OHCA 2025 Convention
May 5 – 8, 2025

We encourage you to visit www.ohca.org/convention, click Attend and session descriptions.

This on-line system will mirror that of the app that you will use at the event. Handouts will also be available on line closer to the date of the convention.

In addition, you are able to sort session by track as well as by speaker.

However, we know that some people prefer printed documents to view the sessions, therefore 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 on line in Session Descriptions will have the most up to date an accurate information.

5/5/2025

12:30 PM - 1:30 PM

M500: The Executive Connection: Evolving with Your Employees from A to GenZ

The new workforce has figured out how to play our 6-minute-grace-period game, and negative assumptions are running rampant regarding why today's new hires are missing the mark when it comes to traditional definitions of "professionalism" and "work ethic." Instead of fueling the "us versus them" generational fires on your team, it's time to explore the "why" behind the unique mindsets of our multigenerational workforce and how our staff have evolved in recent years. Join retention expert Cara Silletto as she shares how to navigate key challenges and opportunities presented by today's employees from A to GenZ.

Objectives:

- Learn critical tools leaders need to provide clear guidance and support for all staff, increasing retention
- Uncover strategies to better manage the spectrum of employee mindsets, from the youngest GenZ new hires to returning retirees
- Discover one senior care organization's approach to leadership development and retention initiative that meets the evolving needs of our workforce

Cara Silletto, MBA, CSP
Magnet Culture

5/5/2025

1:45 PM - 3:15 PM

M501: Disclosure & Apology for Long-Term Care and Post-Acute Care Organizations (Ethics Credit)

Lawsuits are a major fear factor for long-term care and post-acute care professionals, yet running away after something goes wrong is no longer an option. Breaking off the relationship with a resident/patient and family only invites them to form a new relationship with a PI lawyer as well as regulators and influencers on social media. This presentation will teach OHCA members how to run to problems in a smart, ethical fashion that is not only good for residents and families, but also you, your staff, and organization. Disclosure and apology has been shown to reduce lawsuits and litigation expenses.

Objectives:

- Upon completion, participant will be able to describe how disclosure and apology is the ethically smart strategy to address adverse medical events.
- Upon completion, participant will be able to list strategies to ethically communicate with residents/patients and families post-event, including how to say "sorry."
- Upon completion, participant will be able to describe how disclosure and apology can humanely resolve complaints and cases, including cases involving medical errors that caused injury or death.
- Upon completion, participant will be able to describe how disclosure can produce healing and closure for medical professionals, including better learning from adverse events.
- Upon completion, participant will be able to describe how disclosure is a necessary component of any patient safety plan.

Doug Wojcieszak, MA, MS
Sorry Works!

5/5/2025

1:45 PM - 5:00 PM

M502: Workshop for Mitigating Risk Exposure in Skilled Nursing Care

After this interactive and engaging workshop participants will be able to write an appropriate corrective action plan, abatement plan and QAPI after an allegation or actual risk event; thereby helping to ensure patient safety, mitigate risk for future occurrences and/or negative outcomes, increase the potential for achieving regulatory past non-compliance, and reducing civil money penalties. We will do a case study allowing us to do a thorough investigation prior to creating the corrective action plan, abatement plan and QAPI. This is a very hands-on workshop to apply concepts of risk mitigation. Handouts from the workshop will be provided.

Objectives:

- Upon completion, participants will be able to review a case study and complete the activities of a thorough investigation. This will be a hands-on application exercise.
- Upon completion, participants will be able to write a corrective action plan to help mitigate harm and/or risk, reduce potential regulatory remedies, and help prevent similar future adverse events.
- Upon completion, participants will be able to write an effective QAPI plan to ensure ongoing compliance status post significant risk event.
- Upon completion, participants will be able to write an effective abatement plan in order to achieve Past Non-compliance, reduce potential regulatory remedies, and help prevent similar future adverse events.

Tammy R. Steele, Registered Nurse
Saber Healthcare

5/5/2025

3:30 PM - 5:00 PM

M503: Embedding Ethics to Drive Daily Staff Actions (Ethics Credit)

Ethics are not about people's good intentions. It's also not just about decisions for some common good, just 'doing the right thing' or compliance. Ethics are something that should resonate with senior care staff member. Too often the concept is made complex—but the right approach can be embed it in every aspect of employee conduct. Explained is ensuring that staff know what ethics really means. What questions staff should be asking at decision moments?
This session targets common LTC ethical dilemmas, from supporting resident preferences to financial, conflict of interest, daily conduct, supervisory approach, and (even) marketing decisions.

Objectives:

- differentiate between ethics and compliance
- • explain ethical expectations of the community to staff (with the knowledge that each staff member already possesses their own set of ethics)
- use questions that can help drive staff's daily ethical decision making
- coach (or reinforce) staff following a moment of ethics decision

Lou Ann Brubaker
Brubaker Consulting

5/5/2025

4:30 PM - 6:30 PM

M000: Welcome Reception sponsored by Concept Rehab, Engage Consulting & Sedgwick

The Arnold Plaza & Discovery Care at the Columbus Convention Center is the place to be during OHCA 2025 to catch up with friends and meet new long-term & post-acute care professionals. This reception provides time to relax, enjoy some light snacks as you prepare for a great week of learning, networking and fun!
The Welcome Reception is open to all registered attendees, speakers and exhibitors.

5/6/2025

7:30 AM - 8:30 AM

T600: Scout's Honor: Building Resilience and Team Spirit in Long-Term Care

Discover how timeless Scouting values like resilience, teamwork, and commitment can transform leadership in long-term care. This interactive session explores unique, hands-on strategies inspired by Scouting, offering leaders practical tools to inspire trust, loyalty, and team resilience. Through engaging activities like the "leadership oath" and daily "good turn" challenges, participants will learn to foster a collaborative culture that boosts morale, strengthens team spirit, and drives buy-in from staff. Attendees will leave empowered to apply these methods in their own settings, creating an environment where staff feel supported and committed, ultimately enhancing care quality and workplace satisfaction.

Objectives:

- Learners will identify core Scouting principles such as resilience, teamwork, and commitment, and relate these to their roles in fostering a positive workplace culture and staff buy-in.
- Learners will explore and implement specific, interactive strategies inspired by Scouting that promote resilience and engagement within their teams.
- Learners will create and adopt a personalized leadership commitment, inspired by the Scout Oath, to build trust, inspire loyalty, and encourage resilience among their staff.
- Learners will adopt Scouting-inspired daily practices, such as the "good turn" challenge, to encourage small, positive actions that foster a supportive and resilient workplace culture.

VERONICA CEASER, MSN, MBA, LNHA, RN, GERO-BC
GEM HEALTHCARE CONSULTING

5/6/2025

8:00 AM - 8:30 AM

T601: Elevating the Patient Experience Through Post-Acute Care Coordination and Collaboration

Across healthcare, the post-acute space is integral to the success of patient outcomes and improving the patient experience. During patient transitions between hospitals, skilled nursing facilities, and the home, gaps in care arise often resulting in avoidable hospital readmissions and additional costs to healthcare systems. This session will outline these gaps impacting post-acute care and the patient experience, offering solutions to address them, to better understand how to improve healthcare broadly and individual patient journeys. This session will highlight innovative approaches to care coordination and show the pivotal role collaboration across care delivery has in transforming care quality and outcomes.

Objectives:

- Describe key problem areas impacting outcomes within skilled nursing facilities, including pressing challenges harming patient experience and resulting in high readmission rates and increased costs.
- Identify innovative technologies and solutions for enhancing care coordination to address the high rates of readmissions and the gaps in continuous care impacting the patient outcomes of skilled nursing facilities.
- Understand the role that collaborative care, innovative solutions, and enhanced care management play in revolutionizing the improvement of broad care quality, performance, and outcomes to reduce health system readmissions.

Ahzam Afzal, PharmD
Puzzle Healthcare

5/6/2025

T602: The Leadership Edge: Morning Momentum and Evening Clarity

Discover the secret of leading with clarity, confidence, and resilience in this engaging session designed specifically for LTC leaders. Rise Strong, Reflect Deep empowers you to harness the science of habits to create consistent morning and evening routines that give you the Leadership Edge. Learn practical strategies to craft a morning routine that sets the tone for a successful day and an evening routine to reflect, recharge, and realign for tomorrow. Walk away with actionable tools to improve focus, manage stress, and lead with intention in your professional and personal life.

Objectives:

- Upon completion, participants will be able to describe how morning and evening routines can enhance leadership by fostering clarity, confidence and resilience.
- Upon completion, participant will be able to identify the essential elements of effect routines that support reflection, preparation, and energy-building for leadership success.
- Upon completion, participant will be able to list strategies for establishing and maintaining habits using proven frameworks like Atomic Habits and practical behavioral science tools.
- Upon completion, participant will be able to create a personalized routine plan to implement immediately, incorporating practices that align with personal and professional leadership goals.

Edward Beatrice, LNHA, CEAL
Caring Place Healthcare Group

Jessica M. Tonnesen, LNHA, CEAL
Valor Health Plan

5/6/2025

9:00 AM - 10:30 AM

T614: AI in Healthcare: Innovations for Efficiency

Unlock the power of Artificial Intelligence (AI) to drive efficiency in healthcare operations and patient care. This session explores how AI tools streamline workflows, optimize resources, and enhance decision-making for measurable improvements.
Attendees will gain practical insights into integrating AI-driven solutions for data analysis, workforce management, and operational optimization, while ensuring regulatory compliance. Real-world examples will demonstrate how healthcare organizations reduce administrative burdens, cut costs, and improve patient outcomes. Designed for healthcare professionals, this session delivers innovative strategies to boost efficiency and stay competitive in today's evolving care environment.

Objectives:

- Identify Key AI Applications: Participants will be able to identify at least three AI tools that improve operational efficiency, workforce management, and patient care in post-acute and long-term care settings.
- Develop an AI Integration Plan: Attendees will outline a step-by-step plan for integrating AI-driven solutions into their current workflows to streamline administrative processes and optimize resource allocation.
- Evaluate Measurable Outcomes: Participants will learn to assess the impact of AI implementation by establishing clear metrics for success, such as cost savings, reduced administrative burdens, and improved patient outcomes.

Emanuel Rose
Strategic eMarketing

5/6/2025

9:00 AM - 10:30 AM

T608: Compassionate Approaches to Dementia-Related Challenges

Participants will explore innovative, non-pharmacological interventions that minimize stress, promote safety, and create a sense of calm for those affected by dementia. Practical applications will be discussed, including sensory modulation, communication adjustments, and environmental modifications that not only ease the resident's experience but also empower staff to respond confidently and effectively. This session promises to deepen understanding, provide fresh perspectives, and reinforce compassionate care practices, helping attendees elevate the standard of dementia care within their communities. Choose this session to transform your approach to dementia-related challenges and discover ways to bring dignity, respect, and peace to those you care for.

Objectives:

- Identify the underlying emotional and psychological needs that may drive challenging behaviors in individuals with dementia.
- Apply advanced, non-pharmacological interventions to address and mitigate symptoms such as aggression, wandering, and agitation effectively.
- Implement empathy-driven communication strategies that promote trust, safety, and a sense of calm for residents experiencing distress.
- Design a dementia-friendly environment through sensory adjustments and environmental modifications to reduce anxiety and enhance residents' quality of life.
- Foster a compassionate, resident-centered approach within caregiving teams, empowering them to handle complex challenges with confidence and care.

Joanna LaFleur, BS, TRS
Memory Lane Foundation

5/6/2025

9:00 AM - 10:30 AM

T613: DSP Training with the OhioISP: A Practical & Direct Approach

"Do the DSPs have to read all 40 pages of the assessment?" Providers often worry about direct support professionals missing the most essential details of an individual's plan. How do you communicate the essentials without overwhelming in detail . . . and without having to recreate the plan in a second system . . . while meeting requirements of both DODD and ODH? This presentation will expand on elements of 2025's OhioISP training series, digging into examples of how to "meet DSPs where they are at", while fulfilling requirements of compliance as well as the realities of the modern workforce.

Objectives:

- curate individual information from an OhioISP for direct support professionals picking up single shifts in emergency situations and on a typical day.
- describe how to use each component of the OhioISP (assessment, plan, introduction) can direct important information to the appropriate audience.
- illustrate best practices using the introduction section of the OhioISP as a crucial DSP training tool.

Bradley Wyner, NADD-DDS
Milestones Autism Resources

5/6/2025

9:00 AM - 10:30 AM

T605: Dynamic Care Planning: Engaging, Educating, and Empowering for Better Outcomes

This session redefines care planning in long-term care through interactive, team-centered activities. Participants will engage in unique, hands-on exercises like the "Plan Like a Pro" relay, which emphasizes teamwork and prioritization, and the "What's Missing?" challenge, where they identify critical gaps in sample care plans. Participants will practice concise communication by pitching their care plans in a fun, team-building format. This session's collaborative approach encourages participation and ensures learners leave with effective, innovative strategies that elevate care planning quality, improve resident outcomes, and promote team engagement.

Objectives:

- Learners will experience the importance of team dynamics and collaboration through group activities that mimic real-world care planning processes.
- Learners will develop skills to critically assess care plans for completeness, accuracy, and individualized attention, ensuring better outcomes for residents.
- Learners will practice articulating essential care plan elements succinctly and clearly, enhancing their ability to effectively communicate with residents, families, and care teams.

VERONICA CEASER, MSN, MBA, LNHA, RN, GERO-BC
GEM HEALTHCARE CONSULTING

5/6/2025

9:00 AM - 10:30 AM

T603: Federal Wage Hour Laws in the Care Industry

More than 143 million American workers are protected by the Fair Labor Standards Act (FLSA), the federal law that establishes minimum wage, overtime pay, recordkeeping, and youth employment standards. This presentation will cover the requirements of the FLSA and how healthcare employers can stay in compliance with the law. This presentation will provide an overview of the main compliance principals of the FLSA with a focus on common compliance issues. Topics include employment relationships, exempt vs. nonexempt employees, what are hours worked under the FLSA, how to calculate overtime pay, recordkeeping requirements, and child labor provisions.

