

5/18/2026

1:00 PM - 2:00 PM

M500: Adapting to Sensory Changes in Dementia: Maximizing Positive Outcomes

Dementia affects how the brain processes sight, sound, touch, taste, and smell — often leading to confusion, withdrawal, or behavioral changes. This session explores how sensory loss and distortion influence daily experiences and provides practical, person-centered strategies to adapt care and environments. Participants will learn to recognize sensory-related distress, reduce triggers, and enhance safety and engagement. Attendees will leave this session with a deeper understanding of how dementia alters sensory processing and practical, person-centered strategies they can immediately apply to create safe and engaging environments for those in their care.

Uniqueness of Session: *Physical application of techniques

*Immediate impact in direct care

*No to low cost interventions

Objectives:

- Implement evidence-based, person-centered strategies to adapt care approaches and environments that promote safety, engagement, and quality of life.
- Describe common sensory changes associated with dementia and their effects on perception, behavior, and daily functioning.
- Analyze the impact of sensory changes on care interactions and environmental experiences.

Renee T. Bowles, LPN, PAC-CDE/L, CDP, VDT-AT

Positive Approach to Care, Second Wind Dreams

5/18/2026

1:00 PM - 2:00 PM

M501: Building Effective IDR / IIDR Responses: A Practical Guide to Success

Disputes in long-term care can be costly and time-consuming. Mastering the Informal Dispute Resolution (IDR/IIDR) processes is essential for protecting your organization's reputation and ensuring fair outcomes. You will learn how to develop persuasive arguments, leverage supporting documentation, and apply proven strategies that increase your success rate. We'll also explore innovative strategies, including data analytics and applying proactive risk management to reduce disputes before they occur. Walk away with a step-by-step guide to success, practical templates and expert insights that will help reduce penalties, safeguard quality ratings, and turn challenges into opportunities. Elevate your process from routine to remarkable. Uniqueness of Session:: Practical, not just theoretical: Most sessions explain the IDR/IIDR process but his one is a hands-on -approach where attendees will leave with ready to use templates, checklists and a step-by-step guide for crafting successful dispute responses.

Learn from actual success stories, where organizations reversed deficiencies and avoided penalties.

Expert insights: Learn what surveyors look for and how to position your responses for success.

Immediate ROI: Reduce penalties, protect quality ratings and strengthen compliance - all from actionable takeaways.

Practical guide to success that transforms dispute resolutions from a reactive process into a strategic advantage.

Objectives:

- Define the IDR/IIDR process, explain the purpose, structure and requirements of informal dispute resolutions and when and how to initiate the process.
- Develop effective and winning response strategies: Identify key components of a successful IDR/IIDR submissions backed by strong documentation and learn proven strategies for persuasive argument techniques to maximize favorable outcomes.
- Apply innovative and proactive approaches by exploring news tools, data analytics and risk mitigation strategies - to streamlines dispute resolution and prevent future deficiencies.

Tammy R. Steele, Registered Nurse

Saber Healthcare

5/18/2026

1:00 PM - 2:00 PM

M502: Responsible Procurement for Changing Times

Traditional procurement practices have become more challenging in our time, as global, national, and regulatory hurdles create more barriers to responsible and cost-effective purchasing. This session will review examples of global supply chain issues and how they affect senior living operations with a focus on food service, common food procurement pitfalls, the risks to utilizing informal/ unregulated product supply channels, and how to operate closer to budget when economic challenges arise. We will examine real-world examples of what steps to take and which to avoid when navigating budget challenges, product shortages, and fluctuating prices. Uniqueness of Session:: Senior living owners and operators know when they are over-budget, but don't always see the larger picture as to why. Focusing on the food services department, this session will break down that why, and give operators actionable insights for righting the ship in challenging purchasing times.

Objectives:

- • Identify common food procurement mistakes and how to avoid them.
- • Understand the key elements of a reliable product supply channel.
- • Be able to state 3 or more practices for managing food budgets and programs when census drops or prices and supply chains are unpredictable.

Jennifer Bruning, MS, RDN, LDN

Incite Strategic Partners

Nick Trankito

Incite Strategic Partners

5/18/2026

1:00 PM - 2:00 PM

M503: Words At Work

In a fast-paced, high-pressure long-term care environment, leaders must adapt to constant change while remaining grounded in what matters most. This session explores how timeless leadership principles—often captured in simple, powerful quotes—can be applied in practical ways to today’s challenges. Through relatable metaphors and real-world examples, participants will learn how leadership language shapes culture, supports calm decision-making, and encourages creative problem-solving when resources feel limited. Attendees will leave with actionable insights that reinforce resident-centered care, strengthen teams, and help leaders remain steady, focused, and effective when it matters most. Uniqueness of Session:: This session stands out because it addresses the human side of leadership in long-term care—how leaders think, speak, and remain steady under pressure. Rather than focusing on new systems or technical solutions, it offers timeless, practical perspectives that can be applied immediately, regardless of role or resources. The content respects the experience of seasoned professionals and provides mental frameworks that support calm decision-making, creativity, and culture-building. Memorable language and relatable examples ensure the message resonates long after the session ends, helping leaders lead with clarity, confidence, and purpose when it matters most.

Objectives:

- Upon completion, participant will be able to describe how leadership language influences culture, decision-making, and emotional tone within long-term care environments.
- Upon completion, participant will be able to demonstrate strategies for remaining calm and responsive during high-pressure situations to prevent reactive leadership behaviors.
- Upon completion, participant will be able to apply timeless leadership principles to creatively problem-solve daily challenges while maintaining a resident-centered and employee-supported focus.
- Upon completion, participant will be able to identify practical ways to use existing resources creatively to address operational challenges without increasing staffing or budget.
- Upon completion, participant will be able to define the leadership priority framework of residents first, employees second, and physical plant third when making daily decisions.

Shari Shafer, LNHA, CEAL, LPTA
LionStone Care

5/18/2026

1:00 PM - 2:00 PM

M504: Built to Rise: Resilience for Today's Long-Term Care Leaders

Long-term care doesn't just test leadership, it tests endurance. Too often, leaders survive by necessity instead of building resilience by design.

This session breaks resilience down into three practical domains: physical, mental, and emotional. Through candid insights and real-world examples, participants will explore how daily habits, not heroic effort, sustain focus, energy, and emotional balance over time.

Designed for leaders who are early in their journey, seasoned by experience, or quietly questioning how long they can keep carrying the load, this session offers practical strategies that can be implemented immediately. Attendees will leave with a clear starting point to restore energy, sharpen focus, and lead with steadiness in an environment that rarely slows down.

This is not a theoretical discussion or motivational talk. It's a grounded conversation about what it takes to remain effective, present, and whole in long-term care.

This session stands apart by translating resilience into daily practice. Instead of abstract concepts, leaders are given simple, repeatable tools across physical, mental, and emotional domains. The focus is not on doing more, but on designing habits that allow leaders to sustain clarity, discipline, and presence in demanding environments.

Objectives:

- Upon completion, participants will be able to: Define the three pillars of resilience — physical, mental, and emotional — and explain how each supports leadership sustainability.
- Upon completion, participants will be able to: Identify daily habits and mindset practices that strengthen focus, energy, and emotional balance in high-stress environments.
- Upon completion, participants will be able to: Develop a personal action plan to integrate small, consistent resilience practices into their professional and personal routines.

Edward Beatrice, LNHA, CEAL

Caring Place Healthcare Group

Jessica Tonnesen, LNHA, CEAL

Valor Health Plan

5/18/2026

1:00 PM - 4:15 PM

M505: Ethical Quandaries of educating new Administrators: A Modified World Café

According to BELTSS Expectation IV, administrators are supposed to share expertise with students to promote understanding of the field. They are also supposed to mentor the next generation of administrators. How does this apply to the experiences and financial aspects of Administrators in Residence? We begin with case studies of experiences from Ohio's NAB accredited schools. Next we break into groups to discuss the ethical aspects of Administrators in Residence and finally, ways to reduce the barriers for entry into the field. This session builds upon OAGE's 2025 session on Growing Interest and Solving Key Questions in Long-Term Care Leadership. Uniqueness of Session:: This is an interactive session. It allows us to work together between educators, researchers, and practitioners in long-term services and supports.

Objectives:

- Apply ethical standards of practice to the mentoring of the next generations of administrators
- Examine best practices for professional development of new administrators
- Set goals and targets for improving the Administrator in Residence experiences

Daniel J. Van Dussen, MA PhD

Youngstown State University

Jennifer Wagner, MPH, HSE, LNHA, CEAL

Bowling Green State University

Jennifer Kinney, PhD

Miami University

5/18/2026

2:15 PM - 3:15 PM

M506: Innovative Non Pharmacological Interventions in Dementia Care

Dementia care often feels like a cycle of insanity, where caregivers repeat the same approaches while hoping for a different result. This session offers a new way forward. Participants will learn practical, evidence supported strategies using music, massage, and cannabis to break ineffective patterns and improve daily care. Through real examples and simple tools, attendees will discover how these interventions reduce distress, increase engagement, support better sleep, and create calmer, more meaningful interactions. This session equips professionals to end the repeated struggles and replace them with approaches that truly work for both residents and caregivers. Uniqueness of Session:: This session stands out because it offers practical, immediately usable strategies that end the repeated trial and error cycle so common in dementia care. It introduces an innovative combination of music, massage, and cannabis, supported by real results from memory care communities. Few sessions address cannabis with clarity, safety, and lived experience, giving attendees access to knowledge they cannot find elsewhere. The session blends neuroscience with hands on tools, making complex ideas simple and actionable. Participants will leave with fresh approaches that reduce distress, improve engagement, and create calmer, more meaningful experiences for both residents and caregivers.

Objectives:

- Describe how music, massage, and cannabis influence brain function and support improved well being for individuals living with dementia.
- Identify practical, evidence supported techniques that reduce distress, improve engagement, and strengthen daily care interactions.
- Apply non pharmacological approaches that replace ineffective patterns, decrease reliance on medication, and create more consistent, compassionate care outcomes for residents and caregivers.
- Evaluate when and how to integrate music, massage, and cannabis safely within regulatory expectations to enhance quality of life across diverse care settings.

Joanna LaFleur, BS, TRS

Joanna Dementia Expert & Memory Lane Foundation

5/18/2026

2:15 PM - 3:15 PM

M507: IDT Documentation Essentials to Drive Care, Quality, and Payment

When the interdisciplinary team (IDT) collaborates effectively to gather accurate data, outcomes include person-centered care planning, smoother care transitions, and positive financial performance. As the MDS increasingly serves multiple purposes—payment, quality measures, research—SNFs are challenged to find solutions to accurately and efficiently capture MDS information.

This session will address the importance of specific MDS data elements and how leveraging each team member's strengths is a winning strategy. As CMS begins to validate documentation for quality measures in the SNF QRP and VBP, best practices and strategies for integrating that information into value-based care approaches will be shared. Uniqueness of Session: This session explains how the routine task of completing the MDS is transformed into a powerful driver of clinical, compliance, and financial success within skilled nursing facilities. By highlighting the far-reaching impact of accurate MDS data, it underscores why this process matters to SNF professionals across all roles, including clinical, quality, and finance. With the MDS influencing everything from care planning to reimbursement and quality reporting, the session offers valuable insights for a wide SNF audience.

Objectives:

- 1) Illustrate collaborative, interdisciplinary strategies SNFs can implement to facilitate accurate data collection and documentation.
- 2) Examine the role of data/reporting in supporting a SNFs ability to holistically address patient's needs and inform QAPI goals.
- 3) Describe the importance of sustaining competence in MDS data collection and documentation to protect SNFs ability to succeed in a value-based care environment..

ELLEN R. STRUNK, PT, MS, GCS, FAPTA, CHC, RAC-CT

Rehab Resources and Consulting, Inc.

