taste of the Champions" sample that will be handed out at the end of the session to all participants.

*Pamela Mink, Director of Nutrition and Dining Services
Michael Roberts, Corporate Executive Chef
Foundations Health Solutions*

W638: Home Health Leadership: Navigating the Next Wave of Industry Change

While PDGM is top of mind as a new payment system, the reality is that even more change is on the way for our industry. Strategic leaders must be preparing for the Unified PAC PPS, accelerating value based payment initiatives, risk based contracting, review choice demonstration and pre-claim review and meaningful participation in population health initiatives. While it may sound daunting, the good news is that preparing operations and clinical modeling for success under PDGM also will prepare you for these additional, future challenges. This presentation provides both an easy to understand explanation of the big strategic picture of our industry as well as concrete, digestible and actionable strategies to help your agency succeed under PDGM and beyond.

*Cindy Campbell
Director Operational Consulting
Fazzi Associates, LLC*

W639: NAHC Hospice Regulatory Update

This session will provide an update on key hospice regulatory and policy issues, including: hospice payment issues (including rebasing of payment rates), Office of the Inspector General (OIG) examination

of hospice survey performance, issues related to inclusion of hospice under Medicare Advantage (MA), and other recent developments. (Please attend Session 202 for information on the new election statement and addendum requirements, and an update on the quality reporting program.

Katie Wehri

Director Home Care and Hospice Regulatory Affairs

National Association for Home Care and Hospice (NAHC)

W640: ICFs-IID/Waiver Update...What is your game plan for success? – Part 2

This session will explore the most current information available to ensure you have a game plan for success under the new ICF reimbursement methodology. We will analyze the outcomes of system reform and discuss the Department's continuing progress relative to rebalancing initiatives. We will explore Ohio's future implementation of a new Quality Incentive Payment program for ICFs, highlight the new Multi-System Youth program as well as discuss capital and downsizing opportunities. We will discuss EVV implementation for applicable waiver services and examine HCBS options given current and future rebalancing initiatives, including those for HPC, OSOC, Day Array and Employment Services.

Rosemary Orlando

Ryan Kramer

HW&Co.

W641: Nutrition: How is it impacting PDPM?

Is your facility maximizing PDPM reimbursement? This session will review the many ways in which nutrition impacts your bottom line. This interactive session will discuss the proper coding and documentation of Swallowing Disorders, Mechanically Altered diets, Nutrition related diagnoses and comorbidities, and Parenteral/Enteral Feeding. In assessing the overall needs of a resident, the impact of nutrition related services on reimbursement can be seen in the following categories: SLP Needs, Nursing Needs, and Non-Therapy (NTA) Needs. This session will outline nutrition related facility processes that should be in place to assure maximum reimbursement.

Heidi McCoy

Chief Business Development Officer

Melissa Baumbach

Director of Client Services

Dietary Solutions

W642: Practical Strategies for Effective SNF Compliance & Ethics Programs

Nursing facilities are now obligated under their Requirements of Participation to have in place a compliance and ethics program that is effective at preventing and detecting criminal, civil, and administrative violations. While most nursing facilities likely have a program that meets the minimum

elements of the Requirements of Participation, creating a truly effective compliance program is a bit more difficult. The goal of this session is to use real-life examples to educate participants on how their compliance program can be used effectively to deter conduct, identify violations, and respond and correct issues when they occur. We will discuss key risk areas for nursing facility compliance and review how organizations should conduct their own risk assessments in developing their programs. We will review strategies for creating a compliance culture throughout an organization. And we will identify steps to appropriately respond to violations when they occur, whether they are discovered internally or by government investigation. This session is unique in that we will provide the information from both a legal and a practical perspective, and we will offer insights using stories to encourage audience participation and interactive learning.

Anna Moorehead
Chief Integrity Officer
Foundations Health Solutions

Jacqueline Anderson
Partner
Rolf Goffman Martin Lang LLP

W643: Psychiatric Care in LTC: Improving quality while meeting guidelines

The focus of this session is to discuss current guidelines surrounding psychiatric care in LTC facilities and the areas often overlooked or missed that is likely to cause issues with compliance. Case presentations will be given highlighting these areas. In addition, we will discuss tools to help facilitate compliance and how to improve the relationship with the psychiatric provider.