Objectives:

- Demonstrate knowledge of hours worked principles under the Fair Labor Standards Act.
- Identify common violations of the Fair Labor Standards Act (FLSA) in the care industry and understand strategies for how to avoid them.
- Find compliance assistance materials and resources to help their companies stay in compliance with the FLSA.

Danielle Calderon
U.S. DOL Wage and Hour Division

Matthew P. Utley
Wage and Hour Division

5/6/2025

T611: Growing Interest and Solving Key Questions in Long-Term Care Leadership

Participants from diverse personal and professional backgrounds, including Assisted Living, Hospice, skilled nursing, and Home Care, will gather for a workshop focused on implementing growth mindsets to increase staffing and interest in working as healthcare administrators. We will discuss current research and industry trends and then break into a world café.

Following an interactive discussion among panel participants, attendees will participate in a "World Café." In this semi-structured setting, participants gather around small tables to discuss a specific topic. They rotate between tables to share ideas and enhance collective knowledge, creating an atmosphere where various discussions occur simultaneously. This format is designed to encourage open dialogue, diverse perspectives, and a thorough exploration of the subject matter by facilitating the sharing of insights among a larger group. We will work to answer a series of questions related to growing interest in and expanding the career paths of those who wish to work in long-term healthcare administration. We will then return to the large group to share and discuss our findings and identify next steps.

Objectives:

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- .
- .

Daniel J. Van Dussen, MA PhD
Youngstown State University

Jennifer Kinney, PhD
Miami University

5/6/2025

9:00 AM - 10:30 AM

T606: Panel Presentation - Survey Enforcement Update 2025

The speakers will provide an update on nursing home survey and enforcement in panel format, which will include new state licensure rules and CMS Guidance, as well as survey and enforcement trends that have occurred over the last year. The panel will include attorneys and a consultant from the Rolf team, who will provide a unique perspective on the changes, as well as actual survey and regulatory examples. The format will provide the opportunity for participants to ask questions and offer their own perspective to the group.

Objectives:

- 1.   Participants will be able to identify new state licensure requirements and enforcement.
- 2.   Participants will be able to identify updated CMS Guidance to the requirements of participation and how those will affect nursing home operations.
- 3.   Participants will be able to identify the status of other survey and enforcement trends and initiatives, including transfer and discharge.

Michele A. Conroy, RN, BSN, JD
Rolf Martin Lang LLP

Kally Goodwin-Ratzloff, BA, JD
Rolf Martin Lang LLP

Christopher Tost, BA, JD
Rolf Martin Lang LLP

Dusty Ellinger, BSN, MHA, RN

5/6/2025

T609: Quality Improvement – The Key to Promoting Healthcare Recommendations in Assisted Living!

The needs of residents residing in assisted living communities are changing. To stay relevant, assisted living services must change to meet these needs. In 2022, the Journal of American Medical Association published "Recommendations for Medical and Mental Health Care in Assisted Living Based on an Expert Delphi Consensus Panel." The article highlighted 43 recommendations which launched the Be Well in AL coalition led by the Center of Excellence in Assisted Living at the University of North Carolina at Chapel Hill. This session will discuss how utilizing a formalized quality improvement program can help an assisted living provider implement healthcare recommendations.

Objectives:

- Discuss the evolution of medical and mental health recommendations in assisted living.
- Describe the relevance of the recommendations to the assisted living setting.
- Utilize quality improvement efforts to implement new clinical care practices including staff training, nursing care, medical/mental health services, and resident care coordination.

Pamela L. Truscott, DNP/HSL, MSN/Ed, RN
National Center for Assisted Living

5/6/2025

T604: Rising Liability - Captive Consideration

Overview of the liability marketplace and the events that will trigger increased underwriter scrutiny and cost drivers.
Fundamental explination of alternative risk strategies and options available to providers. A review of the risk/reward of establishing an owned insurance company and what steps must be taken for formation. Examples of types of captives and analysis of key considerations. Review of cost ans other regulatory drivers in the initial set up. Discuss ways to "baby step" into and potential benefits avialable once established. What other liabilities can be added to this captive formation such as workers comp/auto/cyber.

Objectives:

- Understanding the current environment of traditional risk transfer
- Understanding of alternative risk transfer methodologies and how these can be leveraged to the providers advantage
- Participants will understand additional options available for risk transfer and understand how risk managment and actuarial analysis play a critical role in driving profit from a prior expense
- Upon completion particpants will understand options available to them
- Upon completion participant will be able to demonstrate risk transfer methodologies

Jake Pease, CIC CEAL CEHCH
Marsh McLennan

Andrew Carlin, CPCU
Marsh McLennan Agency

Leslie Kaderavek, SCLA, ARM
Marsh McLennan Agency

5/6/2025

9:00 AM - 10:30 AM

T607: The Ultimate MDS Session 2025

This session will be the perfect one-stop-shop for assessment coordinators and will discuss the current status of upcoming changes in Ohio Medicaid case mix and the Medicaid Quality Incentive Program, the SNF VBP expansion and updates to the MDS effective October 1, 2025. All in one session, the assessment coordinator can learn about upcoming changes to the MDS, Ohio case mix and quality measures all in one session.

Objectives:

- Describe the October 2025 MDS changes and the effect on the annual payment update.
- List the new measures that will be added to SNF VBP over the next three years and describe how to read your feedback reports.
- Articulate the most current plan for Ohio's transition to PDPM for case mix.

Robin L. Hillier, LNHA, RAC-MT, RAC-CTA
RLH Consulting

5/6/2025

9:00 AM - 10:30 AM

T612: Top Risks for Senior Care

Falls, facility-acquired pressure injuries, resident elopement, resident abuse, infections, medication safety, timely response to resident change in condition, residents with higher acuity care needs and adequate staff that are trained and competency validated to care for resident care needs are some of the professional liability and licensure challenges faced by senior care leaders. Specialized areas of service focus (e.g., memory care, behavioral health/mental health care, higher-acuity short-term rehabilitation, complex wound care, tracheostomy, and ventilator care) are also creating additional business risk exposure.
This interactive presentation will address professional liability risk exposure, claim trends, deficiency trends, and current risk management issues.

Objectives:

- Describe the current state of senior care professional liability risk exposure including claims data, risk management data and legal trends.
- Examine the drivers of higher-level regulatory deficiencies and sanctions for senior care including repeat deficiencies and ineffective sustained improvement.
- Apply strategies to minimize the risk exposure for the top ten senior care risk management trends.

Cyndi Siders, MSN, RN, CPHRM, CPPS, DFASHRM
Siders Healthcare Consulting, LLC

5/6/2025

9:00 AM - 10:30 AM

T610: What's in Our Resident's Mouths? Dental Terminology, Oral Care Tips for Long-Term Care Communities

A person with Lewy Body Dementia is being admitted into your memory care community.
Who is responsible for what is in this new resident's mouth?
Learn the different types of dementias -- and why this matters.
Discover the different types of dental restorations, including dentures, both fixed and removable.
For example: is a crown and a cap the same thing?
Explore the "Tell, Show, Do" technique in brushing residents' teeth.

Objectives:

- tell the difference of different types of dental restorations -- and how to clean them
- understand the different types of dementias, and how that effects ADL's (including oral care)
- grasp the concept of "Tell, Show, Do" in providing daily oral hygiene for residents, and for those who have chosen to stay in place.
- see the role that periodontitis plays in dementia's progression
- know when to contact a dentist based on signs/symptoms of an oral infection (abscess vs fistula), mobile tooth, broken tooth, etc.

Joy V. Poskozim, DDS FSCD CDP
Joyful Dental Care

5/6/2025

9:30 AM - 10:00 AM

T615: Trump Administration's Policy Priorities & Impact

This session will explore the key policy priorities of the Trump Administration and their subsequent impact on various sectors, including the economy, healthcare, immigration, and international relations. We will delve into the administration's legislative and executive actions, analyzing both the intended and unintended consequences. Attendees will gain a comprehensive understanding of how these policies have shaped the current landscape, providing valuable insights for future policy considerations.

Objectives:

- Understand the Key Policy Priorities: Attendees will gain a comprehensive understanding of the major policy priorities of the Trump Administration, including their goals and the rationale behind them.
- Participants will be able to critically analyze the impacts of these policies on various sectors such as the economy, healthcare, immigration, and international relations, considering both positive and negative outcomes.
- Attendees will learn to evaluate the long-term implications of the Trump Administration's policies and how they continue to influence current and future policy-making and political dynamics.

Zach Auxter, CFP®, CPWA®
Plante Moran

Matthew McEvily, CFP®, CPWA®
Plante Moran

Jason Giha, CPA
Plante Moran

5/6/2025

10:15 AM - 10:45 AM

T616: Ensuring Compliance with Ohio Nursing and Medication Aide Regulations: Employer Responsibilities and Resource

Our presentation will focus on the responsibilities of employers to comply with Ohio law regarding the regulation of nurses and medication aides in their facilities. We will also include information about workforce statistics and helpful resources that the Ohio Board of Nursing can provide. We will have time for questions and answers afterwards.

Objectives:

- accurately comply with Ohio law.
- Be informed about their responsibilities as employers.
- Learn how to answer questions that arise about the licensure status of their employees.

Marlene Anielski, MBA, OCPM
Ohio Board of Nursing

5/6/2025

T617: General Session - From Odd Jobs to Aha Moments: LTC's Life-Altering Lessons.

What do a fast-food worker, a delivery driver, and a caregiver have in common? For Peter Murphy Lewis, they were all part of his 100-job journey as the host of a Spanish-speaking TV show inspired by Dirty Jobs. Through this unique role, Peter explored the heart of work, immersing himself in roles across industries to uncover the deeper meaning behind what people do every day.
While his TV show and career as a documentary filmmaker offered a kaleidoscope of experiences, it wasn't until he worked in long-term care for the People Worth Caring About documentary that he discovered a profound truth: the most meaningful work isn't about the task—it's about the people.
This talk is a blend of humor, storytelling, and inspiration, designed to leave the audience reflecting on their own lives and work. Peter shares lighthearted stories of failure and resilience from his 100 jobs before pivoting to the transformative lessons he learned from caregivers in long-term care. Attendees will discover how connection, mentorship, and acts of service don't just improve workplaces—they shape us into better humans outside of work.
Through audience reflection prompts, actionable insights, and compelling stories, Peter will inspire attendees to think about:
   How their work has shaped their values and skills.
   The mentors who helped them grow.
   How the connections they build transform not only others but themselves.

Objectives:

Peter Murphy Lewis

5/6/2025

12:15 PM - 2:30 PM

T000: Exhibit Hall Open with Lunch

Exhibit Hall Open with lunch provided

Objectives:

5/6/2025

2:00 PM - 2:30 PM

T618: Innovate, Integrate, Elevate: Building a Tech Centre of Excellence

This session provides a deep dive into establishing a Center of Excellence (COE) to foster continuous innovation through new technologies. We'll cover the COE's role in long-term digital transformation planning and the benefits of strategic partnerships. The focus will be on how AI, Intelligent Automation, and Analytics are transforming Aging Services by addressing challenges like staffing shortages, caregiver burnout, poor operational efficiency, software interoperability, and low ROI. Attendees will learn how to assess and adapt their current technology stacks, focusing on incorporating cutting-edge technologies like Generative AI, Intelligent Automation, and Data Analytics for enhanced outcomes and care delivery.

Objectives:

- Implement frameworks to foster a culture of continuous innovation and effectively integrate emerging technologies into organizational processes.
- Analyze the current tech landscape to identify optimization opportunities and develop strategic evaluation plans for emerging technologies.
- Align technology strategies with organizational goals by creating collaborative roadmaps and planning long-term digital transformations.
- Scale operational capabilities by leveraging flexible systems and designing adaptable technology solutions for future growth
- Build collaborative ecosystems by fostering partnerships between internal teams and technology providers to drive seamless implementation and cross-functional innovation.

Vipin Bhardwaj, OHCA
NuAIg

5/6/2025

2:30 PM - 3:30 PM

T622: Community is Key in Dementia Caregiving: Working Together for a Better Future

This session highlights the vital collaboration between dementia caregivers, families, and professionals. This session will stress the importance of open, empathetic communication tailored to individuals across all stages of dementia. Attendees will learn effective strategies for building strong partnerships, adapting communication styles, and implementing person-centered care approaches. By fostering a unified approach, we can enhance the quality of life for those living with dementia and create a compassionate caregiving environment, as a care team.

Objectives:

- Understand the importance of care coordination and communication in dementia care.
- Utilize techniques when communicating with individuals living with dementia.
- Have an empathetic understanding of the family caregiver experience and how to navigate conversations with these family caregivers.

Carrie Aalberts, BS, MS, CDP, CMDCP
Dementia Darling LLC

5/6/2025

T625: Cybersecurity in Post-Acute Care: New Recommendations and Requirements

Join us to learn the current state of cybersecurity in Post-Acute Care. We will discuss recent cyber incidents that have affected providers in our space. Using these incidents, we will focus on preventing the most common vectors of risk with best practice recommendations, including resources from 405(d) and NIST. After exploring provider initiatives and activities to improve security, we discuss how these activities align with the cybersecurity performance goals from the National Cybersecurity Strategic Plan, which are included in the current HIPAA Proposed Rule. Finally, we discuss options for paying for cybersecurity initiatives, including government programs, grants, and loans.

Objectives:

- 1.   Discuss the current state of cybersecurity in Post-Acute Care
- 2.   Describe at least three potential risks of a cyber incident
- 3.   State at least three steps providers can do upon their return to the clinic on Monday

Robert Latz, PT, DPT, CHCIO, CDH-E, FCHIME, FHIMSS
Trinity Rehabilitation Services

Clayton Gouard
First Health Advisory

2:30 PM - 3:30 PM

T620: Expecting the Unexpected: Acquisitions and Change of Ownership

Merger and acquisition activity in assisted living and post-acute care facilities is accelerating as providers face ongoing financial pressures. A change of ownership is one of the most complex events for healthcare organizations, requiring careful coordination to minimize disruptions, maintain cash flow, and ensure a smooth transition for employees and residents. This session will explore clinical, financial, operational, and technical strategies for navigating ownership transitions. Attendees will gain practical insights to tackle challenges at every stage, from due diligence to post-acquisition, ensuring success on either side of the transaction.