Sabrina McCarley, MBA-SL, OTR/L, CLIPP, RAC-CT, QCP, FAOTA, RAC-CTA

Transitional Care Management

Leigh Ann Frick, PT/MBA, RAC-CT, PNAP

Care Navigation Consulting, LLC

5/18/2026

2:15 PM - 3:15 PM

M508: Value-Based Care Delivery That Drives Growth, Excellence, and Competitive Advantage

As the industry accelerates toward value-based care, we must rethink how and what goals are set, monitored, and achieved across clinical services. This session introduces a fresh approach to oversight and outcomes review, helping leaders shift mindsets, strengthen goal-setting practices, and use data more strategically. Attendees will learn practical methods for evaluating documentation, identifying performance trends-risks, and aligning care delivery with evolving payer expectations. By combining actionable oversight tools with a modern framework for outcome-driven goal setting, this session offers a unique roadmap for elevating performance, improving resident results, and positioning organizations for success in today's competitive, value-focused environment. Uniqueness of Session:: This session is shaped by more than 30 years of real-world experience in skilled nursing, supported by insights from home health and outpatient care. It offers a practical, approachable look at how value-based care is reshaping expectations across the continuum, including the growing importance of smooth transitions of care. Attendees gain simple, effective strategies for strengthening oversight, refreshing goal-setting mindsets, and using outcomes data to spot trends and improve accountability. The result is an experience-driven roadmap that helps organizations enhance results, support managed care readiness, and elevate performance in today's evolving care environment

Objectives:

- Identify how the shift to value-based care changes service expectations, goal-setting practices, and performance oversight across the care continuum,
- Evaluate documentation quality and outcome trends using practical, accessible review methods and tools that strengthen accountability and support value-based care objectives
- Apply a refreshed, outcome-driven mindset to goal setting and data use to improve alignment with care plans, enhance resident outcomes, and elevate organizational performance

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

5/18/2026

2:15 PM - 3:15 PM

M509: Courage Before Code: Why AI Can't Save Teams That Avoid Adversity

Many organizations invest in AI expecting transformation, yet real progress stalls when teams avoid the difficult conversations and adaptive work required for change. This session reveals why courage—not technology—is the true catalyst for improvement. Using insights from the Adversity Quotient, Crucial Conversations, and the 5 Steps to Expert model, participants will learn practical strategies to strengthen resilience, improve communication, and build the competence needed to fully leverage AI. Attendees seeking a realistic, energizing approach to leading teams through challenge and making technology adoption successful will find this an essential, high-value session. Uniqueness of Session:: This course stands out because it tackles the hidden reason most initiatives fail: human avoidance of discomfort, conflict, and change. Rather than offering another AI solution, it teaches leaders how to build the courage, communication skills, and team resilience required to make any challenge—AI included—actually work. By blending research-backed frameworks with practical scripts, exercises, and real-world application, the session delivers immediate, actionable value. Attendees leave not only understanding what to do, but how to lead their teams through challenge with confidence, clarity, and momentum.

Objectives:

- Explain why organizational culture and team resilience—not technology—determine the success or failure of AI adoption.
- Identify behavioral patterns that limit team performance during change, including “quitting,” “camping,” conflict avoidance, and ineffective communication.
- Differentiate the stages of skill development using the 5 Steps to Expert model and describe how competence and courage develop through practice.
- Evaluate how AI amplifies existing team behaviors and articulate the human prerequisites—courage, clarity, communication, and collaboration—required for successful implementation.

Mark Hyder, PT, DPT

Innova HealthTech, Inc.

5/18/2026

3:30 PM - 4:30 PM

M511: Buckle Up for Dementia: Navigating LTC's Wildest Ride Together

Aging is not a straight line — it's a roller coaster of twists, dips, loops, and unexpected turns. For long-term care teams, knowing which changes are typical aging and which signal cognitive decline, dementia, or something else like episodes of delirium or mental health, is the key to safety, quality of care, and staff confidence. This high-energy, highly visual session takes Administrators, DONs, CEOs/COOs, Therapy Leaders, and the full IDT on a ride through the aging brain, using real-world LTC scenarios to decode memory changes, sensory loss, communication shifts, and behavioral patterns. Applying skills from Teepa Snow's Positive Approach to Care® principles, we'll explore how perception, vision, and processing changes create "roller coaster moments" for residents — and how simple, evidence-based caregiver approaches can transform distress into connection. Attendees will learn how to strengthen care planning, QAPI initiatives, survey readiness, PDPM accuracy, and staff engagement by responding to aging and dementia with clarity, compassion, and skill. Get ready for a memorable session that brings science, empathy, and practical tools together for a smoother, safer ride in long-term care.

Objectives:

- Differentiate normal aging changes from early and mid-stage dementia indicators.
- Apply dementia-informed, person-centered interaction techniques to reduce distress and enhance engagement.
- Integrate dementia-informed practices into quality improvement and overall quality care.
- Explain how sensory, visual, and processing changes impact resident behavior and communication

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

Continuum therapy partners

Nicole Frye, PTA, QCP, RAC-CT, Positive Approach to Care® Certified Independent Trainer

Continuum Therapy Partners

5/18/2026

3:30 PM - 4:30 PM

M512: Aligning OIG Guidance, Federal Regulations, and Requirements of Participation

This session explores how the Office of Inspector General's (OIG) compliance guidance for nursing facilities aligns with federal regulations and the CMS Requirements of Participation. Attendees will gain a clear understanding of how oversight expectations from OIG, CMS, and Medicare contractors intersect—and how those expectations translate into day-to-day operational responsibilities. Through a practical lens, the session connects compliance guidance to reimbursement, quality programs, and clinical documentation, highlighting common risk areas identified through audits, surveys, and enforcement activity. Participants will gain actionable strategies to strengthen interdisciplinary coordination, align policies and processes, and maintain a balanced, compliant, and survey-ready nursing facility. Uniqueness of Session:: This session will explore how the OIG's compliance guidance aligns with federal regulations and CMS Requirements of Participation, translating oversight expectations into practical, operational strategies.

Objectives:

- Describe the key elements of the OIG's compliance guidance for nursing facilities and how they intersect with federal regulations and CMS Requirements of Participation.
- Identify high-risk compliance and enforcement areas based on recent audit activity, regulatory updates, and survey trends affecting nursing homes.
- Explain how reimbursement, quality programs, and clinical documentation must be aligned to support regulatory compliance and reduce audit and survey risk.
- Apply practical strategies to coordinate interdisciplinary leadership, policies, and processes to maintain a balanced, compliant, and survey-ready operation.

Alicia A. Cantinieri, MBA, BSN, RN, CHC, RAC-MT, RAC-CTA, DNS-CT, QCP

Zimmet Healthcare Services Group, LLC

5/18/2026

3:30 PM - 4:30 PM

M513: Changing Tides of Quality Initiatives: Antipsychotics, Validation Audits, and TPEs

Nursing leadership in SNFs must stay informed on evolving CMS Quality Initiatives. Quality now plays a key role in

reimbursement through Value-Based Purchasing and Quality Incentive Programs as well as impacts to the Five -Star

Program. January 2026 changes include claims-based adjustments to the MDS 3.0 antipsychotic measure, CMS Validation

Audits for QRP and VBP, and potential reclassification of the fall with major injury measure with a newly released

Technical Expert Panel (TEP). These shifts signal ongoing measure updates. Facilities must adapt as CMS aims to

streamline data inputs and improve accuracy in quality reporting calculations. Uniqueness of Session::

This session is geared to focus on recent updates to CMS Quality Initiatives, an ever evolving landscape in which SNF owners, operators, and clinical team members must stay up-to-date with the latest changes and learn to navigate these changes successfully. In Ohio specifically, the stakes are high to perform well and meet Quality Incentive Payment program benchmarks.

Objectives:

- Identify changes to the long-stay antipsychotic MDS 3.0 measure, including new claims-based updates in the Five-Star
- Program.
- Identify the key components to the Validation Audit program expected to begin in January 2026.
- Identify key changes to the fall with major injury quality measure based on the fall with major injury TPE.

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

Engage Consulting

Tammy Cassidy, RN, BSN, LNHA, RAC-MT, CEAL

OHCA

5/18/2026

3:30 PM - 4:30 PM

M514: Your Reputation Is Talking. Are You Listening?

An organization's reputation is often formed long before a tour, interview, or referral occurs. Online reviews, star ratings, and word-of-mouth influence how residents, families, referral partners, and prospective employees perceive an organization. This session explores how reputation directly impacts census, recruitment, and referral relationships, and why it should be viewed as an operational priority, not just a marketing function. Attendees will gain practical insights into managing reputation proactively and aligning quality clinical performance, leadership, and communication to strengthen trust and visibility. Uniqueness of Session:: This session offers a practical, leadership-focused perspective on reputation by positioning it as a key operational driver that directly influences census growth, referral confidence, and recruitment efforts. Attendees gain actionable insight into how organizations can proactively manage reputation to strengthen trust, competitiveness, and overall performance.

Objectives:

- Identify how online reputation influences resident choice, referral patterns, and workforce recruitment.
- Recognize the connection between daily operations, clinical outcomes, and public perception.
- Apply practical strategies to monitor, respond to, and improve reputation in a way that supports census and staffing goals.

Kendra Nicastro, MBA

Concept Rehab

5/18/2026

3:30 PM - 4:30 PM

M515: Reducing Agency Reliance Through Recruitment, Retention, and Technology

This session delivers practical, real-world strategies to improve recruitment, strengthen retention, and reduce reliance on agency staffing. Attendees will learn how to create stronger frontline engagement through intentional leadership, culture building, smarter onboarding, and creative recruitment approaches. The session also explores how technology can be leveraged as a powerful tool to support workforce stability and performance. Designed for today's labor challenges, this presentation provides actionable ideas and tools that can be implemented immediately to improve morale, reduce turnover, and build teams that stay and grow. Uniqueness of Session:: This session stands out because it is built on real turnaround experience, not theory. The strategies shared have been implemented in high-pressure environments where staffing instability, burnout, and agency dependence were real and urgent challenges. Attendees will hear practical, frontline-tested approaches to recruitment, retention, culture building, and leadership accountability that have produced measurable results. The session also uniquely integrates technology as a workforce tool, not just an operational one. This is a no-fluff, execution-focused session designed for leaders who need solutions that work in the real world.

Objectives:

- Upon completion, participants will be able to identify root causes of turnover and burnout and apply practical strategies to improve frontline engagement and retention.
- Upon completion, participants will be able to implement creative recruitment approaches that attract quality candidates and strengthen applicant pipelines.
- Upon completion, participants will be able to demonstrate leadership behaviors and accountability practices that positively impact culture, morale, and staff commitment.
- Upon completion, participants will be able to utilize technology tools to support recruitment, onboarding, communication, and workforce stability.
- Upon completion, participants will be able to develop strategies to reduce agency reliance through improved scheduling practices, internal staffing pools, and retention-focused workforce planning.

Tiffany Flynn, CALA, CDP

Nikki Schilling, LNHA

GerryAnn Stolzenburg, LNHA

5/18/2026

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 2026 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.

Objectives:

5/19/2026

7:30 AM - 8:30 AM

T600: Empowered Endings: A Workshop on Understanding and Implementing DNR Orders

Navigate the complexities of end-of-life care with confidence. This workshop explores Ohio's Do Not Resuscitate (DNR) orders, including the key differences between DNR Comfort Care (DNRCC) and DNR Comfort Care-Arrest (DNRCC-Arrest). Learn about the DNR Protocol and the steps healthcare providers follow to honor patient wishes. Gain the knowledge and tools to advocate for loved ones and ensure compassionate, respectful care during life's final journey. Uniqueness of Session:: As the Chief Medical Director of the Ohio Department of Aging, Dr. Weigand is a subject matter expert on the clinical appropriateness and use of DNR orders for older Ohioans living in long term care facilities.

Objectives:

- Upon completion, participant will be able to identify how to obtain Ohio Do Not Resuscitate (DNR) order form and how it can be used
- Upon completion, participant will be able to identify what medical actions will or will not be provided when a person has a DNR.
- Upon completion, participant will be able to clarify the difference between DNRCC and DNRCC-Arrest choices, the DNR Protocol, and information regarding the protections provided to health care providers, and instructions.

John M. Weigand, MD, CMD

Ohio Department of Aging and Ohio Department of Health

5/19/2026

8:00 AM - 8:30 AM

T601: Awaken the Leader Within: Lessons from Lifelong Learning

Every great leader experiences a moment of awakening — when professional growth becomes personal transformation. This session explores how curiosity, humility, and consistent learning can reignite purpose and effectiveness in leadership. Through honest reflection and practical examples, participants will discover how everyday disciplines — reading, fitness, journaling, and mindfulness — become catalysts for clarity and confidence. Designed to inspire both introspection and action, this 30-minute session challenges leaders to reexamine their habits, rediscover their why, and begin shaping the next evolution of their leadership journey through lifelong learning. Uniqueness of Session:: his session stands out for its authenticity and practical insight into how leaders grow beyond their comfort zones. Rather than focusing on traditional management techniques, it highlights the personal habits and mindset shifts that transform leadership from a role into a calling. By connecting everyday learning to professional outcomes, the session offers a human-centered, relatable approach that encourages vulnerability, discipline, and curiosity. Attendees will leave not just motivated to grow, but equipped with simple tools to begin their own process of awakening as leaders and learners.

Objectives:

- Explain how personal learning and reflection contribute to leadership growth and organizational culture.
- Identify daily practices that support ongoing self-awareness, curiosity, and professional development.
- Develop an individual plan to integrate lifelong learning into their leadership approach.

Edward Beatrice, LNHA, CEAL
Caring Place Healthcare Group

Chase Kohn, LNHA
Caring Place Healthcare Group

5/19/2026

9:00 AM - 10:00 AM

T602: When Things Go Wrong: Incident Response Strategies That Protect Residents, Staff, and Your Organization

Adverse events in assisted living can escalate quickly, putting residents at risk while exposing providers to regulatory scrutiny, litigation, and reputational harm. What happens in the first hours and days after an incident often determines the outcome.

This session brings together regulatory and insurance perspectives to walk providers through effective incident response following serious or negative events. Attendees will learn how to respond in a way that meets survey and reporting requirements while also leveraging their insurance partners as a critical part of the response team. Uniqueness of Session:: Using real-world examples, this session will highlight common missteps, clarify regulatory expectations, and explain how early engagement with your insurance provider can help mitigate risk, control costs, and protect your organization's reputation.