Cassandra Skul
Psychiatric Mental Health Nurse Practitioner
Viaquest Psychiatric & Behavioral Solutions

W645: Solutions for Staffing Shortage

Staffing shortage is a growing problem in our country. How to solve staffing problems, eliminate staff vacancy and have more staff than you need in your nursing home and assisted living. Nationally recognized speaker will share, step by step, result oriented, proven, practical and easy to implement systems, on how to improve staff retention and hire good staff fast by using my innovative, unique techniques with amazing results in every nursing homes and assisted livings. Build a winning team, so they will do a good job, and stay with you for a long time. Uniqueness of Session: After implementing these easy to implement methods in several nursing homes and assisted livings from a small town community to a big city community, results are amazing. All communities have eliminated all staff vacancies in 6 to 8 weeks. These proven and practical, methods have shown a 100 % consistent positive results in every nursing home and assisted living. Data, results and graphs will be shared with audience.

Eric Haider

*CEO / President
PCC Inc.*

W646: Top Reasons Assisted Living Facilities are Sued

As Assisted Living communities are faced with increasing risk of litigation they are more likely to experience a negative regulatory, reputational and/or financial impact associated with these claims. Common claims related clinical areas in Assisted Living include falls and pressure injuries and are often more costly than in skilled nursing and independent living. This session will review current litigation trends in Assisted Living, provide insight and best risk management practices related to common high risk clinical areas and discuss the role of marketing in reducing your risk for litigation.

*Kimberly Robson
Vice President Risk Management Solutions
AssuredPartners/Sr Living Claims Team*

*Peggy Morrison
Sr. Risk Manager/Business Development Director
AssuredPartners/Risk Management Solutions*

*Kristy James
Sr. Claims Representative – Senior Living Risk Solutions
AssuredPartners, Inc.*

W647: The Changing Face of Addiction

Given that we are in the midst of what is being called an "opiate" crisis, in reality we are actually dealing with more of a polysubstance addiction crisis, with Opiates causing the most lethality therefore getting the most emphasis. This presentation Reviews that concept that all addiction is a disease and that once it develops need to be treated as such. Many of the strategies to combat this current crisis are aimed at death prevention, not necessarily on treatment of the disease process. It also focuses on arming healthcare providers with tools to identify and intervene when an addiction is suspected with a patient, family member or co-worker.

*Barbara Shoup
Director of Clinical Operations
Ascension Brighton Center for Recovery*

Thursday Session Descriptions

7:30:00 AM - 8:30:00 AM

R700: Coffee House Chat

Back by popular demand! Come participate in the fourth annual Coffee House Chat. This session is for our early risers and full of information that will be well worth the extra early alarm. Don't worry, we'll have coffee available so get ready for some great information. Join us to hear brief updates on the key policy and rule changes coming this summer and fall, and have the opportunity to ask questions in a casual and relaxed format.

R701: Thriving Under Pressure

Stress is a fact of life. There is no way to escape it. But you can learn to use stress to your advantage. In this session, you will learn to harness the energy provided by the stressful situation and turn it into solutions that will lower your anxiety. At the beginning of this workshop, you will list the three most stressful situations you face. By the end of it, you will design solutions to those problems that will lower your anxiety and help you become more effective.

Lisa White
Leadership Consultant
Integrated Leadership Systems

8:45:00 AM - 12:15:00 PM

R702: PDPM: What We've Learned- Insight into Successful Providers from the first 6 months of PDPM

In this interactive, 3-hour deep dive intensive session, our expert panel will share insight on information gathered from the first 6-months of PDPM with a focus on lessons learned and operational best practices derived from the experiences of providers achieving successful outcomes. Impact information gathered from PDPM audits since PDPM implementation will be shared with a discussion on common missed opportunities and strategies for providers to achieve success in these areas. The session will include interactive group case studies to facilitate participants to identify missed opportunities and develop priority actions to improve problem areas.