Objectives:

- Upon completion, participant will be able to distinguish differing goals and strategies for a merger or acquisition, from both a buyer and seller's perspective.
- Upon completion, participant will be able to anticipate needs during the due diligence process, and understand the importance of agreements, contracts and other rules that guide a change of ownership.
- Upon completion, participant will be able to prepare for a change of ownership with integration strategies for the clinical, financial, operational and technical areas of the business.

Liz Lane, CPA
Richter Healthcare Consultants

Landa Stricklin, MSN, RN, LNHA, CHC
Richter Consulting

5/6/2025

2:30 PM - 3:30 PM

T621: Land of the Free and the Home of the Broken

This presentation takes a deep dive into the evolution of long-term care in America, led by Jim Griffiths, a seasoned expert with over 50 years of experience. Drawing from his book, Jim combines personal stories with historical and industry insights, shedding light on the challenges, successes, and systemic gaps in care. Attendees will explore the historical roots of long-term care, strategies for operational excellence, and the leadership required to transform facilities. This session provides actionable insights for improving care quality, staff engagement, and addressing the needs of vulnerable populations. Perfect for administrators, policymakers, and advocates for meaningful change.

Objectives:

- Upon completion, participants will be able to identify systemic gaps, apply innovative care strategies, and implement leadership practices to improve long-term care quality and staff engagement for vulnerable populations.
- Participants will leave w/actionable strategies to address regulatory challenges, improve care quality, foster staff engagement, and innovate services for underserved populations, driving meaningful change in long-term care operations and leadership.
- Participants will understand how to leverage personal leadership, operational excellence, and historical context to tackle systemic issues, create impactful solutions, &improve outcomes for residents and staff in long-term care settings.

James Griffiths, BA LNHA CEO
JAG Healthcare

5/6/2025

T623: Navigating the Way Through DPNA (Denial of Payment/No Admissions)

DPNA has an immediate impact on the bottom line, but can also have a damaging effect on referral patterns and perceptions within the marketplace. Most administrators believe DPNA will never occur "on their watch". However, if it does happen to you, let's be ready to put proven strategies into motion so you can focus on the survey plan of correction. Walk away with tools, messaging and strategies to keep referral relationships intact and reduce the likelihood of miscommunications before, during and after a DPNA determination. Be armed with this playbook at a time when every minute counts!

Objectives:

- Upon completion, participants will implement an architectural framework that would allow them to effectively respond to a potential or imposed DPNA determination.
- Upon completion, participants will integrate a comprehensive communication plan tailored to a variety of customers/referral sources to promote transparency, open communication and a clear understanding of the temporary admissions protocols.
- Upon completion, participants will clearly identify which types of admissions, payers and situations are effected by DPNA and which are not, according to DPNA guidelines that are interpreted as "grey".
- Upon completion, participants will be equipped with strategies to enhance their ability/confidence to delegate aspects of DPNA implementation to other team members in order to prevent burnout or exhaustion.
- Upon completion, participants will embrace the reality that DPNA can occur to any administrator at any time and that arming themselves with this playbook is an operational-ready resource.

Linda L. Saunders, LNHA
Censusolutions

5/6/2025

T624: Restorative Nursing and Therapy Functional Maintenance: Collaboration for Quality Success

As quality and payment in Medicare and Medicaid programs rapidly evolve, this program explores how the collaboration between effectively managed restorative nursing and functional maintenance therapy programs can drive positive outcomes, impacting Five-Star ratings, Value-Based Purchasing performance, and Ohio's Quality Incentive Program. It covers the profitable implementation of these programs, pertinent quality measures, enhancing staff competency and buy-in, and the potential impact on relationships with managed care organizations and other provider partnerships. Gain the knowledge and tools to navigate the evolving landscape of Medicare and Medicaid successfully particularly as we transition from RUGS based, often therapy driven case mix.

Objectives:

- Describe and implement a robust dynamic restorative program that will impact quality improvement efforts
- Define and discuss the details and differences between traditional and functional maintenance-based therapy programs.
- Discuss a collaborative model between restorative nursing and therapy that will improve resident quality of life and facility quality measure success
- List ways to capture data and promote successful relationships with payors and referring partners.

Julia L. Bellucci, MS CCC-SLP, DCP
Premier Therapy

Scott E. Heichel, RN, RAC-MT, RAC-CTA, DNS-CT, IPCO, QCP, ICC
.Pathway Health

5/6/2025

2:30 PM - 3:30 PM

T619: Working with Refugees for Your Health Care Workforce

Attendees will learn the following:
Understand who is a "refugee".
How Arizona worked to build a refugee NA training program.
What refugee organizations exist in Ohio and how to interact to build the relationships.
Best practices in engagement with refugee resettlement organizations and other partners.

Objectives:

- Understand who is a "refugee."
- Learn best practices in engagement with refugee resettlement organizations and best practices
- Identify best practices in engagement with refugees and resettlement organizations.

Jeffreys B. Barrett, LNHA
Arizona Health Care Association

5/6/2025

2:30 PM - 4:00 PM

T627: Dementia Care – SEE ME!

Currently, every 65 seconds someone in the U.S. develops Alzheimer's the most common form of dementia and one that impacts around 200,000 people younger than age 65. This session will discuss the changes that happen through the disease progression as well as how those changes impact the resident's perception on reality and how staff can work more effectively with the resident through exploration of personal experiences. The aim of this session is to gain a broader understanding of common-sense approaches to working with residents who have dementia and other cognitive impairments that can be immediately implemented.

Objectives:

- Describe the impact of dementia, including Alzheimer's Disease, in the U.S.
- Discuss how to use the "see me" method in providing resident care.
- Identify how the "two mindsets" (focus on objectives and focus on people) can impact resident care.

Pamela L. Truscott, DNP/HSL, MSN/Ed, RN
National Center for Assisted Living

5/6/2025

2:30 PM - 4:00 PM

T626: Fostering Resident and Family Relationships and Managing Complaints (Ethics Credit)

Person-focused communication and connection form the foundation for establishing trusting relationships with residents and family members. Honesty, integrity, and respect are key skills that support these relationships and promote psychological safety for asking questions, making suggestions, and voicing concerns. This presentation will address core skills and strategies for forming lasting relationships, managing expectations, and addressing difficult and challenging conversations and complaints. Story-illustrated examples will be used to support day-to-day practical application.

Objectives:

- Describe communications skills for fostering relationships and managing expectations.
- Review key elements of complaint and grievance management
- Analyze responses to challenging situations that support relationships

Cyndi Siders, MSN, RN, CPHRM, CPPS, DFASHRM
Siders Healthcare Consulting, LLC

5/6/2025

2:30 PM - 4:00 PM

T630: 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 Kim Hauck and other members of her 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.

Objectives:

- Attendees will hear the latest updates regarding policy impacting ID/DD providers in Ohio.
- Attendees will have an opportunity to ask questions to DODD leadership.
- Participants will have an opportunity to provide input and feedback regarding various concerns facing ID/DD providers.

Debbie Jenkins
Ohio Health Care Association

5/6/2025

2:30 PM - 4:00 PM

T629: Insights from the Nursing Home Survey: What the Data Reveals About Care Quality, Resident Experience, and Facility Performance

Survey is stressful, especially when so much depends on the outcome. While necessary for ensuring quality care and compliance, many providers find the process burdensome, inconsistent, and punitive. A major challenge is the subjective nature of compliance, leading to frustration. Surveyors sometimes rely on personal interpretations rather than federal regulations. Additionally, surveys have shifted from being supportive to being punitive, leaving little room for improvement in care. We'll examine recent changes and discuss the growing number of requirements that facilities must meet, and hear from our all-star panel of experts as they debate the current state of nursing home surveys.

Objectives:

- Discuss the nursing home certification survey process
- Review the CMS Special Focus Survey process
- Review how the survey process affects a nursing facility's Medicare 5 star rating

Kenneth Daily, LNHA
Elder Care Systems Group

Robin L. Hillier, LNHA, RAC-MT, RAC-CTA
RLH Consulting

Shane Craycraft, RN, LNHA
HCMG

5/6/2025

T631: Pharmacogenomic testing to improve quality of patient care with psychiatric medications

Personalizing psychiatric medications to an individual's genetic makeup may improve remission rates in adults with depression, reduce healthcare utilization, and lower healthcare costs in 65+ populations. Attendees will be introduced to the science behind pharmacogenomic testing and its utility to inform clinician prescribing of certain psychotropic medications. Case studies and a framework for using pharmacogenomic testing as a tool for quality improvement will be presented to illuminate how to implement testing in various clinical settings and the potential improvements to patient care. Attendees will learn how to understand, implement, order, and apply pharmacogenomic testing results toward improving patient care.

Objectives:

- Upon completion, participant will be able to identify residents who may benefit from psychiatric pharmacogenomic testing.
- Upon completion, participant will be able to understand how to interpret and apply pharmacogenomic testing results by collaborating with medical directors, nurse practitioners, medical assistants, pharmacists and other professionals.
- Upon completion, participant will be able to communicate the potential benefits of psychiatric pharmacogenomic testing to residents, caregivers, families, administrative personnel, and other key stakeholders.
- Upon completion, participant will be able to identify scenarios for using pharmacogenomic testing as an intervention and/or as a tool for quality improvement.

Ryan Griggs, PhD
Myriad Genetics-GeneSight

Natalie Kayani, MD, CMD
Pebble Creek Healthcare Center

Deanna Merrick, PharmD, BCGP, BC-ADM
Absolute Pharmacy

5/6/2025

2:30 PM - 4:00 PM

T628: Surviving Ohio's Reimbursement Challenges: Strategic Insights from Survivor TV Show for Ohio Nursing Home Operators

This engaging panel-style program draws intriguing parallels between the TV show Survivor and the reimbursement and operational trends of Ohio nursing homes. Panelists will explore how the strategic decisions, data trends, resource management, adaptability, and teamwork required in Survivor mirror the challenges faced by nursing home administrators in navigating complex reimbursement models, regulatory changes, and financial sustainability. Attendees will gain valuable insights into how resilience, collaboration, leveraging data and strategic planning play critical roles in both environments. This session provides a unique and dynamic perspective on the evolving SNF landscape, offering actionable strategies for success in a competitive, ever-changing industry.

Objectives:

- 1.   Analyze the Importance of Adaptability: Understand how the ability to adapt to shifting circumstances is essential in responding to changes in QIP, Case Mix and Staffing Mandates
- Evaluate Data Trends Strategies: Examine how strategic data analysis should inform best practices for managing staffing, budgets, and work flows to maintain financial sustainability and quality care.
- Explore Teamwork and Collaboration: Identify how teamwork and alliances in Survivor mirror the need for collaboration among nursing home staff, leadership, and external partners to assure long term viability.
- Apply Strategic Decision Making: Learn how the strategic decisions contestants make in Survivor can inspire similar decision-making processes in nursing home administrators to optimize operations, improve care, and maximize revenue.
- Foster Resilience and Long-Term Success: Discuss the role of resilience nursing home operations, highlighting how facilities can thrive amidst challenges by staying focused on long-term goals and overcoming obstacles.

Kimberly J. Saylor, OTR/L, MBA
Concept Rehab/Engage Consulting

Denise A. Leonard, CPA
Plante Moran, PLLC

Tammy Cassidy, BSN, RN, LNHA, RAC-MT
Engage Consulting

5/6/2025

T632: How Dining Citations are Affecting your 5-Star Rating

Citations under F812- Food Procurement, Store/Prepare/Serve Sanitary are the fourth most frequently cited Ftag in Ohio. 23% of all facilities in Ohio were cited under F812 in 2024. With a majority of these citations being cited at a scope and severity of F, these can greatly affect a facility's 5-Star rating. During this session we will discuss the most common citations under F812, and protocols to both prevent and correct these citations.

Objectives:

- Identify the most common citations under F812—Food Procurement, Store/Prepare/Serve Sanitary—in Ohio and understand the factors contributing to their frequency.
- Evaluate the impact of F812 citations on a facility's 5-Star rating, particularly focusing on the scope and severity of citations with a rating of F.
- Apply effective protocols to prevent and correct F812 citations, enhancing compliance with sanitary food procurement, storage, preparation, and serving standards.

Heidi McCoy, RDN, LD, CEHCH
Ohio Health Care Association

Lynn Dowd, MEd RDN LD
Dietary Difference

5/6/2025

3:45 PM - 4:15 PM

T633: Navigating Medicaid Managed Care: Tips for Success

Understanding coverage criteria, benefit structure, and disenrollment policies for beneficiaries receiving nursing facilities services under Ohio's Medicaid Managed Care program is crucial for operating successfully in our evolving Medicaid landscape. This quick, 30-minute session will cover the differences between MAGI and MAGI Group VIII Medicaid beneficiaries along with strategies for documentation as well as team and payor communication. A great overview with quick tips to help ensure your team's success.
  under Ohio's Medicaid managed care program

Objectives:

- understand the differences in nursing facility benefits for MAGI and MAGI Group VIII beneficiaries.
- describe nursing facility coverage criteria and documentation requirements for successful concurrent reviews.
- identify discharge barriers immediately and negotiate that accordingly with the payor. ...
- walk away with practical tips to manage this population successfully in your facility.

Diane J. Dietz
Ohio Health Care Association B

5/6/2025

T634: AI-Powered Compliance: Navigating Regulations, Overcoming Survey Challenges, and Implementing Solutions with AI Tools

The regulatory landscape for nursing homes is constantly evolving, making compliance a critical yet challenging priority for leaders. This session will provide an overview of current regulations, common survey pitfalls, and the most frequent deficiencies impacting facilities. Attendees will explore how AI-driven solutions streamline compliance processes, from documentation and audits to Plan of Correction development and ongoing quality improvement. By leveraging AI-powered tools, nursing home leaders can shift from reactive compliance to a proactive, data-driven approach that enhances survey readiness and operational efficiency.