Objectives:

- Identify the regulatory reporting, investigation, and documentation requirements triggered by common adverse events in assisted living.
- Understand how early communication with an insurance provider can support incident management and reduce downstream risk.
- Recognize how delays or missteps in incident response can increase survey exposure, liability, and reputational harm.
- Apply practical strategies to coordinate internal teams, insurance partners, and legal resources following a negative event.
- Evaluate insurance policies to better understand available resources and expectations during an incident response.

Amanda Smith, HSE, LNHA, CEAL, CEHCH, RAC-CTA, RAC-CT, WCC, QCP, LMT, LPTA, APC, IPCO

Jake Pease, CIC CEAL CEHCH

Marsh McLennan

5/19/2026

9:00 AM - 10:00 AM

T603: 5 Pesky Perspectives Zapping Your Employee Retention & Straightforward Steps for Change

Hiring and retaining motivated quality employees is a problem that has plagued DD services forever. The cost of high turnover is real in dollars, service delivery, and outcomes. But most of all, in missed opportunities and missed experiences for the individuals we serve.

In this session we'll explore:

- How to spot quality employees from your stack of applicants
 - Demystifying quit-all-of-a-sudden syndrome
 - Why the all-about-money crowd are your best employees (It's true!)
 - Solving the generation gap with a bomb not a bridge
 - The overlooked step that creates the glue for lasting change
- Uniqueness of Session:: This session challenges the default narratives around employee retention in developmental disability services.

Instead of recycling familiar explanations—low pay, younger generations, or “people just don’t want to work”—it examines the perspectives that quietly undermine hiring and retention from the inside out.

The focus isn’t on generic engagement tactics, but on how leaders interpret behavior, make assumptions, and unintentionally push good employees away.

What sets this session apart is its willingness to disrupt comfortable thinking. It reframes quitting as predictable rather than sudden, positions money-motivated applicants as an asset rather than a liability, and replaces surface-level fixes with more effective strategies.

Objectives:

- Upon completion, participants will be able to spot quality employees from their stack of applicants
- Upon completion, participants will be able to demystify quit-all-of-a-sudden syndrome
- Upon completion, participants will be able to embrace the all-about-money crowd as their best employees (It's true!)
- Upon completion, participants will be able to solve the generation gap problem versus create a bridge across this gap
- Upon completion, participants will be able to implement the overlooked step to ensure their systemic changes stick

Sara Sherman, MPA

Provider Power Moves

5/19/2026

9:00 AM - 10:00 AM

T604: Better Together: A Multidisciplinary Approach to Managing High-Acuity Respiratory Residents from Admission to Discharge

This session explores how respiratory therapy, nursing, dietary, therapy, social services, and administration can work collaboratively to improve outcomes for high-acuity respiratory residents. Attendees will learn strategies for integrated care planning, optimizing PDPM reimbursement through accurate interdisciplinary documentation, and leveraging nutrition to support respiratory recovery. The presentation will also cover best practices for discharge planning and reducing readmissions, featuring real-world case studies. Uniqueness of Session:: This presentation stands out because it takes a truly interdisciplinary approach, bringing together respiratory therapy, nursing, dietary, therapy, social services, and administration—something rarely addressed in a single session. It goes beyond clinical care by integrating financial sustainability through PDPM optimization, showing how accurate documentation can improve both outcomes and reimbursement. Unlike many theoretical sessions, this one delivers practical, actionable strategies supported by real-world case studies, making it immediately applicable for attendees. Additionally, it emphasizes the often-overlooked role of nutrition in respiratory recovery and provides best practices for discharge planning and readmission reduction, addressing critical challenges for high-acuity residents.

Objectives:

- Identify the role of each discipline in managing high-acuity respiratory residents.
- Apply strategies for interdisciplinary documentation to maximize reimbursement.
- Implement nutrition and therapy protocols that support respiratory health and successful discharge.
- Develop a collaborative discharge strategy to reduce readmissions.

Sarah Whitesel, BSRT-RRT

Saber Healthcare Group

Tammy R. Steele, Registered Nurse

Saber Healthcare

Kym Brenneman, RD LD

Leah Schneck, LSW, CDP, CDS

Valerie Youell, LNHA

5/19/2026

9:00 AM - 10:00 AM

T605: Why are they here? Panel discussion with state agencies

In today's regulatory environment, effective collaboration between long-term care facilities and oversight agencies is essential for protecting residents, maintaining compliance, and mitigating risk. This panel brings together representatives from BELTSS, the Office of the State Long-Term Care Ombudsman, the Ohio Department of Health, and the Attorney General's Office to provide critical insights into emerging trends.

Each agency will share an overview of:

Rising trends in citations/common compliance issues

Strategies to safeguard residents, your license, and your facility

Proactive steps to reduce risk/improve reporting practices

Learn how agencies collaborate on these issues and how you can protect those in your care.

Objectives:

- Identify at least three current trends in citations and compliance issues reported by state agencies (BELTSS, Ombudsman, ODH, AG) and explain their impact on long-term care facilities and LNHA's.
- Apply practical strategies shared by the panel to protect residents, maintain licensure, and reduce facility risk through improved reporting and communication practices.
- Analyze real-world case examples of failure to report abuse, neglect, or misappropriation, and describe the resulting consequences for facilities and administrators, and how agencies collaborate to address these issues.

Christine Meinke, LSW, LNHA

Ohio Department of Health

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

Ohio BELTSS

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

BELTSS

Charles Angersbach

Leilani Pelletier, MS

5/19/2026

9:00 AM - 10:00 AM

T606: The Ultimate MDS Session 2026

This session will be a one-stop session for all the most current information about topics of interest to the MDS Coordinator. Robin will provide updates regarding Ohio's transition to PDPM for Medicaid, recent changes to quality measures, recent updates to the RAI manual and exception review experiences under PDPM. Attendees should bring all of their burning questions to be answered during this interactive session. Uniqueness of Session:: Robin has a unique background in reimbursement design, finance, skilled nursing facility operations and the RAI process, serves on the OHCA and APPACN boards, and is chair of both the AHCA Reimbursement Cabinet and the AAPACN Nurse Assessment Coordination Expert Advisory Panel. This unique combination of perspectives makes her the perfect presenter to provide the most up-to-date information on issues facing the MDS Coordinator and answer their questions.

Objectives:

- Describe the Ohio PDPM transition schedule.
- Interpret recent changes to MDS quality measures to include claims data.
- Define "fall" and "fall with major injury" based on the October 1, 2025 RAI manual update.
- Describe common exception review findings under PDPM.

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

RLH Consulting

5/19/2026

9:00 AM - 10:00 AM

T607: The Pain Equation: Linking Assessments, Survey & Quality of Life

Pain is one of the leading causes of impaired function and mobility, mood/behavioral disturbances, and avoidable hospital readmissions. Inadequate pain management is an intensified survey focus area with CMS surveyors citing deficiencies under updated F tags (effective 4/28/2025) related to Quality of Care (F684), Resident Assessment (F636), QAPI (F865) and Pain Management (F697).

This session will explore how implementing a comprehensive pain management program not only enhances resident comfort and quality of life but also improves Quality Measures (QMs). Participants will gain practical strategies for developing pain protocols that meet surveyor expectations, reduce hospital transfers, and enhance accountability. Uniqueness of Session: Unlike traditional pain management sessions, this presentation introduces a systems-based “Pain Equation” that links assessment, documentation, QAPI, and survey expectations into one cohesive framework. The session translates regulatory requirements into practical workflows that elevate resident comfort, strengthen IDT collaboration, and drive measurable improvements in Quality Measures. Attendees walk away with strategies they can apply the very next day.

Objectives:

- Perform and describe pain assessment and treatment plans across multiple diagnoses, incorporating CMS aligned tools such as the Critical Element Pathways for pain and care transitions
- Explain how pain affects patient outcomes, including its direct link to rehospitalization rates and surveyor scrutiny under updated F tags
- Describe a comprehensive pain management program that enhances resident quality of life, reduces burden of care for staff and families, and demonstrates compliance with QAPI requirements
- Identify strategies to document and monitor pain interventions that align with CMS surveyor expectations, ensuring facilities are prepared for survey citations related to pain and hospital readmissions.

Julia L. Bellucci, MS CCC-SLP, DCP

Premier Therapy

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

MDS Consultants

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

MDS Consultants

5/19/2026

9:00 AM - 10:00 AM

T608: Partnering for Better Outcomes: ACO & Primary Care Integration in LTC

Discover how senior living operators can partner with Accountable Care Organizations (ACO) and primary care medical groups to deliver enhanced clinical services for residents. This session will explain how these partnerships work, why they matter, and what steps providers can take to implement them effectively. By the end of the session, participants will understand the clinical and operational benefits of these models and gain actionable insights to support sustainable, resident-centered care. Uniqueness of Session:: You'll learn:

- How ACOs and medical groups collaborate to improve resident health outcomes and care coordination.
- Practical approaches for aligning these models with existing operations and ISNP partnerships.
- Key considerations for Medicare residents and how these programs fit within current reimbursement structures.
- Real-world examples of how communities have strengthened care quality and reduced avoidable hospitalizations through these partnerships.

Objectives:

- Educate senior living operators on the operational and financial benefits of partnering with an ACO and primary care medical group, including improved occupancy, longer resident stays, and reduced turnover.
- Explain how ACO partnerships enhance clinical offerings for Medicare residents at no cost to the operator, while creating revenue through shared savings without requiring upfront investment or financial risk.
- Provide actionable strategies for integrating ACO partnerships alongside existing programs (such as I-SNPs) to strengthen care quality, resident satisfaction, and overall business performance.

Angela Hoff, DNP, APRN.CNP

National Church Residences

Jacob Swint, CPA

Margaret Gibson, PT, MPT

5/19/2026

9:00 AM - 10:00 AM

T609: Driving Value-Based Care Initiatives through an Interconnected Healthcare Ecosystem

As healthcare shifts to value-based care, SNFs face both challenges and opportunities. This session highlights how an interconnected ecosystem—linking providers, hospitals, payers, and patients—drives success. We'll explore how advanced EHRs, data analytics, risk stratification, and AI-powered workflows enhance care coordination, improve outcomes, and streamline operations. Attendees will gain practical strategies to foster collaboration, enable real-time communication, and leverage technology for measurable results. Join us to learn how integrated approaches can boost quality, patient satisfaction, and financial sustainability in today's competitive environment. Uniqueness of Session:: Ohio SNFs need more than concepts—they need a clear roadmap to execute value-based care across the continuum. This session stands out by connecting interoperable technology, risk stratification, and analytics to concrete operational steps that reduce avoidable readmissions, strengthen hospital/payer partnerships, improve reporting accuracy, and elevate resident experience. Attendees leave with practical, facility-level strategies they can put to work immediately.

Objectives:

- Upon completion, participants will be able to explain the role of an interconnected healthcare ecosystem in advancing value-based care initiatives for SNFs.
- Upon completion, participants will be able to demonstrate how leveraging technology—such as advanced EHR systems, data analytics, and AI-driven workflows—can improve care coordination and patient engagement.
- Upon completion, participants will be able to evaluate best practices for fostering interdisciplinary collaboration and real-time data sharing to enhance quality of care and financial sustainability.

Sean O'Regan, LNHA
PointClickCare

Jose Galinato, BSN, MS, RN

5/19/2026

9:00 AM - 10:00 AM

T610: Turn Good People Into Great Teams

Most care teams don't struggle because of skill gaps; they struggle because of people challenges that drain energy, create tension, and disrupt care. This session teaches practical, evidence-based tools to strengthen communication, trust, and accountability across all levels of a post-acute or long-term care organization. Attendees will learn how to identify the five core behaviors of a cohesive team, recognize where breakdowns occur, and use simple habits that immediately improve collaboration. Whether navigating burnout, conflict, or siloed departments, this session offers clear strategies that help good people work together more effectively and deliver more consistent, reliable care. Uniqueness of Session:: This session stands out because it addresses the people challenges most trainings avoid. Instead of speaking in vague concepts, we talk honestly about the communication breakdowns, conflict avoidance, siloed departments, and accountability gaps that care teams navigate every day. The session uses clear, relatable language and evidence-based tools from the Five Behaviors model to help attendees understand why these issues persist and what they can do to change them. Participants leave with practical, repeatable strategies they can apply immediately to build trust, improve collaboration, and strengthen the consistency and reliability of care across their teams.

Objectives:

- Upon completion, participant will be able to identify the five core behaviors of a cohesive team and assess where communication, trust, or accountability may be breaking down in their workplace.
- Upon completion, participant will be able to describe common people challenges in care settings, including conflict avoidance, unclear expectations, and siloed communication, and explain how these issues impact team reliability.
- Upon completion, participant will be able to demonstrate two communication habits that strengthen trust, reduce misunderstandings, and support more collaborative interdisciplinary teamwork.
- Upon completion, participant will be able to apply a simple framework for shared accountability that encourages team ownership rather than dependence on positional authority.
- Upon completion, participant will be able to list early indicators of team dysfunction and match them to practical strategies that improve clarity, collaboration, and follow-through.