Amie Martin, President
Shelly Maffia, Director of Regulatory Services
Eleisha Wilkes, Clinical Consultant
Stacy Baker, Director of Audit Services
Proactive Medical Review

8:45:00 AM - 10:15:00 AM

R703: An Organizational Approach to Person-Centered Care for People Living with Dementia

This session will identify and discuss enhanced, person-centered programming for people living with dementia. Program discussion will include focus areas such as a review of current person-centered trends and research. Methods for engaging staff at all levels in participating in person-centered care and creating the adaptations that are needed for success will be discussed. Person-centered experts will share specific strategies for integrating enhanced, person-centered care across a senior living organization with multiple, unique sites. Positive outcomes for individuals living with dementia, their families, organizational staff and the organization as a whole will be illustrated. A basic method for implementing a next level person-centered care program in other organizations will be highlighted.

Amy Kotterman
Director, Hospitality Services
United Church Homes

Tena Alonzo
Program Director
Beatitudes Campus

Jeremy Lemon
Administrator
Trinity Community at Fairborn

R704: Assisted Living Census Strategies for 2020: Low Cost/High Impact

With more housing and health care choices, shorter lengths of stay and over saturated markets, assisted living communities are facing increased occupancy challenges that directly impact the bottom line. Join Linda for an encore of the program shared at the 2019 Assisted Living Summit as she reveals innovative and cost-effective strategies that will foster and sustain your census goals. This fast-paced interactive program is a must-attend workshop for assisted living leaders that take ownership of their census and overall results!

Linda Saunders
Founder/President
Censusolutions

R705: Disrupt Census Dips

One of the major challenges plaguing post-acute care providers today is census. Although we are starting to notice an upward trend across the nation, there are still many open beds which negatively impacts your revenue. In this informative session you will learn how to tap new referral sources as well

as secure your current networks by positioning yourself as an attractive partner. You'll gain valuable insights into marketing specifically to the unique needs of the growing population of Baby-Boomers. And learn best practices for enhancing your digital presence.

Caryn Enderle, Director of Business Development

Morgan Bayer, Brand Strategy Manager

Concept Rehab

R706: Educating Families to Choose Your Care over Competitors

The overall goal of this session is to teach hospice providers keys to making their brand more distinctive and relevant than their competitors, attracting families to choose their agency of care. Surveys of more than 18,000 family healthcare decision makers (adults age 45+, skewed toward women) have documented a lack of knowledge and misperceptions about hospice care, as well as a very generic view of hospice providers. Many consumers don't know multiple providers exist or that they have a choice in which providers care for themselves or a loved one. This session shares insights and best practices to overcome these barriers and create a preference for the participant's brand, leading to increased ADC, LOS and revenue.

Stan Massey

Lead Consultant & Chief Branding Officer

Transcend Strategy Group

R707: Immediate Jeopardy - Recent Changes and Plan of Removal Keys

CMS recently revised surveyor guidance for assessing Immediate Jeopardy. Session will review the CMS changes that went into effect and their impact your next survey, including recognizing and citing psychosocial harm for IJ concerns. CMS directs that IJ situations be resolved as quickly as possible. Key steps to implement your Plan of Removal will be discussed. During the course, we will discuss real time situations which have occurred in long term care settings. Discussion will include how these situations quickly turned into an IJ situation, and the steps that were taken to abate the IJ. We will also discuss how good immediate situation management helped avoid an IJ citation all together.

Heather Adcock

Gables Administrator

Memorial Health

Sean Fahey

Attorney

Hall Render Killian Heath & Lyman

R708: Palmetto GBA Review Choice Demonstration

Palmetto GBA will review the progress of Review Choice Demonstration Round 1 through the affirmation process and discuss upcoming selection options for Round 2 for providers which reach the 90% affirmation rate. Palmetto GBA will also discuss strategies for successful affirmation and examples of common issues experienced by Ohio Providers, as well as provide a brief update on PDGM implementation

Charles Canaan
Senior Provider Education Consultant
Palmetto GBA

R709: Quality improvement in the long term care dining experience

Showcasing cost-containment for dietary through a hands on demonstration with a five star chef. Participants will experience a sampling of meal preparation using facility standard ingredients with introduction of unique utensils and demonstrations of garnishing foods to elevate the physical presentation of a meal and enhancing the level of quality improving the overall meal, allowing residents to look forward to a special treat every day. This presentation will demonstrate the quality and cost delivery of the dining experience in the long term care industry.