Objectives:

- 1.   Review the Regulatory Landscape: Understand key regulations shaping nursing home compliance and survey expectations.
- 2.   Identify Common Survey Challenges: Recognize frequent deficiencies and obstacles to maintaining regulatory adherence.
- 3.   Explore AI-Driven Solutions: Discover how AI enhances documentation, audits, and the Plan of Correction process.
- 4.   Strengthen Compliance Strategies: Implement proactive approaches to improve survey readiness and quality outcomes.

Aysha Kuhlor, MSN, RN, PAC-NE
Institute of Post-Acute Care

5/6/2025

T642: Assisted Living Cocktails & Conversations

Objectives:

Erin Hart, CEHCH
Ohio Health Care Association

5/6/2025

4:15 PM - 5:15 PM

T639: Building Tomorrow's Care Team: Recruitment and Hiring Strategies for the Next Generation

Embark on a forward-looking exploration of recruitment and hiring strategies in the long-term care field, guided by the unique perspective of a millennial. In this engaging session, we will delve into the evolving landscape of healthcare staffing. We will discuss challenges and opportunities associated with managing a diverse, multigenerational workforce, as well as how to make your center stand-out amongst the competition as the elite place to work. From leveraging digital platforms to promoting a strong organizational culture, learn how to position your long-term care center as an employer of choice for the next generation of healthcare professionals.

Objectives:

- Navigate the specific challenges of a multigenerational workforce and examine strategies for managing and fostering collaboration among teams to attract the next generation of healthcare workers.
- Discuss innovative approaches to recruitment and hiring that will lead to more sustainable staffing.
- Understand and explore current trends and challenges in long-term care staffing,

Gina Cappitti, LNHA, CEAL, CDP
LeaderStat

5/6/2025

T641: ID/DD: Cocktails & Conversations

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

Objectives:

- Attendees will participate in guided networking with other ID/DD providers.
- Attendees will learn innovative approaches to challenges facing DD providers from their peers.
- Attendees will share thoughts and concerns regarding DD services.

Debbie Jenkins
Ohio Health Care Association

5/6/2025

4:15 PM - 5:15 PM

T636: Infection Prevention and Control Technology, Improving Resident and Regulatory Outcomes

This session will explain how Infection Prevention and Control technology can improve outcomes by supporting care teams in managing and controlling infections in skilled nursing facilities. Session will review high level regulatory requirements and describe functionality that when embedded in clinical workflows will support nurses and care team in identifying infections, conducting antibiotic timeouts, and support monthly reporting and the QAPI process. Session will end with a panel discussion with customers discussing their experience using IPC technology.

Objectives:

- Upon completion, participant will be able to list 3 ways in which IPC technology functionality can support your care teams and increase their efficiency.
- Upon completion, participant will be able to describe how IPC technology can support requirements for Infection Control and Antibiotic Stewardship.
- Upon completion, participant will be able to describe how IPC technology improved customer outcomes.

Jackie Nordhoff, RN, BSN
PointClickCare

Lisa Keppley, RN, LNHA
PointClickCare

5/6/2025

4:15 PM - 5:15 PM

T637: Marijuana and Long-Term Care: Understanding Ohio's Cannabis Landscape

This session will provide valuable insights in the Ohio's cannabis landscape related to long term care facilities, including a panel of experts who will discuss employment and healthcare issues related to cannabis use. In light of Ohio's recent legalization of recreational cannabis, this panel will explain the different regulatory schemes for medical and recreational cannabis related to the long term care industry.

Objectives:

- Understand Ohio's medical marijuana regulatory scheme as well as Ohio's recreational marijuana regulatory scheme and how they will co-exist.
- Understand the employment law issues related to the medical and recreational use of marijuana in long term care.
- Comply with Ohio's marijuana regulations and discuss operational effects of the regulations.

Sydney Pahren, esq.
Vorys, Sater, Seymour & Pease LLP

Michael Griffaton, esq.
Vorys, Sater, Seymour and Pease LLP

5/6/2025

T638: Strengthening Emergency Preparedness: Navigating New Challenges and Expectations

The myriad of disasters that have occurred in the US over the past several years have highlighted the vulnerability of long-term care settings and the threats to residents and staff.   This session will examine the "next wave" of emergency preparedness, a focus as both state and federal governments enhance their expectations for providers. Recent updates from the CMS enters on emergency preparedness surveys and certification are pushing for best practices that go beyond basic compliance and encourage proactive, comprehensive planning. These new guidelines place an emphasis on systems that promote resilience, readiness, and a coordinated approach to managing emergencies.

Objectives:

- Review the current CMS Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers
- Review CMS Appendix Z emergency preparedness guidance to surveyors
- Review the essential elements for nursing home disaster management, which include the All-Hazard approach to disaster mitigation, preparedness, response, and recovery.

Kenneth Daily, LNHA
Elder Care Systems Group

Michael Coyne
Saber Healthcare

Holley Freeman
ServiceMaster by Angler

5/6/2025

T635: The Great Transition: PDPM and the Ohio Medicaid Experience

Ohio Medicaid is transitioning to the Patient-Driven Payment Model (PDPM) for SNF rate setting. This session will focus on operational strategies to establish effective interdisciplinary protocols to identify changes in resident acuity. The speakers will provide observations of the transition to PDPM in other states, introduce early PDPM capture data from Ohio providers and introduce benchmarks from other State Medicaid systems that have already transitioned to PDPM for attendees to compare their performance to. Lastly this session will demonstrate how to leverage technology to enhance clinical capabilities and management efficiency.

Objectives:

- Understand payment system transition methodology and the importance of preparing for this change.
- Learn strategies for compliant reimbursement capture within the new Medicaid payment system.
- Measure Medicaid case-mix index (CMI) performance relative to the peer group of providers.
- Discuss current trends in state-specific Medicaid reimbursement methodologies, and the impact on capture patterns and supportive documentation requirements.
- Utilize benchmark data to compare Organizational/Facility statistics versus peer group averages.

Vincent Fedele
z-PAX Connect by Zimmet Healthcare

Michael Sciacca, MPT, MHA
Zimmet Healthcare Services Group

5/6/2025

T640: The Ins and Outs of Successful Deprescribing

This presentation emphasizes the importance of deprescribing for older adults from the unique perspectives of a medical director and a consultant pharmacist. Deprescribing is defined as reducing/stopping medications that may be harmful or no longer beneficial. Time will be spent discussing common scenarios where deprescribing may be an option, as well as tips regarding how to communicate drug related concerns with others in the health care community. The speakers will review the concept of a prescribing cascade and will also give practical approaches to involve the interdisciplinary team to ultimately protect each resident's wellbeing.

Objectives:

- Understand what deprescribing is and why it is important
- Identify common scenarios where deprescribing may be an option
- Be able to communicate key concepts about deprescribing with the prescriber, pharmacist, and resident/family

Lorinda R. Babb, PharmD, BCGP
Omnicare/CVS

Nancy Istenes, DO, CMD, FACP
Saber Healthcare Group, LLC

5/7/2025

W701: Advancing CNA Careers: Improving Retention, Reducing Costs, and Enhancing Patient Care

Launched in June 2024, the EFOHCA Nursing Assistant Career Advancement Program (NACAP) is already delivering promising results. In this session, we will share key insights on how NACAP has positively impacted staff retention, reduced turnover costs, and improved patient satisfaction. Attendees will gain a comprehensive overview of the program, explore implementation strategies, and hear firsthand success stories from two Ohio operators.

Objectives:

- discuss CNA career ladder, which incorporates Dementia Specialization and Medication Aide Certification to enhance both staff development and patient outcomes.
- an innovative approach featuring a hybrid online CNA training model, career advancement support, and the integration of patient care technicians in skilled nursing facilities.
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Santanna Rapp, RN, BSN, LNHA
Caring Place Healthcare Group

Joshua Wallace, LNHA
Ohman Family Living

Erin Hart, CEHCH
Ohio Health Care Association

5/7/2025

7:30 AM - 8:30 AM

W700: Gen AI Isn't Magic: A Realistic Look at AI in Long-Term Care

Generative AI is everywhere, but how can long-term care organizations cut through the hype and find real applications that make a difference? This session takes a sober, practical look at AI's strengths and limitations within facilities and their parent organizations. Learn how to identify meaningful use cases for AI in your organization, and understand why AI works best as a supplement to, rather than the core of, your existing systems. We'll explore how some products leverage AI to solve real customer problems without getting swept up in unrealistic promises.

Objectives:

- understand the current strengths and limitations of generative AI, particularly in text-based applications like progress notes and summarization
- identify realistic use cases for AI in long-term care, including targeted applications that address specific operational needs.
- evaluate how customer problems should drive AI development, rather than technology trends dictating solutions
- understand how AI can supplement existing systems to enhance efficiency, rather than replacing core operational processes

Shalom Reinman

5/7/2025

8:00 AM - 8:30 AM

W702: Using Digital Advocacy to Shape the Narrative Around Senior Care

This session will explore the effectiveness of social media in senior health spaces to combat negative stereotypes about the industry. Showcasing the statistical successes of the Tell Our Stories platform, this presentation will demonstrate to audience members how to effectively share positivity about the industry and their own work. Additionally, it will offer the Tell Our Stories platform as a means for showcasing their achievements to a national audience.

Objectives:

- Discover innovative strategies to create and showcase your content on social media
- Forge valuable connections with other platforms and pages to enhance and grow an audience
- Elevate your content through Tell Our Stories, reaching a national audience and showing how that makes an impact

Perry Kreiss
Direct Supply

5/7/2025

W712: A Learning Approach to Memory Care with Benefits to Residents and Staff

SAIDO Learning, an evidenced-based intervention learning has been shown to have dramatic effects on individuals with dementia, and on their caregivers. The Journal of Post-Acute and Long-Term Care Medicine published a study highlighting how a cognitive intervention program designed for dementia care, called "Learning Therapy" in Japan, engages individuals with memory impairment to disrupt the progression of their dementia symptoms. This session will review this intervention and the research findings, and explore the potential impact for independent living residents, as well as the staff and formal and informal caregivers that interact with them.

Objectives:

- Understand how SAIDO Learning works.
- Understand the value of intentional engagement when working with residents who have cognitive impairment issues.
- Understand the research and methodology behind the SAIDO Learning program.
- Consider the impact of a staff engagement tool available to everyone that leaves staff feeling heard, seen and valued.

Jill Ricker
Covenant Living Communities & Services

5/7/2025

W708: Aligning Admissions: How Technology Can Improve Competitiveness while Reducing Risk

The admissions process presents significant challenges for marketing, business office, and clinical leaders. Teams must balance a careful review of resident payor sources, medical needs, and corporate policies with the demand to move quickly to capture opportunities. Making the wrong admissions decision, or being too slow to respond, can have a serious impact on finances. New AI-powered technology is providing SNFs with data and decision-making capabilities that never previously existed. This session will feature a panel of SNF marketing, revenue cycle, and clinical leaders discussing how they are leveraging new technology innovation to align their organization for admissions success.

Objectives:

- Upon completion, participants will be able to summarize the key parts of the admissions process that can be optimized with technology and AI.
- Upon completion, participants will be able to list the best practices for implementing a collaborative process between marketing, revenue cycle, BOM, and clinical leaders for admissions policies and decisions.
- Upon completion, participants will be able to describe the return on investment from using technology in the admissions process and the potential savings they can achieve at their organization.

Kelly Zalokar
Legacy Health Services

Jennifer Wilson
LionStone Care

Dennis T. Antonelos
CoreCare

5/7/2025

8:45 AM - 9:45 AM

W707: Building Strong Partnerships: Hospice and Skilled Nursing Facilities

This presentation highlights the strategic value of hospice partnerships in enhancing skilled nursing facility outcomes. Healthcare management professionals play a vital role in driving SNF performance, and hospice collaboration can deliver clinical, operational, and financial benefits. We will explore how hospice collaborations can deliver clinical, operational, and financial benefits. We'll explore how hospice services integrate into SNF operations, outline partnership frameworks, and provide actionable steps for successful implementation. With an aging population and increasing regulatory pressures, these partnerships are critical for maintaining compliance, improving quality ratings, and meeting the growing demand for end-of-life care.

Objectives:

- Upon completion, participant will be able to Understand the Role of Hospice in SNF Operations.
- Upon completion, participant will be able to Explore the Framework for Building Partnerships
- Upon completion, participant will be able to Identify the Benefits and Actionable Steps for Implementation

Dawn Lundgren, MSN RN
Buckeye Hospice and Palliative Care

5/7/2025

W709: Evidence-Based Strategies that Promote Well-being and Engagement in the Workplace.

In this session, we will explore evidence-based strategies to enhance well-being and engagement in the workplace. Using a case study involving hospital orderlies, we will illustrate evidence-based practical applications of these strategies that have come out of the research. We will discuss the evidence-based model of PERMA, and its Key topics, including fostering a supportive work culture, implementing stress reduction techniques, promoting meaning and purpose, and promoting professional development. The value of this information lies in its potential to improve staff satisfaction, reduce turnover, and enhance patient care.

Objectives:

- Participants will be able to apply evidence-based strategies that they can implement in their workplace and culture.
- Participants will understand the psychological factors that drive and reinforce well-being in the workplace.
- Participants will be able to assess their own organizations' strategies for engagement and well-being in the workplace.

Adam Bowman, PsyD
Sedgwick

5/7/2025

8:45 AM - 9:45 AM

W711: Falls and The Built Environment: Buildings Protecting Residents & Staff

Every eleven seconds, an older adult is treated in the emergency room for a fall. Once they fall, there is a 90% chance they will continue to fall leading to hospitalizations and reduced life expectancy. Senior care providers are challenged to protect residents from falling, while preserving autonomy and quality of life. Join this expert panel for innovative approaches that look beyond traditional technologies and put the building itelf to work against falls. We explore several examples from the field, both from existing buildings and new construction in various care settings. Learn how simple modifications can improve outcomes.

Objectives:

- Describe how falls impact senior care residents and staff, as well as clinical and operational performance.
- Review elements of the built environment that play a role in fall prevention, detection, and protection.
- Explore techniques and interventions that leverage the built environment to support fall management strategies.
- Describe how active and passive strategies can contribute to resident safety, while improving autonomy and quality of life.