Desiree L. Petrich, Certified Working Genius Facilitator Maxwell Leadership Certified DISC Consultant Authorized Partner for The Five Behaviors of a Cohesive Team (Patrick Lencioni) Bestselling Author of Taking Intentional Action Host of the globally

Intentional Action (Leadership Development & Organizational Effectiveness)

5/19/2026

9:00 AM - 10:00 AM

T611: Hearts and Minds: THE Employee Experience Strategy for the 21st Century

In a labor market where every organization claims to “care,” culture is the true differentiator—and recognition sits at its core. When recognition is strategic, systematic and specific, it transforms values into action and purpose. Recognition programs are among the most powerful and cost-effective tools available for purpose-driven care professionals, improving retention, engagement, and care quality. Ceca’s research demonstrates that, when recognized the right way, employee turnover drops significantly, saving organizations millions of dollars. This session explores the science of recognition and how authentic acknowledgment strengthens culture, builds trust, reduces burnout, and measurably improves patient and resident outcomes—and, structured appropriately, can even be used to fulfill nursing homes' Ohio Department of Aging Quality Improvement Projects. Uniqueness of Session:: This presentation will feature examples of compelling and inspirational stories, collected from providers in OHCA and AHCA affiliate networks, about what it means to work in the industry and provide insight on how to use these stories for recruitment and retention efforts. It will show how recognition and engagement technology will ease the burden of managers and leadership teams and help them become “Employers of Choice.”

Objectives:

- By the end of this session, participants will be able to understand the behavioral science linking recognition, engagement, and retention.
- Upon completion, participants will be able to design sustainable, values-based recognition systems that strengthen organizational culture and operational outcomes.
- Upon completion off this session, participants will be able to identify practical metrics to measure the ROI of recognition on workforce retention and care quality.
- Upon completion, participants will appreciate how focusing recognition efforts on storytelling helps to honor team members, increase retention, attract new workers and residents, and improve person-centered
- Upon completion, participants will know best practices on how to launch, promote and sustain an effective recognition program.

Nate Hamme, BA
Ceca Foundation

5/19/2026

9:30 AM - 10:00 AM

T612: Elevating Excellence: An Inside Look at Ohio's EXCEL Academy

Discover the EXCEL Academy, Ohio's premier quality improvement program for nursing homes. Led by AGE's visionary team, this groundbreaking initiative combines targeted training, hands-on mentoring, and technical assistance to help leaders and frontline staff deliver world-class care. Gain insight into the EXCEL Academy curriculum and its role in driving quality excellence across Ohio. Don't miss this exclusive look at how the Ohio Department of Aging is transforming nursing home care. Uniqueness of Session:: The Ohio Department of Aging is the state department leading efforts to address the Ohio Nursing Home Quality & Accountability Recommendations from Governor Dewine's taskforce. AGE is the lead state department in the EXCEL Academy initiative.

Objectives:

- Upon completion, participants will be able to identify the EXCEL Academy components
- Upon completion, participants will be able to describe AGE's EXCEL Academy and how it supports nursing homes in improving quality services to residents
- Upon completion, participants will be able to identify where to register for upcoming EXCEL Academy courses

Lindsay Drerup, LISW-S

5/19/2026

9:30 AM - 10:00 AM

T613: CMS Data Validations: What's Coming and How to Prepare

In response to growing concerns about data accuracy and integrity in SNFs, CMS is launching a new data validation initiative for the VBP & QRP Programs. Beginning in Fall 2025, CMS will randomly select up to 1,500 SNFs annually to submit documentation supporting Minimum Data Set assessments. This process will directly impact reimbursement and compliance for the FY 2027 program year. This session will provide a comprehensive overview of the CMS SNF Data Validation process, including selection criteria, documentation requirements, submission protocols, and compliance risks. Participants will learn how to prepare their facilities, strengthen audit processes, and avoid costly penalties. Uniqueness of Session:: We will be providing the most up to date information from CMS regarding these validation audits. We also are positioned to provide practical tips on processes within the EHR and strategies to support MDS accuracy. We are able to provide insights on future CMS initiatives that focus on data accuracy and how these outcomes may impact payment as well as survey.

Objectives:

- Upon completion, participants will be able to describe key components, timeline, and requirements for CMS SNF Data Validation Audit process.
- Upon completion, participants will be able to describe processes and internal strategies to ensure compliance with data integrity.
- Upon completion, participants will understand the implications of outcomes of the Data Validations process on reimbursement, quality reporting and also future CMS initiatives.

Jackie Nordhoff, RN, BSN

PointClickCare

Genice Hornberger, RN, RAC-CT

PCC

5/19/2026

10:15 AM - 11:45 AM

T614: General Session & Scholarship Presentation: Press One for Human: Staying Connected in a Dis-Connected World

In an age of automation, algorithms, and AI anxiety, staying connected has never mattered more. This engaging general session blends humor, inspiration, and meaningful reflection to remind us what it truly means to be human—especially in times of constant change.

Through a fast-paced and relatable keynote, Scott Friedman explores the power of connection, celebration, and resilience. Attendees will leave with fresh perspective on leading with heart, laughing through uncertainty, and finding joy and purpose in both their work and their lives.

The session also features a highlight of the OHCA Convention—our 2026 Scholarship Presentation. Join us as we celebrate the dedication and promise of post-acute and long term care professionals by awarding more than \$265,000 in scholarships to individuals shaping the future of our profession.

This uplifting general session sets the tone for the convention, bringing us together to celebrate people, purpose, and what connects us all.

Objectives:

- Identify key factors that support human connection and resilience in professional environments experiencing rapid technological and organizational change.
- Describe strategies for leading with empathy, authenticity, and emotional intelligence in increasingly automated workplaces
- Recognize the role of humor, celebration, and positive engagement in reducing stress and supporting workplace well-being.
- Apply practical techniques for maintaining connection, adaptability, and morale during periods of uncertainty or change.

5/19/2026

10:30 AM - 11:00 AM

T615: From Vision to Action: A Noble Playbook for Accountable Leadership

From Vision to Action: A Noble Playbook for Accountable Leadership explores how all caregivers—within and across professions—transform aspirational vision into meaningful, measurable outcomes that inspire trust and excellence. Grounded in practical wisdom and evidence, this session outlines a roadmap for accountability in complex systems, balancing compassion, transparency, and innovation among CNAs, RNs, therapists, support staff, and administrators in strengthening the work environment. Participants learn strategies to align values with goals, foster shared responsibility across disciplines, and sustain momentum amid change. Through real-world examples and dialogue, every caregiver becomes a leader, turning ideas into everyday impact. (100 words) Uniqueness of Session:: This conference session stands out by redefining leadership in Long-Term Care to empower all caregivers—CNAs, RNs, therapists, support staff, and administrators—as accountable leaders driving transformative change to enhance the work environment. Unlike traditional top-down models, it delivers practical strategies for every level to reimagine accountability and culture through open intra and interdisciplinary communication. The expected results include enhanced resident-centered care, improved quality outcomes, and financial sustainability.

Objectives:

- Participants will describe how all caregivers—CNAs, RNs, therapists, support staff, and administrators—can function as accountable leaders to improve the work environment in transforming transform vision into measurable outcomes.
- Participants will list practical strategies for leadership accountability that align personal values with organizational goals, fostering transparent interdisciplinary communication and shared responsibility in complex LTC systems.
- Participants will describe the impact of accountable leadership on resident, staff, and organizational outcomes

Mary K. Anthony, PhD RN, FAAN

Kent State University

Donna C. Alexander, LNHA, MBA, CDP

5/19/2026

10:30 AM - 11:00 AM

T616: When the Guardian Won't Cooperate: What Providers Can Do Next

Healthcare providers increasingly encounter guardians whose actions or inaction create barriers to care delivery, discharge planning, or payment. This session will explore practical legal and procedural options available when a guardian is uncooperative, unresponsive, or acting contrary to the ward's best interests. Attendees will gain a framework for recognizing red flags, documenting issues, and pursuing remedies while minimizing provider risk. Uniqueness of Session:: This session goes beyond theory to focus on real-world, provider-driven solutions when guardians impede care, discharge, or payment. Rather than a high-level overview of guardianship law, the presentation translates legal options into practical decision-making tools healthcare administrators can use immediately. The session uniquely bridges clinical operations, compliance, and legal strategy, helping providers recognize when a situation crosses from disagreement into legal obstruction, how to document and escalate appropriately, and when court intervention is warranted. Case-based examples illustrate both effective and ineffective approaches, allowing attendees to learn from real outcomes rather than hypotheticals.

Objectives:

- Understand providers' legal rights and limitations when working with guardians.
- Evaluate escalation options, including court involvement and reporting mechanisms.
- Implement documentation and communication strategies to protect the facility

Peggy Ferraro, J.D.

Rebecca Hall, J.D.

Katie Van Lake, J.D.

5/19/2026

11:15 AM - 11:45 AM

T617: Ohio Board of Nursing: 2026 Updates, Innovations, and Insights

Ohio Board of Nursing: 2026 Updates, Innovations, and Insights...Stay informed with the latest regulatory updates and rule changes from the Ohio Board of Nursing. This insightful session will cover significant revisions affecting employee reporting requirements, licensure processes, advanced practice regulations, and nursing standards directly from the Board of Nursing itself. Uniqueness of Session: . Participants will understand the requirements for Employer Nurse License Reporting and how compliant employers are publicly listed on Nursing.Ohio.gov.

- b. Participants will gain insight into the advantages of the NCSBN's e-Notify system, particularly its value to operations and human resources departments.
- c. Participants will be informed of the most current analytics regarding the number of actively practicing nurses in Ohio.

Objectives:

- Participants will understand the requirements for Employer Nurse License Reporting and how compliant employers are publicly listed on Nursing.Ohio.gov.
- Participants will gain insight into the advantages of the NCSBN's e-Notify system, particularly its value to operations and human resources departments.
- Participants will be informed of the most current analytics regarding the number of actively practicing nurses in Ohio.

Dean Heid, n/a

Ohio Board of Nursing

Nick Siniff, JD

Ohio Board of Nursing

5/19/2026

11:45 AM - 2:15 PM

T000: Exhibit Hall Open with Lunch

Exhibit Hall Open with lunch provided

Objectives:

5/19/2026

12:15 PM - 12:45 PM

PT100: Product Theater - TBD

Objectives:

5/19/2026

1:15 PM - 1:45 PM

PT101: Product Theater - TBD

Objectives:

5/19/2026

2:00 PM - 5:00 PM

T618: Coping with Challenging Situations in Dementia Care

This session is designed to help learners better understand why individuals living with dementia may at times display "challenging behaviors." Rather than focusing solely on the condition, participants will explore other possible factors that may contribute to these challenging situations. Learners will be introduced to the "Six Pieces of the Puzzle" problem-solving framework to help identify underlying causes and contributing factors. Through this approach, participants will learn practical strategies to reduce the intensity and frequency of challenging situations. This session will equip learners with effective verbal and physical techniques to minimize unproductive interactions, foster positive communication, and reduce resistive responses. Uniqueness of Session:: This session is unique because it provides the background information and knowledge about why challenges in dementia care often arise and ways to determine their possible contributing factors, but then it goes a step further and also provides the practical techniques and skills for helping to navigate challenges when they occur.

Objectives:

- List the six factors that may be used to determine contributing factors to challenging dementia care situations
- Discuss verbal techniques that help improve communication with those living with dementia
- Demonstrate physical techniques that can be used to improve interactions and reduce distress for individuals living with dementia

Jami Myers, MOT/L

Positive Approach to Care

5/19/2026

2:15 PM - 2:45 PM

T619: From Practice to Impact: A Coaching Model That Redefines Person-Centered Dementia Care

This session presents new evidence on how a six-month Care Community Coaching Program can significantly strengthen person-centered dementia care. Drawing on results from a large randomized controlled trial, attendees will learn how coaching increased adoption of evidence-based dementia care practices while boosting employee satisfaction and improving staff perceptions of individualized care delivery. The session highlights practical strategies, real-world implementation insights, and emerging opportunities—such as integrating skills-based training—to further enhance care quality. Participants will leave with actionable, research-supported approaches for elevating care practices and improving experiences for both residents and staff. Uniqueness of Session:: This session stands out by presenting findings from one of the largest real-world randomized controlled trials of a dementia care coaching program, offering practice-ready evidence rather than theory. It demonstrates measurable improvements—including an increase in adoption of recommended dementia care practices—using a scalable, in-person coaching model that communities can realistically implement. Attendees gain transparent insights into both successful outcomes and areas where change did not occur, along with actionable strategies they can use immediately. The session also highlights forward-looking opportunities to enhance care quality and workforce development, making it uniquely relevant for today’s care environments.

Objectives:

- Upon completion, participants will be able to describe the core components of our Care Community Coaching Program.
- Upon completion, participants will be able to discuss the measurable impact of coaching on staff outcomes.
- Upon completion, participants will be able to identify research-informed strategies to implement or strengthen person-centered dementia care.

Emily Waddington, MSW, LISW

Alzheimer's Association

Shawn Johnson, BSW, LNHA

Alzheimer’s Association

5/19/2026

2:15 PM - 2:45 PM

T620: Enhanced Medical Directorship Role

The medical director's role is a crucial part of success for a facility. With the increased demand put on facilities to meet regulations, take higher acuity patients, and treat more in house, it is vital that each facility knows what standard to hold their medical director to and how to assist their medical director in becoming an active participant in their facility. It is time to step up the partnership between facilities and medical directors by embracing the enhanced medical directorship role. Uniqueness of Session:: This session is unique because it reframes the medical director's role from a passive regulatory requirement into an active, strategic partnership that directly influences clinical quality, acuity management, and operational success. It goes beyond outlining responsibilities by giving facilities practical, actionable methods to elevate the medical director relationship into a true leadership asset.