Michael Greenfield
CEO
Prime Source GPO

R710: Quality Measures: How to Improve Your Results

The Centers for Medicare and Medicaid Services has outlined both short term and long term quality measures. Results are becoming increasingly scrutinized and important. Nursing Home Compare freely publishes the results to the public. Additionally, referral sources and payors have become familiar with and pass judgement about a facility based on their quality measures. This expert panel will explain each measure and provide practical solutions to improve your results. The solutions will include how you can use your therapy department to implement processes for success. Attendees will be armed with a list of actionable items to improve their quality measures.

Mark Raseta, Director
Jason Musni, Director
Tonya Moore, Director
Christine Blasiolo, Director
Lynne Bailey, Director
Luke Kontras, Director
Absolute Rehabilitation

R711: Rights, Restriction and Restoration

Many people with disabilities, particularly those who receive full life services, require behavior supports at some point in their lives. As providers it is our responsibility to ensure that before a rights modification is used, we have exhausted every other possibility, modifications are time limited and agreed to by the person receiving services. The Behavior Management and Human Rights Committees are key, not only to creative behavior supports more likely to result in better lives for people receiving services, but to guaranteeing that any rights restrictions are a last resort and come with a comprehensive plan for restoration. In this session we will discuss ways to support people on a path to having their rights restored including thorough and understandable explanations of restrictions prior to implementation of a behavior support plan.

Leanne Mull
Co-Director
Blue Tower Solutions, Inc.

R712: Social Determinants of Employment: The Impact To Your Organizational Health

The subject of social determinants is a massive trend in healthcare as providers have come to understand and take steps to remedy "the impact that conditions in which people are born, grow, live, work, and age have on access to quality care." (World Health Organization) However, little has been done to apply that thinking to how similar socioeconomic determinants can impact a person's ability to access employment. The barriers to employment that social determinants affect in attracting and retaining staff are taxing the industry's ability to provide a mandated level of care. As much as any other factors, these social demographics determine the prevailing workplace obstacles and needs for employment. They also provide clues about where operational investments in services should be focused to correct the problems. We will examine real-world case studies, research from senior care employees, and present new workforce research as well. In addition, the audience will participate interactively as we discuss how many of their associates are finding themselves having to make impossible choices between their personal responsibilities and their jobs, unable to manage the demands of both at the same time.

Shelly Szarek-Skodny
CEO/President
Accord Care Community

Lori Presser
Area Sales Manager
OnShift

10:30:00 AM - 12:00:00 PM

R714: Census Building 2020: New Decade, New Challenges, New Strategies!

The focus of this fast-paced, high-impact session is to clearly address the current census issues impacting the current SNF landscape and to integrate proven solutions to overcome the obstacles. This

program will identify key relationships, creative partnerships, innovative models and new initiatives to build and sustain occupancy targets within a mindful, cost effective framework. Each attendee will receive a "takeaway toolbox" to jumpstart their census!

*Linda Saunders
Founder/President
Censusolutions*

R715: Get Rid of Citations, Focus on Your Building

Attendees will walk away with a clear understanding of the required documentation and guidance on formation of a binder to include all of the necessary documentation around building maintenance, fire safety requirements, training, drills. Organized approach and follow up for maintenance staff and administration

*Jim McGlone
Director of Life Safety Services
Wern & Associates*

R716: Grief: A Universal Experience

Death, loss, separation from loved ones, all people, with and without disabilities, experience grief during their lives. Though each person reacts differently, there are some natural themes to grief. Reactions to grief may include crying, depression, anger, withdrawing or any other action someone uses to express their grief. Grief is personal and it is a path many walk alone some by choice and some by circumstances. As many ways as people experience grief, there are ways to support people through it. In this session we will explore ways to support people with intellectual and developmental disabilities when they are experiencing grief. In this session participants will get practical advice learned from people with disabilities when living through the loss of a family member including ways they want staff to help them if they are grieving. Additionally we will talk about ways to encourage families to include their loved one with a disability in celebrations and services following a death, practical ways that staff can support someone in grieving, different ways people's grief may manifest itself and how to help them move through it.