Maggie Calkins, PhD, EDAC, FGSA
IDEAS Institute

Adam Fait
Ohio Living

Steve Williamson, BS
Village Crossroads & AuroraD Senior Living Management

Joel Cormier, BS in CHE. WSU 1996
Lisa Cini, CHID, NCIDQ, PMP

5/7/2025

8:45 AM - 9:45 AM

W705: Medication Administration in I/DD

This session medication administration by unlicensed DD personnel is intended to review updates in medication administration guidelines and expectations, entering data into DODD Medication Administration Information System for medication related errors, and how best to manage. A review of the agencies responsibilities for medication administration and what to do when medication errors occur, especially when a nurse is not employed. What do you do when you don't have ready access to a RN? Learn the best practice of medication administration and ways to assist in preventing errors as a starter and when they do occur, how to manage them.

Objectives:

- Upon completion, the participant will be able to identify what constitutes a medication error.
- Upon completion, the participant will be able to identify ways to aid in the prevention of medication errors.
- Upon completion, the participant will be able to identify how to manage a medication error, provide correction to prevent recurrence and how to document follow up in the states database.

Deb L. Maloy, RN, CDDN
Tarrytown Expocare Pharmacy

5/7/2025

W704: Navigating Compliance in the Digital Age: Legal & Tech Insights

In today's rapidly evolving regulatory landscape, long-term care and post-acute providers face increasing compliance challenges. This session provides a concise overview of the latest legal updates, including new guidance from the Office of Inspector General (OIG) for SNFs, with a focus on leveraging technology to streamline compliance, improve efficiency, and mitigate risk. Whether navigating OIG expectations or exploring innovative compliance solutions, this session offers actionable insights to help providers confidently address today's legal and operational demands.

Objectives:

- Describe the latest legal and regulatory updates, including new Office of Inspector General (OIG) guidance, impacting long-term care and post-acute providers.
- Identify key compliance challenges and risks facing providers in 2025.
- List practical strategies for integrating compliance-focused technologies into daily operations.
- Evaluate current compliance practices and determine actionable steps to address new legal expectations and regulatory standards.
- Analyze data privacy and security requirements under HIPAA and identify best practices for safeguarding sensitive information within common environments.

Jacqueline Anderson, JD
ROLF

5/7/2025

W703: Ohio EVV Claims Denials: Preparedness and Mitigation Strategies

As Ohio ramps up the focus on EVV compliance, providers face increasing pressure to avoid costly denials. This session will equip you with the knowledge and strategies needed to navigate this challenging landscape.
Understand the latest changes to Ohio's EVV regulations.
Develop a proactive approach to identifying and addressing potential compliance issues.
Learn best practices for minimizing the impact of claims denials on your agency's revenue.
Gain valuable insights applicable to both Sandata and Alternate EVV users.
 Join us to learn how to protect your revenue and ensure the success of your agency.

Objectives:

- Understand the latest changes to Ohio's EVV regulations.
- Develop a proactive approach to identifying and addressing potential compliance issues.
- Gain valuable insights applicable to both Sandata and Alternate EVV users.
- Learn best practices for minimizing the impact of claims denials on your agency's revenue.

Kristy Pyles, MSCJ
In Your Corner Consulting, LLC

5/7/2025

8:45 AM - 9:45 AM

W713: The 'Chess Master' Strategy in Quality Measures: Strategizing Moves Ahead

Change is the only constant in recent updates to MDS 3.0 Quality Measures, the Five-Star Rating Program and expanding CMS Quality Initiatives. 2025 will bring forth big changes to how facilities are performing in MDS 3.0 Quality Measures as CMS is "unfreezing" four impactful quality measures beginning in January 2025. This will significantly impact Ohio's July 2025 updates to the Quality Incentive Program (QIP) calculations as well. It's imperative that you think like a chess grandmaster, and be several moves ahead of change to successfully lead your facility to obtaining and maintaining QIP eligibility.

Objectives:

- Identify which MDS 3.0 Quality Measures impact Ohio's Quality Incentive Payment Program.
- Identify how to effectively monitor and strategize these key quality measures both following strategies for mid-quarter and end of quarter reviews.
- Calculate their own facility level QIP projections for the July 1, 2025 rate setting period.

Jennifer R. Napier, RN, RAC-CT, RAC-CTA, QCP
Engage Consulting

Tammy Cassidy, BSN, RN, LNHA, RAC-MT
Engage Consulting

5/7/2025

8:45 AM - 9:45 AM

W710: The I-SNP Advantage: Unlocking Financial, Clinical, and Operational Success Through Collaborative Partnerships

Join industry leaders from financial strategy, hospital systems, clinical operations, skilled nursing facilities, and physician perspectives in an engaging panel discussion exploring the transformative potential of Institutional Special Needs Plans (I-SNPs). This session provides actionable insights on how I-SNPs drive financial benefits, improve clinical outcomes, and optimize operational efficiency. Panelists will discuss the role of collaboration across stakeholders—administrators, clinical teams, and physicians—in enhancing care delivery and achieving shared goals. Attendees will gain strategies to leverage I-SNPs for success in post-acute care and hospital systems alike, improving quality, reducing costs, and strengthening operational synergies. (Confirmed names of 2 panelists; others TBD)

Objectives:

- Upon completion, participant will be able to explain the financial advantages of I-SNP partnerships for both health systems and skilled nursing facilities (SNFs).
- Upon completion, participant will be able to analyze clinical strategies that enhance care quality and reduce hospital readmissions in I-SNP models.
- Upon completion, participant will be able to identify operational best practices for integrating I-SNPs into existing care delivery frameworks.
- Upon completion, participant will be able to evaluate the impact of I-SNPs on population health outcomes from a hospital system's perspective.
- Upon completion, participant will be able to understand how physicians contribute to aligning clinical and operational goals within I-SNP partnerships.

Kayla N. Maurer
The Schroer Group

Melissa Smith, APRN-CNP, MSN, MBA
Valor Clinical Partners

Christopher E. Remark, B.A Finance MBA
Strategic Results, LLC

Edward Beatrice, LNHA, CEAL
Steven Anderson

5/7/2025

W706: The Potential of AI and Cognitive Impairment: From Monitoring to Compensating

As populations age, cognitive impairment presents growing challenges for individuals, families, and care communities. This session explores how Artificial Intelligence (AI) can transform cognitive care by enhancing autonomy, dignity, and well-being. It covers AI-powered tools like wearable devices, predictive analytics, and memory aids that monitor cognitive health and support daily tasks. Real-world case studies illustrate how these technologies enable personalized care, help individuals age in place, and delay cognitive decline. The session also addresses ethical concerns, including data privacy and inclusive design. Attendees will gain practical strategies for integrating AI-driven solutions into care settings, fostering improved support and outcomes.

Objectives:

- Upon completion, participants will be able to explain how AI technologies are used to detect and monitor cognitive changes, supporting early intervention and personalized care strategies.
- Upon completion, participants will be able to identify practical AI tools that enhance cognitive autonomy and daily living, how to integrate them into person-centered care plans.
- Upon completion, participants will be able to evaluate the ethical implications of AI in cognitive care, ensuring that technologies respect individual dignity, protect data privacy, and promote inclusivity.
- Upon completion, participants will be able to assess the benefits and limitations of AI-powered assistive technologies in enhancing the quality of life for individuals with cognitive impairments.
- Upon completion, participants will be able to design care strategies that incorporate AI-driven tools while considering cultural, social, and economic factors to ensure equitable and inclusive care solutions.

Valerie larochelle, Bachelor in Commerce, Major in Human Ressources
Eugeria Care

5/7/2025

9:00 AM - 9:30 AM

W714: Uncover and fix costly inefficiencies in workforce operations

While virtually all skilled nursing and long-term care providers are scrambling to find new staff, many are harboring uncovered inefficiencies in their workforce operations. These inefficiencies lead to inflated labor costs, dependency on agency staffing, and overworked staff with a high turnover. In this session, we will discuss the common "leaks in the bucket" where businesses are suffering financial losses, and how to remedy these challenges.
Using data from the 4,500+ long-term care facilities using Smartlinx Workforce Management, we can illustrate common trends in unaddressed labor costs, including over-dependence on agency staff, unchecked overtime, time theft, inefficient scheduling, and more.

Objectives:

- Identify the hidden costs in their workforce operations
- Develop strategies to control costs, reduce overtime, and minimize agency dependency.
- Invest these savings into your existing workforce, increasing employee engagement and reducing turnover.

Brian Buys, RN, MBA
Smartlinx

5/7/2025

9:00 AM - 11:00 AM

W715: Selling the Senior Living Experience

Selling the Senior Living Experience
Marketing to the Collective has historically been our approach to achieving occupancy
success in our industry. However, research clearly points in a new and much more
effective direction - Selling to the Individual. This approach demands the adoption
of a true sales culture in our communities. This culture is operationalized through
8 Sales Standards, which when executed daily, ensure your occupancy success.

Objectives:

- 1. Understand the 8 behavior-based Sales Standards that will guarantee occupancy and revenue success.
- 2. Discuss the researched fact that Selling Behaviors are much more important than a Sales Process
- 3. Share this information with community department heads to ensure Team Selling in in place to give our customers a glimpse into what life can look like in senior living.

Michael Marlow, BA, CPed
Watercrest Senior Living Group

5/7/2025

9:00 AM - 11:00 AM

W716: The Main Event - Annual Meeting

Objectives:

5/7/2025

10:00 AM - 10:30 AM

W717: Achieving Financial Health through Purchasing & Partnership

Of the many driving factors behind the financial health of an organization, one of the most overlooked is the pattern of purchasing practices. Often allowed to stagnate once set in place, purchasing patterns have the potential to impact the bottom line for better or worse. In this session, we'll explore the role that purchasing plays in maintaining a balanced budget, including: examining inflation data, the influences of global factors on pricing and availability, the lost opportunities of poor optimization, real-world examples of cost savings opportunities, and the role that partnerships can play in helping organizations realize their financial goals.

Objectives:

- 1.	Understand the complexities of the global supply chain and its impact on local operations in senior living
- 2.	Identify 3 reasons that regular order guide optimizations are crucial for continued operational savings
- 3.	Name 2 innovations that spur savings through demonstrated ROI, improve labor outcomes and increase resident satisfaction

Nick Trankito
Incite Strategic Partners

Amy Luhn, RD, LD
Incite Strategic Partners

5/7/2025

10:15 AM - 11:15 AM

W724: Beyond the Chart: Joy in the Journey for Post-Acute Care

Amidst the complex challenges post-acute care providers face—financial, operational, and compliance-related—ensuring a seamless resident care journey is key to resident and family satisfaction. How can care teams effectively coordinate care, foster trust, prioritize resident choices, ensure compliance, and maximize reimbursement while improving experiences? This presentation offers a roadmap for using innovative technology to reduce administrative burdens and enhance resident journeys. Attendees will gain practical strategies, supported by qualitative and quantitative data, showcasing how technology and automation enable scalable, time-efficient, and cost-effective solutions. Since COVID, emerging innovations are transforming healthcare, empowering workers to work smarter, not harder.

Objectives:

- This session will provide practical strategies for harnessing technology to cultivate extraordinary care journeys, empowering providers and caregivers to advanced quality resident-centered care.
- This presentation will help providers develop a roadmap to use integrations/automation to save staff time, reduce administrative burden, facilitate enhanced compliance, improve transitions of care, increase resident and family satisfaction.
- This session uses real-world examples where technology has been successfully implemented to discuss how providers can implement staff training and gain staff buy-in to facilitate the effective adoption of technology.

John J. Vander Meer, MPA
Carefeed

Jennifer Leatherbarrow, RN, BSN, RAC-CT, RAC-CTA, QCP, IPCO, CIC
Complete Care

5/7/2025

10:15 AM - 11:15 AM

W718: Connected Futures: Harnessing VR, AI, and Innovation to Redefine Senior Care

Social isolation and loneliness are among the most urgent challenges facing seniors today, with profound implications on mental health, cognitive function, and overall quality of life. Recognized as a modern epidemic by the U.S. Surgeon General, these issues cost billions annually in healthcare and demand innovative solutions. Virtual reality (VR) and artificial intelligence (AI) are emerging as transformative tools to bridge the physical, cognitive, and emotional divides that often separate seniors from their families and communities.

Objectives:

- attendees will see how these tools create valuable connections, enhance emotional well-being, and address challenges like social isolation and cognitive decline.
- Attendees will leave with a clear vision of how VR and AI can revolutionize senior care and inspire meaningful change within their organizations
- empower attendees to bring impactful solutions to the lives of older adults, redefining what it means to age with connection and dignity in a rapidly evolving digital world

Nicholas Abruzzo
Rendever

5/7/2025

10:15 AM - 11:15 AM

W722: Depakote: The New Psychotropic Boogie Man

Just as we're starting to understand the intricacies of the Myers and Stauffer schizophrenia audits, a new class of medications are on the naughty list. Anticonvulsants are mood stabilizing agents commonly prescribed to treat a variety of mental illnesses including bipolar disorder and agitation. These medications are now being tracked on the MDS assessment and is the next target of CMS. The purpose of this presentation is to discuss the history of anticonvulsant mood stabilizing agents, their current use in long term care, examine the literature, and determine our next course of action.

Objectives:

- Upon completion, participant will be able to list the various mood stabilizing agents commonly prescribed for mental health.
- Upon completion, participant will be able to summarize the history and current prescribing practices of mood stabilizing agents for mental health.
- Upon completion, participant will be able to begin strategizing on how to address the new or potential CMS regulations regarding mood stabilizing agents.

Cassandra Skul, PMHNP
ViaQuest Psychiatric & Behavioral Solutions

5/7/2025

10:15 AM - 11:15 AM

W723: Elevating and Empowering our Clinical Leaders

Review of strategies implemented to elevate clinical leaders role and improve their engagement and retention and ultimately improved Staff turnover and resident outcomes.
Implementation of monthly calls, clinical leader retreats, ED/clinical leader retreat. Addition of Clinical Educator. Senior clinical leader role. Clinical leader Care team.
Promotion of Continued Education and Tuition Reimbursement.
Collaboration with Executive Directors and Marketing Directors.

Objectives:

- Participant will be able to describe Best practices for DON engagement and retention.
- Participant will be able to describe strategies to elevate and empower clinical leaders.
- Participant will be able to describe collaboration with Operations and Marketing to support DONs.