Objectives:

- Define the essential responsibilities and performance standards expected of an effective medical director in today's regulatory and clinical environment.
- Identify strategies facilities can use to support and engage medical directors as active partners in managing higher-acuity patients and in-house treatment needs.
- Implement practical approaches to strengthening the facility–medical director partnership to enhance quality outcomes and operational success.

Tasha Janssen, MSN, FNP-C, MBA

Curana Health

5/19/2026

2:30 PM - 3:30 PM

T621: Marketing Beyond Sales: An Internal Agency Approach

We've all seen assisted living communities who have a single department – or person – to oversee all sales and marketing functions. They easily become stretched too thin and focus on sales while ignoring other marketing needs. With the right personnel and technologies, and a healthy dose of AI, an internal agency approach can provide marketing support to the whole organization – not just sales. The magic happens when marketing creates campaigns with consistent visual and written branding organization-wide. Learn how to start small, dream big, and get creative along the way. Uniqueness of Session:: This session is unique because it challenges an assisted living industry norm. More often than not, marketing becomes a function of a sales role in assisted living. There is rarely the full organization marketing support that an internal agency provides. This session stands out because it offers attendees practical ways to develop their own internal marketing agency structure and how they can use technology and AI to enhance the marketing support they are able to provide.

Objectives:

- Understand benefits of brand consistency by creating an internal marketing agency.
- Learn practical strategies and steps for evolving internal marketing opportunities for support.
- Create their own actionable plan for implementing or expanding their own internal marketing team using an agency approach.

Jackie Almanza, LSW, MBA

The Ohio Masonic Communities

Alexandria Rohrbaugh, n/a

The Ohio Masonic Communities

5/19/2026

2:30 PM - 3:30 PM

T622: 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 Lyndsay Nash 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. Uniqueness of Session:: Attendees will hear the latest updates regarding policy impacting ID/DD providers in Ohio.

Objectives:

- Attendees will have an opportunity to ask questions to DODD leadership.
- 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.

Lyndsay Nash, JD

Ohio Department of Developmental Disabilities

5/19/2026

2:30 PM - 3:30 PM

T623: Wound Management in Long Term Care

This presentation will review types of wounds seen in long term facilities. It will focus largely on describing the risk factors for development of pressure ulcers and identifying appropriate goals and treatments for pressure ulcers. It will also provide education on the difference between palliative and aggressive wound care and describe how hospice can help in wound management. Uniqueness of Session:: There will be many visual slides regarding the anatomy of the skin, types of wounds and the staging of pressure wounds. There will also be a case study discussed.

Objectives:

- Upon completion, participants will be able to list the risk factors for developing a pressure injury.
- Upon completion, participants will be able to demonstrate the difference between palliative and aggressive wound management.
- Upon completion, participants will be able to describe the staging of pressure wounds.

Joette E. Greenstein, DO, FAAHPM, CWSP

5/19/2026

2:30 PM - 3:30 PM

T624: Understanding What Drives Survey Success

The survey process can be complex, high-stakes, and emotionally challenging for facility leaders and staff. Our panel of high-powered experts will provide an in-depth examination of how the survey process, including trends in enforcement and the most frequently cited deficiencies. Drawing on real-world experience, panelists will analyze common pitfalls, clarify regulatory expectations, and share practical strategies for preparation and response. The discussion will also explore innovative approaches, advocacy opportunities, and potential alternatives aimed at improving survey outcomes and shaping a more effective, collaborative process in the future. Uniqueness of Session:: These four leaders embody excellence, offering a powerful combination of strategic insight, proven experience, and influential leadership. No one can match these four!

Objectives:

- 1. Describe the current nursing home survey process, including recent trends and the most frequently cited deficiencies.
- 2. Apply practical strategies to enhance survey preparedness, effectively manage the survey experience, and respond to findings.
- 3. Evaluate potential solutions and alternative approaches that could improve the effectiveness, consistency, and collaboration of the survey process in the future.

Kenneth Daily, LNHA

Elder Care Systems Group

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

RLH Consulting

Amanda Smith, HSE, LNHA, CEAL, CEHCH, RAC-CTA, RAC-CT, WCC, QCP, LMT, LPTA, APC, IPCO

Shane Craycraft, RN, LNHA

5/19/2026

2:30 PM - 3:30 PM

T625: How to Manage Your Quality Measures Through a Full Facility Approach

The latest RAI User's manual has added the following definition for Quality Measure "Tools that help measure or quantify healthcare processes, outcomes, patient perceptions, and organizational structure and/or systems that are associated with the ability to provide high-quality health care and/or that relate to one or more quality goals for health care. These goals include care that is: effective, safe, efficient, patient-centered, equitable, and timely." CMS has long been focused on patient outcomes and utilizes this QM data to evaluate, compare, incentivize, and penalize providers. Where do you sit? Uniqueness of Session:: If you are not managing your systems and processes correctly, the negative impact from QMs can be felt through the survey process, reimbursement, public opinion, and on and on. Now is the time to educate your staff, from the lowest level team member to C suite, on their roles and responsibilities in helping ensure your facility efforts don't go to waste.

Objectives:

- Attendees will be able to state the Long Stay QMs utilized by Five Star
- Attendees will be able to describe the various periods of time used in each of the Five Star QMs including MDS and claims based
- Attendees will be able to identify flagged QMs on the Facility-Level Quality Measure report and describe why they are flagged

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

5/19/2026

2:30 PM - 3:30 PM

T626: Navigating Opportunity and Change Across Assisted Living and Skilled Nursing

This session delivers a data-driven view of Ohio's skilled nursing and assisted living markets, linking demographic and income trends with workforce and economic dynamics at both the state and metro level. Participants gain actionable insight into current market conditions, development activity, and evolving utilization patterns, highlighting where demand, pricing power, and care models are shifting. The discussion also introduces federal and Ohio-specific tax strategies that can improve net operating performance. Uniqueness of Session:: These insights go beyond surface-level data, combining local market knowledge with operational, financial, and tax expertise specific to senior care. This integrated approach helps stakeholders translate market trends directly into improved decision-making and operating performance.

Objectives:

- analyze the senior population, senior income, and various economic/workforce trends affecting skilled nursing and assisted living markets across Ohio.
- evaluate current and projected market conditions for assisted living and skilled nursing in Ohio, including existing supply, new development activity, and shifts in utilization patterns.
- identify relevant tax strategies and considerations that impact the financial performance of assisted living and skilled nursing facilities.

Steven J. Bruno, n/a

Steven Amrose, CPA

CLA (CliftonLarsonAllen LLP)

Mike Caulfield, CPA

CliftonLarsonAllen (CLA) LLP

5/19/2026

2:30 PM - 3:30 PM

T627: Strategies for Managing SMI in LTC Settings

This course provides healthcare professionals with the knowledge and skills necessary to effectively manage serious mental illness (SMI) within long-term care environments. Designed for nurses, social workers, administrators, and IDT members, the curriculum explores the complexities of caring for residents with SMI.

Participants will learn to recognize symptoms, implement interventions, and foster an environment that promotes dignity, respect and a sense of belonging for these challenging residents. The course emphasizes trauma-informed care, behavioral management strategies, medication adherence, and collaboration with psychiatric services. Legal and ethical considerations, including resident rights and regulatory compliance, are also addressed. Uniqueness of Session:: At the end of this session, we want to share the new program that is being developed for the CNA micro-certification project.

Objectives:

- Develop and implement individualized care plans that address both mental health and long-term care needs.
- Apply trauma-informed and recovery-oriented approaches to support residents with SMI.
- Utilize effective communication strategies to de-escalate behavioral crises and foster therapeutic relationships.
- Promote medication adherence and monitor side effects in collaboration with psychiatric and pharmacy teams.
- Navigate ethical and legal considerations, including informed consent, guardianship, and residents' rights.

Barbara S. Bull, RN, BSN, DNS-CT

JAG Wooster -- Country Pointe

5/19/2026

2:30 PM - 3:30 PM

T628: Shining a Light on Excellence: Ohio's North Star for Quality Nursing Home Care

Hear from AGE's senior leadership about Ohio's vision for exceptional nursing home care and the core pillars driving it. Explore key recommendations from the Nursing Home Quality & Accountability Taskforce and the steps to make them reality. Learn about the innovative EXCEL Academy, offering training and mentoring to elevate care quality. Plus, see a live demo of the Long-Term Care Quality Navigator—a powerful tool to help you choose the right facility. Leave informed, inspired, and ready to champion quality care in your community. Uniqueness of Session:: The Ohio Department of Aging is the state department leading efforts to address the Ohio Nursing Home Quality & Accountability Recommendations from Governor DeWine's taskforce.

Objectives:

- Upon completion, participant will be able to define Ohio's "North Star" pillars for quality nursing home care
- Upon completion, participant will be able to describe AGE's achievements from the recommendations in the Nursing Home Quality & Accountability Task Force report
- Upon completion, participant will be able to describe AGE's EXCEL Academy and how it supports nursing homes in improving quality services to residents
- Upon completion, participant will be able to use Ohio's Long-Term Care Quality Navigator

Jodi Snider, LISW-S, LICDC-CS

Ohio Dept. of Aging

Teresa Remy, MHA, LNHA, BSN, RN, CDP, SMQT, QCP, IPCO

Engage Consulting Partners

Luke Werhan, MPA

Ohio Department of Aging

John M. Weigand, MD, CMD

Tammy Cassidy, RN, BSN, LNHA, RAC-MT, CEAL

5/19/2026

2:30 PM - 3:30 PM

T629: Predictive, Not Reactive: How Ohio Providers Are Using Data and AI to Improve Reimbursement and Protect QIP Performance

Ohio providers are not losing reimbursement because they misunderstand the rules. More often, they lose it because quality and reimbursement risks are identified too late to act. With fixed Medicaid QIP thresholds, expanded quality measures, and tighter links between outcomes and payment, traditional audits and reports no longer provide enough lead time.

This session examines how providers are using data and AI to move from reactive review to proactive oversight. Attendees will learn how earlier visibility into clinical changes and documentation gaps supports better reimbursement decisions, stronger QIP performance, and improved operational focus without adding burden to staff. Uniqueness of Session:: This session stands out by focusing on timing and visibility rather than regulations or coding rules. Instead of reviewing requirements attendees already know, it shares practical lessons from Ohio providers who have improved reimbursement and QIP performance by identifying risk earlier. The session highlights how data and AI are being applied in real operations to surface issues like ADL decline, UTIs, antipsychotic use, and documentation gaps before they impact payment. Attendees gain realistic insight into how technology can simplify complexity and support better decisions without increasing workload.

Objectives:

- Identify the Ohio Medicaid QIP and Five Star quality measures that most often create reimbursement risk when problems are found late.
- Understand why retrospective audits and periodic reports are no longer enough to protect QIP performance.
- Recognize early clinical and documentation signals, including ADL decline, UTI's, antipsychotic use, and staffing pressure, that often lead to reimbursement and quality losses.
- Describe how Ohio providers are using predictive analytics and AI to identify risk earlier and decide where to intervene.
- Apply lessons from an Ohio provider example to improve reimbursement accuracy while maintaining quality performance.

Ryan Edgerly, n/a
MedaSync

5/19/2026

2:30 PM - 3:30 PM

T630: Turning Complainers into Champions

This engaging and practical presentation is designed to reduce complaints, enhance customer service, and effectively manage chronic complainers. Participants will learn how to respond to concerns with empathy and professionalism, apply proven communication and service recovery strategies, and turn dissatisfied residents or family members into advocates for care. Through real-world examples and actionable tools, the session will empower healthcare leaders to create a more positive environment while improving satisfaction, trust, and team confidence. Uniqueness of Session:: This presentation is unique because it intentionally blends regulatory reality, human behavior, and practical service recovery. Rather than treating complaints as simply a customer service topic, it looks at how to use complaints to improve overall quality and outcomes with actionable tools.

Objectives:

- 1. Identify behavioral patterns of chronic complainers and factors that contribute to persistent dissatisfaction.
- 2. Discuss resident-centered communication techniques to effectively respond to concerns while maintaining dignity and trust.
- 3. Demonstrate service recovery strategies, including follow-up and team-based approaches to concern resolution.
- 4. Describe common sources of resident and family complaints in long-term care and their impact on quality of care and satisfaction.
- 5. List 5 proactive techniques to address concerns prior to disruptive escalation.