*Leanne Mull
Co-Director
Blue Tower Solutions, Inc.*

R717: Home Health Cost Report - Upcoming Changes

Update on the proposed changes to the Home Health cost report forms. When to expect the changes to take effect. What changes should a Home Health Agency make to their accounting system to capture necessary information? How can the cost report used as a management tool.

Jamie Dixon
Senior Manager
Gilmore Jason Mahler, LTD

R718: Hospital Re-admission Risk: A results oriented, standardized approach

This session will review the NQF Quality Measures data and regulations around SNF unplanned acute hospital re-admissions, their impact on patient quality, patient satisfaction, and the financial repercussions. Discuss the conditions CMS has identified as indicators of hospital re-admission risk, as well as provider identified conditions that show a pattern of risk based on known data analysis. Detail a standardized methodology related to re-admission risk factors, how to address these risks, and the results achieved by doing so. Through an interdisciplinary process by which a standardized methodology is applied, the team has an opportunity to collaborate on the known risk factors and have an impact on re-admission rate. Through this standardized approach to identifying risk, data can be demonstrated to support reduced re-admission rates.

Christina Blake, Director of Operations
Allen Johnson, Director of Clinical Development
Concept Rehab

R719: Making IDDSI Easy to Swallow

Staying nutritionally healthy and swallowing without incidence of aspiration or choking is the goal for all individuals with dysphagia. A proper individualized diet is the cornerstone of therapy and rehabilitation for someone with dysphagia. Would it surprise you that one of the biggest advantages of the new IDDSI guidance is that much of the ambiguity about which foods and beverages are appropriate to serve this population is gone? Understanding the science of chewing, swallowing and foods makes it possible to quickly and easily evaluate most any food or beverage for each diet level. We will go through IDDSI level by level and focus on connecting the foods allowed to the rationale behind why or why not. Criteria will be made clearer through hands on experiences and discussion. Tools, tips and go-to resources will be shared.

Debra Zwiefelhofer
President/Owner
Nutrition Affairs, LLC

R720: Protecting Your Dollars: Palmetto GBA Guidance for Hospice Documentation

Recent activity in enhanced oversight has placed additional scrutiny on hospice providers across the nation. As a result, targeted probe and educate (TPE) activity and additional documentation requests (ADRs) can leave your hospice agency vulnerable to financial risk. During this session, we will discuss how to ensure your hospice agency is documenting appropriately and compliantly on the quality care services you are delivering every day. We will review top denials in medical review and discuss the requirements behind those denials, as well as common pitfalls and documentation errors.

Charles Canaan
Senior Provider Education Consultant
Palmetto GBA

R721: U.S. Immigration - A Solution to Professional Staff Shortages

U.S. employers continue to race the clock to fill professional staffing shortages, ranging from laboratory technicians to nurses to physicians, and more. Surging demand has already disrupted traditional hiring practices with healthcare entities offering hiring bonuses, free housing, and tuition reimbursement to attract talent, and with chronic shortages plaguing all healthcare employers, workers can be choosier than ever in their employment opportunities. With the passage of the Affordable Care Act, and the ongoing retirement of the Baby Boomer generation, hundreds of thousands more Americans have access to, and require healthcare services than ever before. It is estimated that an additional 2.3 million healthcare professionals will need to be added to the U.S. workforce by 2025 to adequately care for the population. Many employers are unaware that U.S. immigration may help alleviate staffing shortages. There are a variety of work visa and green card options available for healthcare professionals not born in the U.S., but in need of employer sponsorship in the U.S. for work authorization. The goal of the session is to educate employers on the various options available, including visa types and for whom, and the sponsorship process, including where to find healthcare workers not born in the U.S., how to sponsor them, timeline, and costs.

Dwight Myfelt, Attorney
Kelli Hayes, Attorney
Dinsmore & Shohl