Christina Karcz, Chrisi Karcz, MSN, BSN, RN, CRRN, CDP
Gardant Management Solutions

Rafael Corona, RN, MSN-ED, RAI-CT, LNC
Gardant Management Solutions

Teresa WP Wester-Peters, MSW
Gardant Management Solutions

5/7/2025

10:15 AM - 11:15 AM

W720: GG Blackbelt- Mastering Functional Discharge Scoring

This session is designed to help skilled nursing facility leaders and interdisciplinary teams master the intricacies of Section GG and Discharge Function Scores. These scores, pivotal under the CMS Quality Reporting Program (QRP) and Value-Based Purchasing (VBP) initiatives, emphasize functional outcomes critical for reimbursement and quality ratings. The presentation delves into accurate documentation, interdisciplinary collaboration, and the use of statistical risk models to ensure compliance and optimize performance metrics. By becoming "blackbelt masters" of Section GG, attendees will leave prepared to align their facilities with the highest standards of functional improvement and overall outcomes.

Objectives:

- Understand the role of Discharge Function Scores within the CMS Quality Reporting Program (QRP) and Value-Based Purchasing (VBP), including their calculation.
- Master the accurate coding and assessment of Section GG items
- Implement effective interdisciplinary strategies to track and enhance residents' functional progress from admission to discharge

Keely L. Kent, PT,DPT,RAC-CT, QCP, COCAS
Continuum therapy partners

5/7/2025

10:15 AM - 11:15 AM

W725: Managing Behaviors through Person-Centered Care Planning

The best approach to ensure quality care and avoid inappropriate psychoactive medications is person centered care planning. To meet federal quality and safety standards, skilled nursing facilities are required to assess each resident and develop an appropriate plan of care. CMS further mandates that medications may be considered for elderly residents with dementia only if non-pharmacological interventions are ineffective.
This session will focus on the negative regulatory impact poor behavior management can have on care and quality outcomes, help identify causes and early indicators of behaviors and present effective approaches to minimize & effectively manage behaviors.

Objectives:

- 1.   Understand current regulatory guidelines related to behavior management.
- 2.   Recognize early signs of behaviors and how to use person-centered care planning approaches effectively.
- 3.   Identify the negative impact poor behavior management can have on your quality outcomes.

Amy Lee, RN, MSN, CRRN, QCP
Coretactics, Inc.

5/7/2025

10:15 AM - 11:15 AM

W721: Navigating Workforce Challenges: A Roundtable Discussion on Recruitment, Engagement and Retention Excellence

Join us for a dynamic roundtable session designed to foster open discussion and shared learning among providers facing similar challenges. With a moderator guiding the conversation, this session invites participants to share insights, strategies, and solutions to common issues related to recruitment, employee orientation, career development, and retention. This is an opportunity to hear from peers who are actively addressing these concerns in their own organizations, exchange best practices, and leave with actionable takeaways. Whether you're grappling with staff shortages or seeking innovative ways to enhance professional growth opportunities, this session will provide a platform for collaborative problem-solving.

Objectives:

- Implement improvements to recruitment efforts that highlight the unique opportunity and impact employees can have in care communities.
- Enhance onboarding and orientation processes and experiences that create connections between new employees to their new teams, and ensure operators have a foundation for developing talent.
- Conduct effective employee engagement initiatives, such as career development and recognition programs, that help turn employees into team members and a job into a calling.

Nate Hamme, BA
Ceca Foundation

5/7/2025

10:15 AM - 11:15 AM

W727: Palmetto GBA Home Health and Hospice Reimbursement Update

Objectives:

5/7/2025

10:15 AM - 11:15 AM

W726: Partnering for Success: How VBC Partnerships Alleviate Staffing Burdens in Nursing Homes

Nursing home administrators are increasingly challenged by staffing shortages and burnout, which place immense pressure on care teams and jeopardize the quality of resident care. As Value-Based Care (VBC) continues to gain traction among providers, meeting its complex demands can feel overwhelming—especially for already overburdened staff. Partnering with experienced VBC experts who offer turnkey solutions is a critical step forward, positioning them as more than just collaborators—they become an extension of your care team.

Objectives:

- Understand the critical role that experienced Value-Based Care (VBC) partners play in acting as an extension of nursing home care teams, offering seamless support that reduces staffing strain.
- Learn how VBC partners help reduce the operational and administrative burdens by providing on-site care and advanced, tech-enabled coordination, enabling staff to focus on core patient care responsibilities
- Discuss the various Value-Based Care (VBC) models and how each can support different areas within senior living.

Craig Fleischmann, MBA
Provider Partners Health Plans

5/7/2025

W719: What you give, is what you get

With a goal of focusing on staff retention, the presentation breaks down into 5 categories:
1)   Working with difficult employees
2)   Giving feedback regularly- and WHY
3)   How to learn more about your employees so they know you care
4)   How to help staff (help people served in your program) make connections with the outside world.
5)   Now it's your turn! (activity)
We start with myths/ busts about generational differences in the workplace and lead into the above categories

Objectives:

- Upon completion, participants will walk away with an understanding of how to better handle and difficult employee.
- Upon completion, participants will walk away with at least 1 concrete idea on how to better connect with their current employees.
- Upon completion, participants will walk away with a better understanding of how to giving feedback without someone getting defensive.

Jeannette Coleridge, BA
X-Excel, Ltd. (DD provider)

Annette Wood
X-Excel, LTD.

5/7/2025

11:00 AM - 1:30 PM

W000: Exhibit Hall Open with Lunch

Objectives:

5/7/2025

11:15 AM - 12:30 PM

HCH1: Home Care & Hospice Providers Only - Luncheon & Updates

Objectives:

Erin Hart, CEHCH
Ohio Health Care Association

Heidi McCoy, RDN, LD, CEHCH
Ohio Health Care Association

5/7/2025

1:30 PM - 2:00 PM

W750: Careforce Report: Should I Stay, or Should I Go?

This session unpacks key insights from KARE's Careforce Report, which surveyed over 3,000 certified caregivers on their challenges, career satisfaction, and reasons for staying or leaving senior care. While 86% plan to stay in the industry, 14% aim to leave within the next year, driven by low pay (28%) and burnout (9%).
What You Will Learn:
- Top factors impacting caregiver turnover, including low wages and lack of support.
- The critical role of the work environment, with 98% saying safety and flexibility would encourage them to stay.
- Strategies to improve retention and boost satisfaction within your communities.

Objectives:

- The most pressing retention challenges in senior care, from economic pressures to burnout.
- The top environmental factors—such as flexible scheduling and safe conditions—that can bolster caregiver satisfaction and decrease burnout.
- How community leaders can leverage data to make targeted improvements, creating a supportive culture that enhances caregiver morale and retention.
- Provide leaders with a deep understanding of caregiver motivations, equipping them with actionable insights to transform workplace dynamics, address caregiver needs, and improve resident care through a stable, satisfied workforce.

Danae Mierau, DPT
KARE Technologies, LLC

5/7/2025

1:45 PM - 2:45 PM

W729: BELTSS News and Updates

This session will provide a review of changes made within the last year to the BELTSS program laws, rules, and procedures. The information will keep licensees up-to-date on the latest licensure information and things happening at the national Board association level as well. A review of the Board's Healthcare Executive's Code of Ethics and presentation of potentially unethical issues seen by BELTSS will round out the session and qualify it as meeting the BELTSS Ethics requirement for renewal.

Objectives:

- Upon completion, participant will be able to describe why NAB/BELTSS are rebranding the AIT name.
- Upon completion, participant will be able to better identify potential ethical violations that could result in Board action.
- Upon completion, participant will be able to describe the process for obtaining a temporary license to practice in Ohio.
- Upon completion, participant will be able to list at least 1 reason why the Board determined to sunset the state exam.

Deborah S. Veley, HSE, LNHA, LISW, CDP, CEAL
BELTSS

Jennifer S. See, HSE, LNHA, CEAL, QCP, CDP, N-DTR
Ohio BELTSS

1:45 PM - 2:45 PM

W737: Building Skills for Coping with Challenging Behaviors

This session is designed to help learners better understand why individuals living with dementia may at times exhibit challenging behaviors. It will focus on looking beyond the condition to recognize other possible factors that may be causing or contributing to the challenges. Learners will be introduced to the 'six pieces of the puzzle' that are used to help determine contributing factors to the behavior. This problem-solving approach will be presented to help learners reduce the intensity, frequency, or occurrence of challenges, and will introduce verbal and physical skills for reducing unproductive conversations and resistive behaviors.

Objectives:

- Upon completion, participant will be able to list the six factors used to determine the contributing factors to the challenging behavior.
- Upon completion, participant will be able to discuss the value of knowing an individual and their history in effective communication efforts.
- Upon completion, participant will be able to demonstrate and describe verbal and physical techniques used to improve interactions.

Jami Myers, MOTR/L
Teepa Snow's Positive Approach to Care

5/7/2025

1:45 PM - 2:45 PM

W735: Caring with Managed Care - Nurse Practitioner Pilot to improve quality and patient satisfaction

Putting the Care in Managed Care: Attendees of this session will learn about an innovative care program developed between a provider-owned network and a national managed care organization. The collaborative, nurse practitioner led program initiated in two Ohio metro areas increased resident satisfaction and supported facility quality improvement efforts. Clinical and facility staff will share details on the program, key implementation considerations, and practical take-aways.

Objectives:

- Understand key program elements and benefits
- Describe the advantages and considerations to partnering with a managed care organization on a direct care program
- Consider how nurse practitioner collaboration can improve quality and resident satisfaction

Sarah D. Ortlieb, PT
AHCA

5/7/2025

W730: Cross-Cultural Communication in Healthcare

Thriving in today's healthcare workplace requires creating teams skilled in cross-cultural communication to build a culture of inclusivity and personal empowerment. This session explores how organizations that prioritize cross-cultural communication enhance staff retention and quality improvement by developing emotional intelligence, empathy, connectedness, team cohesion, and resilience. Attendees will gain a clear understanding of the value of cross-cultural communication and practical, actionable steps to implement these principles effectively in skilled nursing facilities, assisted living communities, hospice, ID/DD and homecare settings.

Objectives:

- 1.   Define cross-cultural communication and its relevance in healthcare settings (SNFs, ALFs, hospice, ID/DD and homecare).
- 2.   Analyze its role in improving staff retention through inclusivity.
- 3.   Evaluate its impact on quality improvement and resident/ patient care.
- 4.   Describe practical strategies to implement cross-cultural communication for enhanced teamwork and outcomes.

Jeremy C. Holloway, PhD
New Mexico Highlands University

5/7/2025

1:45 PM - 2:45 PM

W728: CSI: Conducting Successful Investigations (Ethics Credit)

In response to allegations or incidents involving abuse, skilled nursing facilities are required to report, investigate, protect the alleged victim, take corrective actions if needed and have evidence that the alleged violation was thoroughly investigated.

This program will review regulatory requirements and non-compliance survey related issues that can result in negative public perception and heavy financial penalties. Participants will recognize practical approaches to use when conducting a thorough investigation, gain access to investigative tools for immediate implementation and have takeaway resources their teams can use to incorporate data into their QA&A Program to ensure regulatory compliance.

Objectives:

- Recognize regulatory requirements related to abuse, investigations, abuse reporting and identification of facilities with abuse deficiencies on CMS Care Compare.
- Describe the various components and effective methods of conducting a through and successful investigation.
- Recognize methods for conducting a root cause analysis and the correlation this has to objectively ruling out or determining abuse.

Amy Lee, RN, MSN, CRRN, QCP
Coretactics, Inc.

5/7/2025

1:45 PM - 2:45 PM

W731: Home Health Staffing and Retention: Building for Success

Home health is one of the fastest growing industries in healthcare, placing a higher demand on agencies to have a robust and reliable workforce. With that being said, many agencies face challenges with staffing and retention that lead to negative impacts both operationally and clinically. This presentation will take a deep dive into the staffing crisis and how agencies can successfully overcome these challenges.

Objectives:

- Upon completion, participant will be able to understand the operational and clinical impacts of staffing turnover.
- Upon completion, participant will be able to identify key areas of focus and strategies to improve staffing retention.
- Upon completion, participant will be able to identify the top reasons why turnover occurs.

Nichole McClain, RN
Proactive LTC Consulting

5/7/2025

1:45 PM - 2:45 PM

W734: ICF Reimbursement Update & Benchmarking Trends

This session will be focused on all things ICF Reimbursement! We will walk through the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs. We will provide examples and explain the rate calculation methodology. Each rate component will be covered including ceilings, case-mix trends, inflation factors and efficiency opportunities. Additionally, we will walk through examples of the capital fair rental value calculations and provide scenarios to demonstrate opportunities for providers. Based on known state budget proposals, implications to rate calculations for FY26 rates will be discussed.

Objectives:

- Upon completion, participant will be able to understand the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs.
- Upon completion, participant will be able to understand the ICF rate calculation methodology including the impact of ceilings, case-mix, inflation factors and efficiency opportunities.
- Upon completion, participant will be able to understand the implications for FY26 ICF rates based on known state budget proposals.
- Upon completion, participant will be able to understand strategies and opportunities to consider as it relates to ICF reimbursement and providers rate setting process.

Denise A. Leonard, CPA
Plante Moran, PLLC

TJ Ely, MBA
Plante Moran, PLLC

5/7/2025

1:45 PM - 2:45 PM

W736: Implementation of the new HOPE Assessment

The 2025 hospice final rule finalized that HQRP measures be collected through a new collection instrument, the Hospice Outcomes and Patient Evaluation (HOPE). Are you ready for the required data points? Do you understand the new timepoints? Set yourself up for success by attending this timely training that will dish all the details on the HOPE assessment.