Beth Jones, NHA, PT, DPT, GCS, RAC-CT, CEEAA

Aspire Regional Partners

5/19/2026

2:30 PM - 3:30 PM

T631: Crossing the Chasm: Scaling Change in Long-Term Care Without Burning Out Teams

Crossing the Chasm: Scaling Change in Long-Term Care Without Burning Out Teams

Crossing the Chasm explores why promising initiatives in long-term care often stall after early success—and how leaders can move them into sustainable adoption. Using the innovation adoption framework, this session shows how to bridge the gap between pilot programs and everyday practice while protecting staff retention. Attendees will learn how to align leadership strategy, frontline engagement, and clear metrics to drive change that lasts. Through real-world examples, participants will leave with a repeatable approach to scaling innovation without overwhelming already stretched teams. Uniqueness of Session:: This session stands out because it bridges strategy and people in a way most change-management presentations do not. Instead of treating innovation as a technology or process issue, it reframes adoption as a leadership and workforce challenge. The presentation integrates Crossing the Chasm with real-world case studies from regulated, people-intensive environments similar to long-term care. Attendees receive plug-and-play deliverables—such as an adoption readiness checklist, leadership coaching prompts, and success metrics—that can be implemented immediately. The session is highly engaging, practical, and designed for seasoned professionals who want clarity, alignment, and results—not abstract concepts or motivational talks.

Objectives:

- Identify the key barriers that prevent pilot programs in long-term care from successfully scaling across departments or facilities.
- Apply an innovation adoption framework to align leadership, staff readiness, and operational capacity during organizational change.
- Develop a practical action plan that supports staff engagement and sustainability while implementing new initiatives at scale.
- Apply an innovation adoption framework to scale new care initiatives while maintaining staff engagement and operational stability.
- Evaluate organizational readiness for change using practical indicators that reduce burnout and resistance among care teams.

Andrew Gottlieb, n/a

5/19/2026

3:15 PM - 3:45 PM

T632: Maximizing Opportunities

Maximizing Opportunity with the right guest list! Who's at your table? MDS accuracy is critical for multiple quality and reimbursement indicators. F tag F-641 is a hot topic for state surveyors and when paired with a possible Data Validation request, supportive documentation for the MDS becomes even more essential. This session will include a dynamic exploration of strategies to enhance reporting and outcomes for quality measures. What can each discipline do to enhance MDS accuracy and maximize reimbursement opportunities? Walk away with quick, actionable approaches to fortify your MDS process! Uniqueness of Session:: This session will provide opportunities for enhanced learning through various media. This may include a self-completed puzzle highlighting main points, interactive questions to emphasize important concepts and promotion of a fun learning environment.

Objectives:

- Describe basic QM programs- QRP, 5 Star, VPB.
- Describe various team resources for accurate MDS reporting
- Document team collaboration for MDS validation.

Cindy Hudson

Arbor Rehabilitation

5/19/2026

3:15 PM - 4:15 PM

T633: From Chatbots to Citations: Putting Up the AI Guardrails in Long-term Care

Learn how to safely and effectively integrate AI into skilled nursing operations without compromising resident safety, compliance, or clinical judgment. This session provides a practical framework and ready-to-use checklist for identifying, monitoring, and mitigating AI risks across governance, privacy, documentation, workforce, and vendor management. Attendees will discover how AI can streamline administrative tasks, enhance staff training, and improve documentation quality, while keeping humans responsible for accuracy and accountability. Walk away with actionable strategies to leverage AI's benefits confidently and responsibly, making this session essential for leaders and clinical staff navigating AI in healthcare. Uniqueness of Session:: This session offers a practical, SNF-specific approach to integrating AI safely and effectively. Attendees gain a ready-to-use risk audit checklist and actionable strategies for protecting resident safety, ensuring compliance, and maintaining clinical judgment. Unlike general AI sessions, it addresses real-world operational, documentation, and workforce challenges in long-term care, showing how AI can streamline tasks without creating legal, ethical, or clinical risks. Participants leave with tools to confidently leverage AI's benefits while keeping humans in control—making this session essential for leaders and staff navigating the evolving AI landscape in healthcare.

Objectives:

- Upon completion, participants will be able to identify AI-related risks in LTC, describe safe and compliant practices, implement a risk audit checklist, and apply strategies that maintain resident safety.
- Upon completion, participants will be able to evaluate AI tools, demonstrate proper review, assess workforce training needs, and implement policies that ensure accuracy, ethical use, and regulatory compliance in LTC.
- Upon completion, participants will be able to define operational and clinical AI risks, conduct audits, and apply practical strategies to leverage AI safely while preserving human judgment.
- Upon completion, participants will be able to list AI use cases in skilled nursing, assess PHI risks, implement safeguards, and apply strategies to maintain compliance, safety, and documentation integrity.
- Upon completion, participants will be able to identify workforce training needs, demonstrate safe AI practices, monitor AI-generated outputs for accuracy, and apply corrective actions to ensure compliant care.

Sondra (Yvette) Y. Schupbach, LNHA

New Dawn Nursing Home and Assisted Living

5/19/2026

4:00 PM - 4:30 PM

T634: 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

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

5/19/2026

4:00 PM - 5:00 PM

T635: Assisted Living: Cocktails & Conversations

Join OHCA's Tammy Cassidy & Erin Hart for a guided networking session which will allow assisted living providers to network with their peers while sharing thoughts and concerns regarding various initiatives in the field. 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 learn innovative approaches to challenges facing assisted living from their peers.
- Attendees will participate in guided networking with other assisted living providers.
- Attendees will share thoughts and concerns regarding assisted living services.

Erin Hart, CEHCH

Ohio Health Care Association

Tammy Cassidy, RN, BSN, LNHA, RAC-MT, CEAL

OHCA

5/19/2026

4:00 PM - 5:00 PM

T636: 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. This guided networking session is an excellent opportunity to connect with other ID/DD providers and share ideas and thoughts related to current initiatives impacting ID/DD services.

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

5/19/2026

4:00 PM - 5:00 PM

T637: High Risk, Higher Vigilance: Management of High Risk Medications in Long Term Care

Older adults represent a growing portion of the population, but bear a larger burden and risk of adverse drug reactions, potential errors, and hospitalizations due to inappropriate medication utilization. This program examines the latest data and trends surrounding adverse drug events in the senior population, highlighting why physiologic changes, polypharmacy, and comorbidities increase the risk in this population. Participants will explore CMS identified high-risk medication classes through a pharmacist's perspective and evaluate interventions for monitoring these medication classes, reduce preventable adverse drug reactions, and promote safe and effective medication utilization. Uniqueness of Session:: This session will focus on medications outlined by CMS and a focus for adverse drug reactions in long term care facilities. It will provide tips and tools that facilities can apply to reduce medication related events in their communities and keep resident safe.

Objectives:

- 1. Understand why older adults are more at risk for potential medication adverse events
- 2. Identify and discuss CMS-designated high-risk medication classes and understand how these classes may impact our senior population
- 3. Application of possible interventions to reduce adverse events and promote medication safety through medication reviews, deprescribing, and interdisciplinary collaboration

Erin M. Donatelli, PharmD, BCGP, FASCP

5/19/2026

4:00 PM - 5:00 PM

T638: Understanding What Drives Survey Success, Part 2

The survey process can be complex, high-stakes, and emotionally challenging for facility leaders and staff. Our panel of high-powered experts will provide an in-depth examination of how the survey process, including trends in enforcement and the most frequently cited deficiencies. Drawing on real-world experience, panelists will analyze common pitfalls, clarify regulatory expectations, and share practical strategies for preparation and response. The discussion will also explore innovative approaches, advocacy opportunities, and potential alternatives aimed at improving survey outcomes and shaping a more effective, collaborative process in the future. Uniqueness of Session:: These four leaders embody excellence, offering a powerful combination of strategic insight, proven experience, and influential leadership. No one can match these four!

Objectives:

- 1. Describe the current nursing home survey process, including recent trends and the most frequently cited deficiencies.
- 2. Apply practical strategies to enhance survey preparedness, effectively manage the survey experience, and respond to findings.
- 3. Evaluate potential solutions and alternative approaches that could improve the effectiveness, consistency, and collaboration of the survey process in the future.

Kenneth Daily, LNHA

Elder Care Systems Group

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

RLH Consulting

Amanda Smith, HSE, LNHA, CEAL, CEHCH, RAC-CTA, RAC-CT, WCC, QCP, LMT, LPTA, APC, IPCO

Shane Craycraft, RN, LNHA

5/19/2026

4:00 PM - 5:00 PM

T639: Finances and Reimbursement: Data to Thrive in an Upside Down World

This session will provide a clear overview of key financial metrics and reimbursement trends impacting nursing facilities, highlighting current revenue drivers, shifts in payer mix, and updates to federal and state reimbursement. The presentation outlines performance benchmarks, identifies potential financial risks, and reviews opportunities to strengthen operational efficiency. Special attention is given to quality incentive and value-based payment models and their implications for quality outcomes and facility sustainability. By understanding these metrics, leaders can better anticipate budget pressures, optimize reimbursement, and support long-term financial stability within an increasingly complex regulatory and economic environment. Uniqueness of Session:: The session will use recent state and federal data to provide insights to attendees on key matters impacting nursing facilities, including quality incentive payments, state and federal reimbursement issues, and will provide attendees knowledge on how to compare their facilities to competitors and peers to improve operations and finances.

Objectives:

- Understand current trends in long-term care state and federal reimbursement and what changes could be in store for the future.
- Use state and federal data to benchmarking their operations against peers and competitors to improve facility operations.
- Understand financial and reimbursement risks facing nursing facility providers in a turbulent operating and economic environment.

Steven Anderson

Citrin Cooperman Advisors, LLC

5/19/2026

4:00 PM - 5:00 PM

T640: Not If, but When...The Silent Hurricane of Scabies

When scabies and related infestations silently find their way into long-term care, the effect on residents, staff, families, operations, referrals, public perception and licensure can be profound. Early outbreak identification and selection of optimal treatment protocols is essential to containment. This session will not only provide a relevant overview of scabies and its effective management, but also provide attendees with a clinical pathway and financial tool, designed to evaluate treatment options, and assist in cost effective product selection and implementation. Uniqueness of Session:: Early identification of scabies outbreaks and expedited selection of an optimal treatment protocol in order to contain its spread is critical to long-term care operations. Current treatment options vary not only in their safety profiles, but their efficiency in controlling a full outbreak, as well as their financial impact on operations. This session will not only provide a relevant overview of scabies and its impact in long-term care, but also provide attendees with a clinical pathway and financial tool, designed to assess the cost of available treatment options, and assist in treatment selection and implementation.

Objectives:

- Analyze the clinical and operational workflow of scabies outbreak management in skilled nursing and senior housing facilities.
- Evaluate the financial implications of treatment selection using modeled and real world data.
- Apply lessons from a large scale outbreak case study to strengthen preparedness and regulatory readiness.

Thomas Stambaugh, RPh, MBA

Health Care Services

Gwynn Ryder, LNHA

Aspire Regional Partners

Tuesdie Campbell-Marshall, RN

Aspire Regional Partners

5/19/2026

4:00 PM - 5:00 PM

T641: SNF Star Power: Proven Strategies to Improve Quality Outcomes and CMS Star Ratings

Skilled Nursing Facilities are under growing pressure to maintain high CMS star ratings—not just for compliance, but to remain competitive and financially viable. This session will dive into how star ratings are calculated, what CMS surveyors are focused on, and the critical role of documentation, care planning, and staffing levels in boosting quality outcomes. Uniqueness of Session:: This presentation is unique because it blends real-world operational insight with data-driven strategies that directly address the evolving challenges in skilled nursing facilities. It offers practical, immediately applicable solutions rather than high-level theory, giving attendees tools they can put into practice the same day.

Objectives:

- Gain insight into how CMS calculates SNF star ratings, including the impact of survey results, staffing levels, and clinical quality measures such as infection rates, falls, and medication management.
- Learn practical approaches for preparing for CMS surveys, implementing effective corrective action plans, and reducing common deficiencies.
- Discover how star ratings influence referrals, admissions, and reimbursement opportunities—and how improved documentation, QAPI programs, and clinical oversight can drive better outcomes and sustainability.

Tasha Janssen, MSN, FNP-C, MBA
Curana Health

5/19/2026

4:00 PM - 5:00 PM

T642: Strengths-Based Leadership: Building Loyalty & Reducing Turnover

Turnover and disengagement are among the greatest challenges facing healthcare organizations today. This session introduces a strengths-based leadership approach that transforms workplace culture by focusing on what employees do best. Attendees will learn practical strategies to identify and leverage individual strengths, foster trust, and create an environment where team members feel valued and committed. Will provide actionable tools that leaders can implement immediately to reduce turnover, boost morale, and build loyalty. Participants will explore innovative applications of positive psychology and person-centered leadership principles, helping organizations not only retain talent but also enhance quality of care and operational stability. Uniqueness of Session:: This session tackles one of the most urgent issues in healthcare—employee turnover—by introducing a fresh, strengths-based leadership approach that goes beyond traditional management techniques. Unlike generic leadership trainings, this session focuses on practical, evidence-informed strategies that leaders can immediately apply to create a culture of loyalty and engagement.

Actionable Tools, Innovative Applications, Direct Impact and Engaging Format: Real-world examples and interactive discussion ensure attendees can translate concepts into practice quickly.

This isn't just another leadership talk—it's a roadmap for reducing turnover and building resilient, high-performing teams.

Objectives:

- Understand the principles of strengths-based leadership and how they differ from traditional management approaches in healthcare settings.
- Identify practical strategies to leverage individual team member strengths to build trust, loyalty, and engagement within the workforce.
- Apply actionable techniques to reduce turnover and improve retention, creating a positive organizational culture that enhances both staff satisfaction and quality of care.
- Evaluate the impact of strengths-based leadership on measurable outcomes, including workforce stability, employee engagement, and organizational performance metrics.