Objectives:

- Describe the difference between HIS and HOPE
- Outline the impact of HQRP compliance with HOPE
- Summarize the specific items included in the HOPE assessment
- Specify the timepoints for HOPE submissions
- Define the new outcome measures resulting specifically from HOPE data

Kathy Ahearn, RN, BSN, PHN
ALECC

5/7/2025

1:45 PM - 2:45 PM

W732: Navigating PDPM: MDS 3.0 Success Strategies

Join Genice Hornberger, President of ADVION and Director of Regulatory Affairs at PointClickCare, for an insightful session on PDPM. Learn about the latest MDS 3.0 changes and their impact on care delivery and reimbursement. Understand the importance of accurate MDS assessments and how updates are reshaping coding practices. Explore state transitions to PDPM for Medicaid and strategies for operational success. Implement PDPM-compliant processes and use data for continuous improvement. Elevate your PDPM expertise!

Objectives:

- 1. Understand the impact of recent MDS changes and their impact on reimbursement and care planning.
- 2. Develop effective strategies to maximize reimbursement and care outcomes through accurate MDS assessments under PDPM.
- 3. Analyze and interpret PDPM-related data for quality improvement initiatives.
- 4. Integrate PDPM into existing quality improvement initiatives and operational strategies.

Genice Hornberger, RN
PointClickCare

5/7/2025

W733: Survey Smarts: Navigating CMS Changes with Tech-Savvy Strategies

This comprehensive presentation delves into the recent updates to CMS survey protocols and explores how technology can serve as a powerful ally in navigating these changes. Nursing home administrators, Directors of Nursing (DONs), MDS coordinators, and interdisciplinary team (IDT) members will leave equipped with the knowledge and tools to confidently address survey challenges. The session emphasizes proactive strategies for compliance and showcases real-world applications of technology to enhance efficiency, improve resident care, and mitigate survey risks. Participants will gain actionable insights to build a tech-forward approach that ensures readiness and success

Objectives:

- Understand the latest CMS survey changes and their implications for skilled nursing facilities.
- Identify practical technology tools that enhance survey readiness and compliance
- Implement actionable strategies to integrate technology into daily operations, fostering continuous improvement and survey success.

Keely L. Kent, PT,DPT,RAC-CT, QCP, COCAS
Continuum therapy partners

Don Glidewell
Blue Purpose

5/7/2025

1:45 PM - 5:00 PM

W738: Assuring Compliance in the Revenue Cycle

Operating a SNF has never been more challenging with less margin for error. This session will review the recent focus on nursing home compliance regarding RCM. We will review the OIGs latest model compliance program for SNFs, and their current focus. We will review the results of TPE, and the details behind the recent 17.8% SNF error rate. We will provide systems and strategies to help ensure claims are submitted correctly, at the highest reimbursement amount available. We will provide best practices for the four major focuses of RCM compliance - census management, MDS review, documentation review and triple check.

Objectives:

- 1. Describe results of Targeted Probe and Education [TPE] and current CMS SNF error rate
- 2.   Define the "auditing and monitoring" aspects of a model compliance program
- 3.   Articulate best practices in the revenue cycle that lead to accurate billing while gaining the most revenue
- 4.   Describe the team MDS review process.

Robin L. Hillier, LNHA, RAC-MT, RAC-CTA
RLH Consulting

Bill Ulrich, CHC
Consolidated Billing Services Inc

5/7/2025

2:15 PM - 2:45 PM

W739: Data to Success: Using CoreQ to Advance Excellence

CoreQ satisfaction surveys provide a proven framework for evaluating resident and family satisfaction, a key factor in selecting long-term or post-acute care. Widely used in quality reporting and pay-for-performance programs, CoreQ helps providers enhance care quality, operational efficiency, and market positioning while driving reimbursement opportunities. This presentation offers actionable strategies to use CoreQ data daily, including real-world examples of action plans improving facility reputation and addressing gaps. Learn how to leverage CoreQ results as a differentiator to position your organization as a quality care leader, advancing performance and financial outcomes in skilled nursing and assisted living facilities.

Objectives:

- Meet Quality Reporting and Pay for Performance Requirements: Attendees will learn effective methods providers can use to achieve the necessary resident and family satisfaction benchmarks.
- Leverage CoreQ as a Differentiator: Providers will learn how to use CoreQ results to position their facility as a leader in quality care, effectively differentiating it from market competitors.
- Develop Action Plans: Attendees will find out how to use CoreQ findings to create and implement targeted action plans aimed at enhancing facility reputation and addressing identified areas for improvement.

John J. Vander Meer, MPA
Carefeed

Jennifer Leatherbarrow, RN, BSN, RAC-CT, RAC-CTA, QCP, IPCO, CIC
Complete Care

5/7/2025

3:00 PM - 3:30 PM

W740: Federal Updates

Join OHCA's Debbie Jenkins for an update on various Federal policy initiatives impacting long term care. With the new Trump administration starting to take place, which Biden regulations will remain, what will the federal budget look like and what new initiatives will be implemented? These topics and more will be covered during this 30 minute micro-learning session.

Objectives:

- Participants will learn about the status of various Biden administration regulatory actions.
- Participants will receive an update on current Trump administration regulatory or other initiatives impacting LTC.
- Participants will have an opportunity to ask questions regarding past, present or future federal policy initiatives.

Debbie Jenkins
Ohio Health Care Association

5/7/2025

3:15 PM - 4:45 PM

W741: Alert, Alert-High Risk Medications! What to know and what to monitor

Providing medications to residents in skilled nursing facilities is crucial for management of chronic conditions, curing illnesses, slowing a disease process, reducing or eliminating symptoms, or preventing a disease. Residents can be at risk for adverse effects related to high-risk drug classifications that can affect their health, safety, and quality of life. Nurses and clinical leaders in SNF's are responsible for monitoring potential adverse effects related to the high-risk medications, evaluation for gradual dose reductions, and attempting non-pharmacological interventions. How can nursing staff, DNS, MDS nurse, and clinical managers collaborate effectively to achieve successful monitoring of medications in a SNF?

Objectives:

- Identify regulation requirements related to medications within a SNF
- Review high risk medication classifications and what to monitor for
- Discuss strategies for monitoring of medications within a SNF

Jessica Stucin, BSN, LNHA, RAC-MT, RAC-CTA, QCP
MDS Consultants

Kristine Martinez, BSN, RN, RAC-CT, RAC-CTA, DNS-CT, QCP
MDS Consultants

5/7/2025

3:15 PM - 4:45 PM

W746: Building Cross-Functional Teams: Unlocking the Power of Collaboration

Success is achieved when all departments collaborate toward two shared goals: (1) creating positive, impactful employee experiences, and (2) delivering exceptional customer service and clinical care. The strength of this collaboration directly determines the effectiveness of teamwork across departments. In this presentation, we will explore how the collective power of cross-functional teams can vastly exceed the capabilities of individual departments or team members. Participants will learn actionable strategies to foster high levels of collaboration and drive success within their organizations.

Objectives:

- Upon completion, participants will be able to Understand the Importance of Cross-Functional Collaboration: Learn how collaboration between departments enhances employee experiences and improves customer service and clinical care outcomes.
- Upon completion, participants will be able to: Identify Key Strategies for Building Effective Cross-Functional Teams: Discover actionable steps to foster strong teamwork and collaboration across different functions and departments.
- Upon completion, participants will be able to: Explore the Role of Leadership in Driving Collaboration: Understand the leadership practices that support and encourage a collaborative culture within teams.
- Participants will be able to: Apply Practical Tools for Enhancing Teamwork: Gain specific techniques and tools to immediately implement in your organization to create and sustain high levels of collaboration.

Bryan J. Cavins, EdD
Trilogy Health Services

Beth Stumpf, MS, CTRS
Trilogy Health Services

5/7/2025

3:15 PM - 4:45 PM

W745: Health Equity and Social Determinants of Health. New Patient Care Opportunities

Health equity and social determinants of health are new patient care concepts that SNFs are beginning to recognize are integral to wholistic patient centered care. CMS has prioritized these in recent rule making cycles, posted confidential feedback reports, and has revised the MDS to point the way to incorporating them into the resident experience. In this presentation, participants will gain a better understanding of these ideas, where they show up in the MDS and how both the SNF VBP and QRP programs are affected by them and drive their integration into new patient care opportunities.

Objectives:

- Discuss CMS' Health Equity Initiative and its implications for patient care.
- Examine the role of Health Equity within the SNF Quality Reporting Program (QRP).
- Articulate the significance of Health Equity in the SNF Value-Based Purchasing (VBP) program.
- Identify practical applications of Health Equity principles in day-to-day clinical practice.

Joel W. VanEaton, RN, BSN, RAC-CTA, MTA
Broad River Rehab

5/7/2025

3:15 PM - 4:45 PM

W748: Is It Time? Hospice Eligibility

Well, no more guessing! Hospice 101 will take participants through the hospice process, identifying appropriate hospice admissions with an emphasis on Medicare eligibility requirements. It will cover the qualifications and documentation needed to support an admission. Turn "mystery" into memory as you learn the ins and outs. The program will highlight key areas of payment denials agencies can avoid by understanding Medicare hospice eligibility.

Objectives:

- Define both technical and clinical Medicare hospice eligibility requirements
- Explain what is required on the Election of Benefits and Patient Notification of Hospice Non-Covered Items, Services, and Drugs
- Identify critical documentation an agency should acquire to support a Medicare hospice admission
- Describe how to use LCD guidelines to determine a qualifying hospice diagnosis
- Understand what constitutes a problematic hospice admission

Kathy Ahearn, RN, BSN, PHN
ALECC

5/7/2025

W743: Latest SNF Medicaid & Medicare Updates

This session will cover the latest Ohio Medicaid & Medicare reimbursement updates. We will share the updates and related calculations for the current Ohio budget. Additionally, we will share the latest calculations related to the Medicaid quality points. We will include the lates CMS claims data & Medicare cost report benchmarks to compare your organization to the benchmark data. Additionally, we will share the VBP, PBJ and 5-star data comparing Ohio's results to surrounding states and national data.

Objectives:

- Upon completion, participants will understand the rate calculations under the Ohio Medicaid system.
- Upon completion participants will be knowledgeable around the current Ohio budget process and related calculations including the quality points.
- Upon completion attendees will have actual benchmark data to utilize within their organization for both the Medicaid and Medicare programs to make operational and strategic planning decisions.

Denise A. Leonard, CPA
Plante Moran, PLLC

Mitch Dreisbach, CPA
Plante Moran

5/7/2025

W742: Navigating Growth and Complexity: Regulatory & Reimbursement Insights for Ohio Assisted Living

2024 has been a year of significant growth and change for assisted living facilities in Ohio. With an increasingly complex regulatory landscape and a resident population with higher acuity at admission, operators face new challenges in compliance and care delivery. Workforce shortages remain a pressing concern, adding to the demands on providers. In the waiver space, Ohio has seen a 10% increase in providers and the introduction of two new tiers following a historic rate increase. This session will provide a comprehensive overview of the current regulatory and reimbursement environment for assisted living operators, including key requirements for all tiers of the assisted living waiver program. Attendees will gain valuable insights to navigate these evolving dynamics successfully.

Objectives:

- Learners will explore strategies to manage workforce shortages and deliver quality care to a resident population with higher acuity at admission while maintaining compliance with evolving regulations.
- Attendees will identify and comprehend the key regulatory updates affecting assisted living facilities in Ohio, including compliance requirements for all tiers of the assisted living waiver program
- Participants will analyze the impact of recent reimbursement changes, including the historic rate increase and the introduction of two new waiver tiers, to optimize financial and operational strategies.

Erin Hart, CEHCH
Ohio Health Care Association

Tammy Cassidy, BSN, RN, LNHA, RAC-MT
Engage Consulting

5/7/2025

3:15 PM - 4:45 PM

W744: New Acceptance to Service Policy Requirement

In the Final Rule for 2025, CMS finalized a new standard at 42 CFR § 484.105(i) that requires home health agencies to develop, implement and maintain an acceptance-to-service policy.. This must be consistently applied to each prospective patient referred for home health care. The stated purpose of this is to address concerns regarding the referral and acceptance processes and their implications for prospective and current patients. The new standard is supposed to inform the public of the home health agency's ability to meet the anticipated needs of prospective patients. A stated CMS goal is that the new policy is applied consistently to ensure the agency only accepts those patients for whom there is a reasonable expectation the agency can meet their needs. This is accomplished by developing a new policy on the standard, reviewing it annually, and making public information available on services offered and any limitations related to types of specialty services, service duration or service frequency. There is also an ongoing review requirement when this information changes.

This presentation will describe the new CoP, provide examples of what is needed to consider when assessing patients, provide guidance on procedures for accepting patients, examples of how referral documentation (face to face and pre-authorization needs) are to be evaluated, suggestions for documenting the acceptance/non-acceptance decision, and how to differentiate what is expected for public view versus internal use. The latest guidance provided to surveyors by CMS will also be covered.

Objectives:

- Attendees will examine the key components of the new acceptance-to-service policy requirement at 42 CFR § 484.105(i) and its implications for home health agencies.
- Participants will learn how to create, implement, and maintain an acceptance-to-service policy, including assessment procedures, documentation practices, and annual review requirements to ensure regulatory compliance.
- Learners will gain clarity on what information must be made publicly available versus what should be maintained for internal operational and compliance purposes, aligning with CMS expectations and surveyor guidance.

Joe Osentoski, BAS, RN, GERO-BC
Gateway Home Health Coding & Consulting

5/7/2025

W749: Resilient Supervision for High-Intensity Behaviors

How do you keep your middle management consistent when behavioral intensity increases? As the population of people who need behavior support continues to expand, agencies are balancing the potential for business growth with the potential for increased stress on quality, compliance, and staffing systems. We will briefly survey the common patterns that businesses experience when taking on more people with complex behaviors and focus on skills for middle management: how to best equip the people that supervise your direct support professionals with what they need to keep doing the best work possible, when supporting people with high-intensity behaviors.

Objectives:

- describe patterns that ICF and waiver providers often experience when taking on higher intensity behaviors, as related to intake, compliance, staffing, and quality assurance.
- list several approaches recognized as best practices in systems to supervise and support sites serving people with challenging behaviors.
- discuss strategies to equip middle management to supervise direct support professionals when challenging behaviors are expected.

Bradley Wyner, NADD-DDS
Milestones Autism Resources

Cierea Watkins
Rose-Mary

5/7/2025

3:15 PM - 4:45 PM

W747: Strengthening Healthcare Cybersecurity: Practical Strategies for Compliance and Data Protection

As cyber threats evolve and technologies like AI transform the healthcare landscape, protecting health information is more critical than ever. This session explores actionable strategies for enhancing cybersecurity and ensuring compliance with privacy regulations. Attendees will gain insights into emerging cyber risks, best practices for safeguarding data, and proactive measures to mitigate threats. Through practical examples and real-world scenarios, participants will learn how to strengthen their organization's defenses, protect patient trust, and maintain operational efficiency in an era of increasing digital complexity.

Objectives:

- Identify emerging cybersecurity threats in healthcare, including those driven by AI, and describe their potential impact on protected health information.
- Demonstrate effective strategies for implementing data protection measures and ensuring compliance with healthcare privacy regulations.
- Analyze real-world case studies to evaluate practical approaches for mitigating risks and enhancing organizational cybersecurity resilien

Jennifer M. Griveas, Esq., LNHA, CEAL, CEHCH
Eliza Jennings Senior Care Network

Michael M. Gray, CISSP, HCISPP
Eliza Jennings Senior Care Network

5/8/2025

R800: Bosses, Bullies, and Bad Behavior...OH MY!!

Bullies from the playground are still among us...and some of them have become our bosses. Long term care is tough enough with patient care, regulations, and the ever-growing demand to do more with less, we need leadership that support us. This course is to help our staff not only identify bully behavior but learn how to manage it. We will discuss strategies for turning negative interactions with bullies into positive ones. We will discuss what to expect v. what to accept! Specific strategies for creating a more peaceful work environment will also be examined.

Objectives:

- List what bully behavior in the workplace is, learn what to expect v. what to accept.
- Describe how to navigate workplace bully, while keeping your spirits up and your self-esteem intact. What to do when the behavior needs to reach a higher level in the organization.
- Conduct themselves in a manner that will take away a bully's "power".

Stephanie H. Chambers, MS, LNHA, CDP, CEAL
Insiders Insight, the Long-Term Care Blog

5/8/2025

8:45 AM - 10:15 AM

R804: Dodging Deficiencies in the MDS Department

Dodging Deficiencies in the MDS Department
MDS-related deficiencies frequently appear among the top-cited issues during annual surveys, often due to inaccuracies in resident assessments, incomplete documentation, or ineffective care planning stemming from MDS results. This session will equip participants with practical strategies to address these challenges, reduce the risk of survey citations, and enhance overall compliance. By identifying common pitfalls and adopting best practices in documentation, assessments, and care planning, attendees will leave better prepared to prevent MDS-related deficiencies in their facilities.

Objectives:

- Upon completion, participants will be able to identify and understand the most commonly cited MDS-related deficiencies, analyzing the root causes behind these survey tags to proactively address areas of vulnerability.
- Upon completion, participants will acquire practical strategies for accurate documentation and resident assessments to ensure compliant MDS reporting and submission, ultimately reducing survey deficiencies and enhancing quality outcomes.
- Upon completion, participants will gain insights into audit and monitoring processes to detect potential deficiencies early, enabling timely corrective actions and fostering a culture of continuous improvement.

Sarah Becker, RN, RAC-CT, QCP, DNS-CT
Proactive LTC Consulting

5/8/2025

8:45 AM - 10:15 AM

R805: Enhancing Long-Term Care Staffing: Leveraging CMS Staffing Toolkits for Retention, Recruitment, and Workforce Fulfillment

This seminar looks at the changing environment and challenges related to staffing in Long-Term Care. Participants will gain insights into actionable steps, including retention strategies, recruitment strategies, and use of CMS Staffing Toolkits to improve employee competency and satisfaction. The seminar presents strategies for cultural change to better meet the needs of the workforce creating longevity. Ultimately, it advocates for a cultural paradigm shift in the approach to staffing and workforce management in long-term care, reinforcing the need for change and a focus on workforce fulfillment to improve current staffing levels, reduce turnover, increase recruitment, and reduce associated costs.

Objectives:

- identify best practices related to improving job quality and increase employee retention.
- identify best practices for improving employee recruitment.
- locate and utilize CMS-CMP toolkits for Staff Competency and Employee Satisfaction.
- exhibit an improved understanding of how the culture we create affects our success.
- exhibit a better understanding of how they can "grow" leaders on their teams.

Benita Dickenson, LNHA, SHRM-SCP
BenRay Advisory Group, Inc.

5/8/2025

8:45 AM - 10:15 AM

R806: Partnerships in Combatting Crimes within Long-Term Care (Ethics Credit)

The Ohio Attorney General's Office, Health Care Fraud Section, investigates crimes within long-term care facilities and Medicaid provider fraud. This presentation will discuss the jurisdiction of the unit, along with cases investigated and prosecuted. Partnerships will be highlighted including those at the federal level, Ohio state agencies, long-term care providers, and work with our local law enforcement partners

Objectives:

- •   Upon completion, participants will be able to understand the jurisdiction of the Ohio Attorney General's Office, Health Care Fraud Section.
- Upon completion, participants will be able to identify types of crimes and levels of crimes within LTC.
- •   Upon completion, participants will be able to assess their own management practices, and recognize the importance of timely and accurate reporting.
- •   Upon completion, participants will be able to recognize the importance of early intervention through po
- Upon completion, participants will be able to recognize the importance of early intervention through policy, procedure and practice in order to prevent crimes.

Charles Angersbach
Ohio Attorney General - Health Care Fraud

5/8/2025

R801: Reduce the Risk of Re-validations and Denials; What Matters?

Individualized skilled interventions provided by nursing, therapy, dietary and social services are what we strive to deliver in the Skilled Nursing Facility (SNF), Assisted Living/Independent Living (AL/IL) and Continuing Care Retirement Community (CCRC). In this session, we will discuss the delivery, documentation and billing of the skilled services, according to the Resident Assessment Instrument Manual, in order to substantiate coding on the Minimum Data Set (MDS). We will learn about the Additional Documentation Request process and how it takes the team to work together to provide a timely, well-structured file in order to reduce the risk for re-validation or denial.

Objectives:

- •   Participants will be able to identify how to document the provision of skilled services, according to Section GG terminology
- The participant will identify at least four Interdisciplinary Team (IDT) interactions required to successfully secure funded care for skilled interventions provided.
- The participant will be able to describe a successful process when presented with a request for records.

Christine Blasiole, PT, M.S.
Absolute Rehabilitation Consulting & Services, Inc.

5/8/2025

R802: Say Yes to Medication Aides!!!! How to ease your staffing burden!!!

This course will provide what it means to be a certified medication aide. How to become a certified medication aide and the outline of the course curriculum. How facilities can increase staffing with the utilization of Medications Aides. Ways to relieve stress with in the facility while using medication aides and how to properly educated your current staff to help with the misconceptions of medication aides.

Objectives:

- Implement Medication Aides within their facility.
- Describe the role of a medication aide
- Implement policies and procedure to assist in the successful transtion of medication aides into the facility
- Implement effective scheduling of medication aides
- Incorporate medication aides into resident needs

Carri Rejonis, LNHA, BSN, WCC
Focused Foundations LLC/ Forest Hill Senior Living

5/8/2025

8:45 AM - 10:15 AM

R803: Understanding the Similarities and Differences Between Workers' Compensation and Unemployment Hearings, and Navigating the Complex Challenges Presented when an Employee Returns to Work from Injury leave, FMLA leave, or ADA Leave

This session covers the complexities of workers' compensation and unemployment hearings, focusing on the interaction between Ohio's Bureau of Workers' Compensation (BWC) laws, the Family and Medical Leave Act (FMLA), and the Americans with Disabilities Act (ADA) when an employee returns from leave. It explores the hearing processes for workers' compensation and unemployment claims and when legal representation is needed. Attendees will learn how to manage employees' return to work while minimizing legal risks like discrimination, retaliation, and wrongful termination, and will gain actionable strategies, real-world examples, and practical policy guidance for their organization.

Objectives:

- 1.   Learn the different levels of the Ohio workers' compensation hearing process.
- 2.   Know the similarities and differences between Ohio workers' compensation hearings and unemployment hearings, and when and why it may be necessary to retain an attorney.
- 3.   Understand the complex interaction between Ohio's workers' compensation laws, the FMLA, and the ADA when managing an employee's return to work.
- 4.   Identify the potential risks and liabilities when dealing with an employee returning to work, refusing to return to work, or on medical leave with a disability.
- 5.   Learn strategies to reduce potential liabilities, including preventing allegations of wrongful termination, retaliation, and discrimination in return-to-work situations.

Rejeana Woolum-Napier
Sedgwick

Pam Aulby
Sedgwick

William R. Creedon, Juris Doctorate
Bricker Graydon LLP

5/8/2025

R809: "ChatGPT for Non-Techies: Transform How You Work in Just One Hour"

WARNING: We love making tech simple to understand. If you're a tech expert, this session might not be the best fit (though I'd still love to chat!).
Learn practical and easy-to-use techniques to streamline tasks, save time, and improve efficiency (and yes, you'll look like a hero!). Expect a fun, interactive experience with no boring slides—just real-time learning on how to start using AI tools right away.

Objectives:

- Upon completion describe foundational concepts of AI and ChatGPT.
- Demonstrate practical uses for ChatGPT by learning how to craft prompts and improve responses.
- Identify scenarios in which ChatGPT may not be the best approach and explain strategies for achieving optimal results when using AI in daily workflows.

David Skolnick
Elvira Care Group

10:30 AM - 12:00 PM

R811: Creating individualized value for referral partners while intertwining data

In the ever-evolving nursing home industry, building strong and lasting relationships with referral partners is essential for sustained success. This presentation will explore innovative strategies for creating personalized value for referral partners by leveraging data-driven insights. We will discuss how integrating comprehensive data—ranging from patient outcomes and satisfaction surveys to market referral patterns—can elevate selling and create a tailored approach to each referral source while enhancing personalized interactions rather than replacing them.

Objectives:

- Building Trust Through Transparency: The role of data in fostering transparency and trust between nursing homes and referral partners, creating long-term, sustainable partnerships.
- Creating Mutual Value: Strategies to ensure that both the nursing home and referral partners benefit from the partnership, with an emphasis on shared goals, improved outcomes, and collaborative communication.
- Data Integration for Improved Decision Making: How collecting, analyzing, and utilizing data from various touchpoints can help identify opportunities to enhance partner relationships and optimize patient care.
- Understanding Referral Partner Needs: Analyzing the unique expectations of referral partners, such as physicians, hospitals, and home care agencies, and how to meet them with customized services.

Katie Kent, MBA, CEHCH
HCF Management

10:30 AM - 12:00 PM

R810: Empowered Teams Stay: Delegation Strategies for Growth and Retention

Discover how effective delegation and empowerment can transform your team and improve retention in this targeted session for Administrators. Learn strategies to delegate with purpose, foster team autonomy, and create growth opportunities that keep your team engaged and committed. This session will explore the link between delegation, professional development, and staff retention, offering practical tools to build confidence and accountability within your team. Walk away with actionable steps to empower your staff, lighten your workload, and create a workplace culture that attracts and retains top talent, all while delivering exceptional care to your residents.

Objectives:

- Identify at least three tasks or responsibilities they can delegate to their team, using a structured framework to ensure clarity and accountability in the delegation process.
- Empower team autonomy by applying two strategies to foster team autonomy and professional growth, such as setting clear expectations and providing constructive feedback.
- Enhance retention through development by evaluating their current delegation practices and creating a personalized action plan to delegate tasks that align with team members' strengths and career goals.

Kendra L. Nickel, ACC, SHRM-SCP, MBA
HCF Management

5/8/2025

10:30 AM - 12:00 PM

R812: Quality Measures - The Clinical and Financial Tools You Need for Success

Your Quality Measures continue to play a bigger part in the calculation of your Medicaid rate. Because of the six-month delay that CMS has in releasing the quarterly quality data, sometimes facilities aren't aware that there is a problem until it is too late to correct for the upcoming rate period. Knowing which quarters factor into the Medicaid rate calculation is critical to success. as is monitoring the inverse relationship between Medicaid case mix scores and Quality Measures.

Objectives:

- Identify the Quality Measures that affect the Medicaid rate and know which quarters affect which rate periods.
- Understand how to monitor clinical data mid-quarter to manage and strategize key Quality Measures data.
- Perform financial calculation on a quarterly basis to assess your potential quality score for upcoming Medicaid rate periods.

Barb Notardonato-Cole, CPA
Citrin Cooperman

Jennifer R. Napier, RN, RAC-CT, RAC-CTA, QCP
Engage Consulting

5/8/2025

10:30 AM - 12:00 PM

R808: Unleashing Creativity In Marketing- Stand Out In A Competitive Environment

In today's cluttered marketing landscape, capturing the attention of your prospects is more challenging than ever. Creative marketing campaigns stand out and make people take notice. It is time to pique their curiosity, generate interest, and drive engagement.
In this workshop-style session, you will learn to navigate the marketing landscape, discover tactics to move potential residents through the pipeline, learn new trends in marketing for 2025, and collaborate on creative ways to market senior living to grow your business.
This interactive workshop-style session will give you creative tools to implement immediately in your marketing plan.

Objectives:

- Learn to navigate the marketing landscape and capture the attention of your prospects.
- Discover tactics to move your potential resident through the pipeline.
- Identify innovative marketing trends for 2025..
- Learn how to use creative marketing strategies to make a difference.

Mary T. Tangeman, MBA
Marketing Essentials

5/8/2025

10:30 AM - 12:00 PM

R807: Violence, Effective Strategies & Success Stories

Gain knowledge regarding State & Federal regulatory updates, what's working, what's not working, mental health gains, resources needed, technology advancements, cyber tie-ins, artificial intelligence, and controlling the cost of risk. The session will end with what's next for 2026. Behavior outcomes targeted for the session include:

⬚   Participants will be instructed how to benchmark performance and practices
⬚   Participants will observable peer-verified solutions generating results, quantified

Objectives:

- Participants will be instructed how to benchmark performance and practices
- Participants will observable peer-verified solutions generating results, quantified
- Participants will be able to explain the essential elements of OSHA compliance, for 2025 and beyond

Brad Hunt, MBA
ACRISURE