Ann Nash, LPCC-S

ViaQuest

5/19/2026

4:00 PM - 5:00 PM

T643: Hot Topics in Human Resources

Hot Topics for Human Resources provides timely, practical guidance on the most pressing workforce and compliance issues facing today's providers. Designed for nursing homes, assisted living communities, and other post-acute care settings, this interactive session explores current employment law and regulatory updates; ongoing staffing challenges; scheduling practices and time-and-attendance compliance; wage and hour issues, including overtime and agency staffing considerations; employee leave management, accommodations, and benefits administration; labor relations, union activity, and collective bargaining trends in healthcare; social media, technology use, and employee conduct in care environments; background screening, fair chance hiring, and healthcare-specific compliance requirements; workplace safety, violence prevention, and staff protection initiatives; and evolving state and federal paid leave mandates. Participants will engage in discussion, share real-world challenges, and explore practical solutions that support regulatory compliance, workforce retention, and high-quality resident care.

Objectives:

- • Identify current legal, regulatory, and compliance challenges specific to human resources management in long-term care and post-acute care settings.
- • Implement practical HR strategies to support workforce stability, regulatory compliance, and quality of care in a highly regulated environment.
- • Assess how changes in employment law, workforce regulations, and industry expectations impact leadership decisions, employee relations, and resident-centered care.

John D. Goodman, Esq.

Altercare of Ohio

Rob C. Pivonka, Esq.

Rolf Goffman Martin Lang LLP

5/20/2026

7:30 AM - 8:30 AM

W700: AI Tools to Reduce Staff Workload

Description: Long-term care organizations are facing increasing pressures from staffing shortages, turnover, and burnout. This session explores how AI and automation can help staff do more with less by reducing administrative workload, improving scheduling, and providing predictive insights for staffing needs. Attendees will see real-world examples of AI applications that save time and allow staff to focus on direct resident care. The session also covers practical strategies for implementing these tools, including change management and decision frameworks. Participants will leave with actionable ideas to increase efficiency, reduce burnout, and improve operational outcomes. Uniqueness of Session: This session stands out by showing practical ways AI and automation can ease staffing pressures in long-term care. Attendees, with no experience in AI needed, will see real examples and strategies that reduce administrative work, improve scheduling, and let staff focus on resident care. The session delivers actionable, replicable solutions that can be applied immediately.

Objectives:

- Upon completion, participants will be able to identify common staffing challenges in long term care and understand where AI and automation can provide meaningful support.
- Upon completion, participants will be able to describe real-world use cases of AI and automation that reduce administrative burden, improve scheduling, and enhance operational efficiency.
- Upon completion, participants will be able to evaluate when automation is appropriate versus when human judgment is essential to maintain quality resident care.
- Upon completion, participants will be able to develop a practical implementation plan, including change management strategies and decision frameworks, to adopt AI and automation tools effectively in their organization.

Zach Katris

Net X IT

5/20/2026

7:30 AM - 8:30 AM

W701: Transforming Toxic: A Leader's Blueprint for a Positive Workplace

Learn how to identify and address toxic behaviors. Discover practical strategies to dismantle toxic workplace dynamics and build a thriving organizational culture. Address bullying behavior head-on and provide you with skills to provide constructive feedback. This session will empower you to become a catalyst for positive change and build high-performing teams.

Qualifies for 1.0 Ethics CE for Ohio NHA

Objectives:

- Identify toxic and bullying behaviors
- Learn how to address toxic behaviors
- Implement a personalized plan to improve team culture

Molly Mackey, MBA, CPTD

5/20/2026

8:00 AM - 8:30 AM

W702: Why the First 30 Days Determine Staff Retention

Most staff decide whether to stay or leave within their first 30 days. In today's senior care workforce, early missteps in onboarding, communication, and inclusion can quickly lead to disengagement and turnover. This session examines how culture is formed from day one, why traditional practices no longer meet workforce expectations, and what leaders can change immediately. Attendees will gain practical, real world approaches to strengthen early engagement, improve retention, and create a stronger foundation for quality care. Uniqueness of Session:: This session stands out by focusing on the first 30 days of employment as the most critical and overlooked driver of staff retention. Rather than discussing retention programs or incentives, it examines the daily experiences that shape whether new hires feel informed, included, and supported. The session connects workforce expectations to practical leadership behaviors and operational habits, offering real world observations from senior care environments. Attendees leave with clear, immediately applicable insights they can use regardless of size, budget, or tools.

Objectives:

- Describe how the first 30 days of employment influence staff engagement and long term retention
- Identify key workforce expectations that shape early perceptions of culture and inclusion
- Evaluate how traditional onboarding and communication practices affect staff awareness and belonging
- Apply practical day one leadership behaviors that strengthen early engagement and reduce turnover

Cameron Micules

Niuz

Gina Cappitti, LNHA, CEAL, CDP

LeaderStat

5/20/2026

8:00 AM - 8:30 AM

W703: Audit-Ready MDS for Medicaid Validation Reviews

Medicaid validation reviews continue to identify recurring MDS documentation and timing issues that place skilled nursing facilities at risk for recoupments and compliance findings. This session provides a practical, audit-focused overview of what Medicaid reviewers evaluate during validation reviews and how MDS accuracy, supporting documentation, and interdisciplinary workflows directly impact outcomes.

Participants will gain insight into common risk areas related to MDS completion, assessment timing, quality measures, and documentation alignment. The session will highlight frequent gaps identified during reviews and provide practical strategies facilities can implement to strengthen audit readiness without adding unnecessary burden to clinical teams. Uniqueness of Session:: This session stands out by examining Medicaid validation reviews through the lens of MDS data integrity and documentation alignment, rather than high-level regulatory theory. It focuses on how reviewers validate assessment timing, supporting documentation, and MDS accuracy, and how the same documentation weaknesses often affect MDS data elements used in quality measure reporting. Attendees will gain practical insight into high-risk MDS sections, interdisciplinary workflow gaps, and recurring patterns identified during reviews. The session provides actionable strategies that facilities can implement to strengthen audit readiness while improving documentation consistency across clinical and reimbursement processes.

Objectives:

- Identify key MDS sections and documentation elements most frequently reviewed during Medicaid validation
- Apply audit-ready documentation strategies that align MDS coding with supporting clinical records to reduce validation risk and recoupment.
- Implement practical interdisciplinary workflows to prepare nursing, therapy, and MDS teams for regulatory and Medicaid validation reviews.
- Upon completion, participants will be able to recognize common compliance gaps identified during Medicaid validation reviews and apply corrective actions to strengthen Quality Assurance and QAPI processes.
- Upon completion, participants will be able to demonstrate audit-ready interdisciplinary workflows that support accurate MDS completion, strengthen documentation consistency, and reduce risk during Medicaid validation reviews.

Shelly A. Murriel, RN, RAC-CT

5/20/2026

9:00 AM - 10:30 AM

W704: General Session

Objectives:

5/20/2026

9:30 AM - 10:00 AM

W705: Thriving Through the Chaos of Change

The environment today is changing faster than ever. Learn how to recognize and move you and members on your team through the different dimensions of change.

Qualifies for .5 Ethics CE for Ohio NHA

Objectives:

- Recognize the today's changing environment
- Understand the Trough of Chaos Change Model
- Review steps to move leaders and team members through change

Molly Mackey, MBA, CPTD

5/20/2026

10:15 AM - 10:45 AM

W706: Leading Through the Hurt

Leading Through the Hurt will address the 6 principles of trauma-informed care and apply them to leadership instead of patient care. This session will break down each principle and provide practical ways to implement trauma-informed leadership in the workplace.

Qualifies for .5 Ethics CE for Ohio NHA

Objectives:

- Review trauma-informed care principles
- Understand practices and techniques to apply the trauma-informed care principles to staff
- Develop a personalized trauma-informed leadership practice

Molly Mackey, MBA, CPTD

5/20/2026

10:30 AM - 12:30 PM

W000: Trade Show open with lunch

Objectives:

5/20/2026

11:00 AM - 11:30 AM

PW200: Product Theater - TBD

Objectives:

5/20/2026

12:00 PM - 12:30 PM

PW201: Product Theater - TBD

Objectives:

5/20/2026

12:45 PM - 1:45 PM

W707: Bridging the Gap: Smooth Transitions in Senior Care

Continuing Care Retirement Communities (CCRCs) play a vital role in ensuring seamless transitions for seniors as their care needs evolve. By offering a continuum of services—from independent living to assisted living and skilled nursing—CCRCs minimize the stress and disruption often associated with moving between facilities. We will discuss providing seamless transitions, continuity of care etc during our session. Uniqueness of Session:: Our firm has extensive experience in the senior care industry and we specialize in Senior Care transitions

Objectives:

- Identify key challenges that older adults and their families face during transitions between care settings (e.g., hospital to skilled nursing, skilled nursing to home).
- Explain the components of effective transition planning, including communication strategies, interdisciplinary coordination, and goal-aligned care.
- Evaluate the impact of poor transitions on patient outcomes, readmission rates, and overall quality of care.
- Demonstrate best-practice approaches for improving continuity of care, such as medication reconciliation, follow-up protocols, and caregiver education.
- Assess the role of technology and data tools in supporting smoother transitions through information sharing, monitoring, and care planning.

Jessica Hurley, n/a

Richter LTPAC

5/20/2026

12:45 PM - 1:45 PM

W708: ICF Reimbursement Update & Benchmarking Trends

This session will be focused on all things ICF Reimbursement! Based on legislation surrounding House Bill 96 (HB96), we will discuss the ICF rate calculations for FY27. It will be crucial for providers to develop thoughtful strategies around spending that impacts the Direct Care Ceilings going forward with the removal of the Professional Workforce Development add-on. Additionally, we will walk through examples of the capital fair rental value calculations and provide scenarios to demonstrate opportunities for providers. Other timely ICF Reimbursement updates will also be shared during this session as well as preliminary benchmarks based on the 2025 cost reports. Uniqueness of Session:: We will share strategies and opportunities to consider as it relates to ICF reimbursement and providers rate setting process. We will also share information and benchmarks that providers can utilize in their operations.

Objectives:

- Upon completion, participant will be able to understand the implications for FY27 ICF rates based on state budget language.
- Upon completion, participant will be able to understand strategies and opportunities to consider as it relates to ICF reimbursement and the rate setting process.
- 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.

Denise A. Leonard, CPA

Plante Moran, PLLC

TJ Ely, MBA

Plante Moran, PLLC

5/20/2026

12:45 PM - 1:45 PM

W709: Beyond PDPM: Driving Outcomes through Section GG

This session will explore the critical role of Section GG in skilled nursing facilities (SNFs) beyond its impact on PDPM reimbursement. Participants will gain a clear understanding of Section GG's purpose within the RAI Manual and how accurate functional assessment influences care planning and outcomes. The presentation will highlight the importance of the Interdisciplinary Team (IDT) in ensuring accurate GG scoring and documentation integrity. Additionally, we will examine the discharge function score and its direct connection to the Quality Reporting Program (QRP) and Value-Based Purchasing (VBP). Practical strategies for integrating Section GG into daily workflows will also be shared. Uniqueness of Session:: Section GG continues to be one of the most challenging sections of the MDS. It has a continued impact not only on reimbursement but also QMs including the new Discharge Function Score. We find teams are in consistent need of updates, training, and education on how to better work with the IDT for accurate coding.

Objectives:

- 1. Analyze the impact of Section GG beyond PDPM
- 2. Describe the importance of the IDT in accurate GG scoring
- 3. Interpret the Discharge Function Score and its influence on QRP and VBP

Liz Barlow, RN, CRRN, RAC-CT, DNS-CT, QCP

Stephanie Fitzgerald, RN, RAC-CTA

Blue and Co

5/20/2026

12:45 PM - 1:45 PM

W710: Medicaid Regulatory Update: Navigating Shifts and Enhanced Auditing

Medicaid reimbursement is rapidly evolving, while audit activity across federal and state agencies continues to intensify. This session provides a clear, executive-level overview of the Medicaid reimbursement changes shaping 2026 and beyond, including rate methodology shifts, and peer group performance benchmarking. Attendees will gain practical insight into emerging trends, recent audit priorities targeting MDS/documentation accuracy, and quality reporting. Through real-world examples, the session explores how automation and AI-driven technologies can both mitigate and create compliance risk, equipping leaders to make informed decisions that protect revenue, strengthen audit readiness, and improve long-term financial sustainability. Uniqueness of Session:: This session stands apart by connecting Medicaid reimbursement reform, audit enforcement, and technology-driven compliance into one cohesive, real-world strategy. This session will reveal how policy changes, audit priorities, and automation decisions intersect to create both hidden risk and untapped opportunity. Attendees will gain insight rarely addressed in traditional sessions: how AI-assisted documentation and analytics can simultaneously improve revenue integrity and expose facilities to new audit vulnerabilities. Grounded in practical examples instead of theory, this session equips leaders with a realistic understanding of what is working, what is failing, and how to make smarter, defensible decisions in the current Medicaid environment.

Objectives:

- 1. Define the latest Medicaid reimbursement changes impacting SNFs in 2026 and beyond
- 2. List how federal and state audit priorities are shifting—and what reviewers are targeting most
- 3. Utilize the examples of real-world results from facilities using automated systems to improve compliance and revenue capture, and describe the common pitfalls of AI assisted MDS software

Michael Sciacca, MPT, MHA

Zimmet Healthcare Services Group

Vincent Fedele, MBA

CONNECT by Zimmet Healthcare

5/20/2026

12:45 PM - 1:45 PM

W711: Question Your Assumptions: What Are Resident Behaviors Really Telling Us?

In long-term care and assisted living facilities, it's all too common to respond to resident behaviors with medication rather than investigation. But what if those behaviors are meaningful messages—not just symptoms to suppress? This session challenges providers to pause, reflect, and question their assumptions. Through real-world examples and practical strategies, we'll explore how behavioral expressions often signal unmet needs, pain, trauma, or environmental stressors. Attendees will learn how shifting your perspective can lead to deeper understanding, better outcomes, and more compassionate care. Uniqueness of Session:: Staff in long-term care facilities often receive little formal training on how personal biases can influence the care they provide. This session will explore practical, evidence-informed approaches to caring for residents with dementia in ways that enhance quality of life, reduce distressing behaviors, and promote truly patient-centered care. Real-life case studies will be presented to illustrate how these strategies can be successfully applied to improve outcomes for this vulnerable population.

Objectives:

- Identify common assumptions that lead to the overuse of medication in response to resident behaviors.
- Understand alternative assessment strategies to uncover the root causes of behavioral expressions in residents.
- Apply person-centered approaches that prioritize empathy, curiosity, and individualized care over reflexive intervention.

Jean M. Storm, DO, CMD, CHCQM
Quality Insights

5/20/2026

12:45 PM - 1:45 PM

W712: Leveraging a Partnership for Excellence: A Blueprint for Transformational Outcomes

What happens when three organizations unite around a shared vision of excellence? In this dynamic session, we'll take you inside the story of how Caring Place Communities leveraged outside organizations to build strategic partnerships that shattered performance ceilings in skilled nursing care. Through candid lessons learned, real-world examples, and interactive discussion, you'll discover how collaboration fueled breakthroughs in quality measures, hospital readmission reduction, cultural transformation, and data-driven innovation. Walk away with practical insights and tools for a roadmap for forging partnerships that deliver measurable impact. Uniqueness of Session:: This session will have multiple presenters and utilize a panel-type method to keep attendees' interests. Specific strategies, tools, and a blueprint template will be shared with attendees to walk out with immediate steps to take action and apply the learning. Lastly, the presenters are well experienced in both presenting and operating, which affords attendees relevant, engaging and practical information.

Objectives:

- Describe the critical success factors that make partnerships effective in skilled nursing environments.
- Learn how to drive results through shared accountability models to expedite and sustain meaningful outcomes.
- Develop actionable steps to foster a high-performance culture that engages staff and enhances resident outcomes.
- 4. Develop actionable steps to foster a high-performance culture that engages staff and enhances resident outcomes.
- Explore a partnership blueprint template to guide partnerships to delineate roles, goals and navigate challenges.

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

Santanna Rapp, RN, BSN, LNHA
Caring Place Healthcare Group

Beth Kimmey, RN, RAC-CT
Engage Consulting

Michelle J. Angelica, MS, CCC/SLP

5/20/2026

12:45 PM - 1:45 PM

W713: Tech Therapy: The Role of Emerging Technology and Emotional Connection in Hospice and Memory Care

As technology continues to advance, its potential to enhance emotional well-being in memory care and hospice environments grows. This presentation explores how electronic pets—including cats and dogs—serve as powerful tools for supporting individuals receiving memory care or end-of-life services. This session will highlight how these devices foster emotional connection, improve quality of life, and create moments of comfort and joy.

By blending evidence-based practice with real-world implementation strategies, this presentation demonstrates how organizations can design and deploy their own tech-therapy programs. Participants will learn how to evaluate needs, select technologies, train, and integrate the intervention into daily workflows. Uniqueness of Session:: There is significant intersection of hospice and memory care, with nearly half of all hospice patients having a dementia diagnosis. This session examines how electronic pets serve as meaningful therapeutic tools that help reduce loneliness, promote emotional engagement, create joy and can support behavioral stabilization in memory and hospice care. Through gentle movement, responsive actions, and sensory-based interactions, these devices offer a non-threatening, comfort-focused form of connection. As technology continues to advance it is important for providers to stay informed about resident or patient-facing tech opportunities. Participants will leave with the tools necessary to develop and implement their own program.

Objectives:

- Understand the psychological and emotional benefits of electronic companion pets for individuals with dementia and hospice patients.
- Identify key components of developing and implementing a technology-based emotional support program.
- Explore practical considerations—including staff training, ethical concerns, infection control, device selection, and ongoing evaluation.

Cheryl Lampkowski-Sowle, PhD, LNHA, CEHCH

5/20/2026

12:45 PM - 1:45 PM

W714: Safe Teams, Strong Results: Building a Culture of Psychological Safety

In this session, you'll explore how creating a secure and supportive environment can unlock your team's full potential. Learn the four key principles of creating psychological safety and how they directly contribute to higher performance, better decision-making, and increased innovation. This session offers practical tools to help you build trust, encourage open dialogue, and empower your team to take risks without fear.

Qualifies for 1.0 Ethics CE for Ohio NHA

Objectives:

- Understand the importance of psychological safety
- Review the effects of psychological safety on team performance
- Address the four key steps to creating a psychologically safe team

Molly Mackey, MBA, CPTD

5/20/2026

12:45 PM - 1:45 PM

W715: Enhancing Readiness to Aggression Risk in Skilled Nursing Facilities: A Proactive Approach

This session will provide attendees with actionable strategies and insights to enhance safety and mitigate risks associated with violence and aggression in skilled nursing facilities. Through a collaborative approach, industry experts from Acrisure and Sedgwick will share best practices, real-world solutions, and proactive measures, including the "Define It. Talk About It." program, to create a safer environment for both staff and residents. Uniqueness of Session:: Violence and aggression are common and significant concerns in skilled nursing and long-term care settings—impacting residents, staff, and overall safety

Objectives:

- Understand the key components of a proactive risk management program, including hazard assessment and employee involvement.
- Identify strategies for preventing and managing aggressive behavior incidents, including de-escalation techniques and verbal intervention strategies.
- Learn how to effectively manage claims following a violence or assault incident, including reporting requirements and workers' compensation.
- Implement best practices for staff support and training, focusing on psychological and emotional well-being.

Rejeana Woolum-Napier
Sedgwick

Brad Hunt, MBA
ACRISURE

5/20/2026

12:45 PM - 1:45 PM

W716: CMS Schizophrenia Audits: 10 Things We Know (and Still Don't)

CMS schizophrenia audits remain a high-risk and often confusing survey area for long-term care facilities. This session uses a Top-10 framework to examine what is known, what remains unclear, and how audits are actually playing out in real long-term care settings. Attendees will gain practical insight into common survey triggers, documentation vulnerabilities, and operational missteps, along with actionable strategies leadership teams can apply to improve audit readiness while supporting appropriate, patient-centered care. Uniqueness of Session:: This session is grounded in real-world experience with CMS schizophrenia audits in long-term care, not theoretical interpretations of regulations. It reflects what administrators and nursing leaders are actually seeing during surveys, including common triggers, documentation gaps, and persistent gray areas. Attendees will gain practical, immediately usable strategies drawn from real audit experiences to help reduce survey risk and approach schizophrenia audits with greater confidence.

Objectives:

- Upon completion, the participant will identify common CMS schizophrenia audit triggers and documentation vulnerabilities encountered during long-term care surveys.
- Upon completion, the participant will distinguish between clearly defined CMS expectations and ongoing gray areas that require leadership judgment and interdisciplinary collaboration.
- Upon completion, the participant will apply practical, real-world strategies to improve audit readiness while supporting appropriate, patient-centered care for residents with serious mental illness.

Cassandra Skul, PMHNP

ViaQuest Psychiatric & Behavioral Solutions

5/20/2026

12:45 PM - 1:45 PM

W717: Hot Topics in Survey and Enforcement 2026

The speakers will provide an update recent CMS guidance, regulation, and state licensure developments, as well as emerging enforcement data. The speakers will discuss hot topics in the industry, with attention to regulator's expectations around reporting, investigations, and resident protections. Particular attention will be paid to areas where survey activity is intensifying, such as transfer and discharge practices, elopement, and investigative documentation, and how these issues are increasingly driving enforcement outcomes. Uniqueness of Session:: ROLF has presented a Survey and Enforcement Session at the OHCA Convention on an annual basis for many years. ROLF has provided legal and consulting services, as well as technology applications, to post-acute care clients all across the State of Ohio, and in neighboring states. ROLF's attorneys and consultants also participate on various AHCA and OHCA legal and regulatory committees, which ensures its attorneys have access to and have input regarding the most current developments in long-term care, specifically with respect to survey and enforcement.

Objectives:

- Upon completion of the program, participants will be able to identify updates on recent federal changes and state licensure requirements.
- Upon completion of the program, participants will be able to identify updated CMS Guidance and licensure rules, including those related to transfer and discharge, reporting and investigations.
- Upon completion of the program, participants will be able to identify the status of other survey and enforcement trends and initiatives.

Michele A. Conroy, RN, BSN, JD

Rolf Martin Lang LLP

Christopher Tost, BA, JD

Rolf Martin Lang LLP

5/20/2026

1:00 PM - 1:30 PM

W718: Mentorship That Moves the Needle: Growing confident, capable leaders

Get ready for a fast paced, power packed session on how mentorship can transform leadership at every level of patient care. We'll dive into why mentorship is one of the most energizing and effective ways to build confident, capable leaders who strengthen culture, boost engagement, and drive better outcomes. With quick-win strategies and real world examples, attendees will walk away inspired—and equipped—to weave meaningful, growth focused mentorship into their daily leadership practice—without adding more to their already full plates. Uniqueness of Session:: What makes this session stand out is its laser-focused, actionable approach to mentorship—designed specifically for the realities of post-acute care. Instead of theory or long-term programs, participants get fast, practical strategies they can use immediately, even in the busiest environments. This session simplifies mentorship into small, powerful moments that strengthen leaders at every level and directly impact patient care, culture, and team stability. It's high-energy, real-world, and ready to implement tomorrow.

Objectives:

- Upon completion, participant will be able to describe how mentorship strengthens leadership capability at every level of patient care and contributes to improved culture, engagement, and outcomes.
- Upon completion, participant will be able to identify key mentor behaviors and strategies that build confidence, clarity, and growth in developing leaders.
- Upon completion, participant will be able to apply a simple, repeatable framework for integrating effective mentorship moments into everyday leadership practice—without adding more to their workload.

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

Jessica M. Hoehn, n/a

5/20/2026

1:00 PM - 1:30 PM

W719: Is Your SNF Ready for OIG-Informed Rehab Compliance Audits?

Skilled nursing facilities are facing increasing scrutiny as OIG guidance and ROP expectations reshape what “compliant” rehab services must look like. This session provides a clear, practical roadmap for aligning therapy operations, documentation, and interdisciplinary processes with emerging compliance priorities. Attendees will learn how to identify common rehab-related risk points, strengthen internal oversight, and build systems that support accurate care planning, defensible documentation, and survey-ready performance. Participants will leave with actionable strategies and auditing tools to elevate rehab compliance and reduce organizational vulnerability in an evolving regulatory environment. Uniqueness of Session:: What makes this session unique is the presenter’s 25 years of deep therapy compliance experience, allowing her to translate OIG expectations and ROP requirements into clear, actionable steps for SNFs. Participants gain access to expert-level interpretation that most facilities don’t have in-house

Objectives:

- Identify key OIG and ROP compliance expectations that directly impact SNF rehabilitation services and survey readiness
- Analyze common rehab-related risk areas—including documentation, care planning, and medical necessity—and apply strategies to strengthen internal oversight and reduce organizational vulnerability
- Implement practical, interdisciplinary processes that align therapy operations with OIG guidance, support defensible documentation, and improve resident outcomes.

Julia L. Bellucci, MS CCC-SLP, DCP

Premier Therapy

5/20/2026

2:15 PM - 3:15 PM

W720: Early identification and treatment of Depression for Seniors residing in AL communities

This presentation addresses the importance of integrating routine depression screening into assisted living communities as a core component of holistic, resident-centered care. Participants will explore how early identification of depressive symptoms supports quality of life, preserves functional ability, and reduces avoidable declines in health status. The session will review best practices for observing mood and behavioral changes, using appropriate screening tools, and responding to findings through interdisciplinary collaboration, care planning, and referral. Emphasis is placed on normalizing mental health awareness within assisted living while maintaining dignity, autonomy, and regulatory compliance. Uniqueness of Session:: Sharing of experience implementing Depression screenings in AL space and impact at the community level.

Objectives:

- 1. Describe the purpose and value of depression screening in assisted living and its impact on resident well-being and outcomes.
- .2. Identify common signs and risk factors of depression in older adults and differentiate them from normal aging.
- 3. Apply appropriate screening processes and follow-up actions to support timely intervention, care planning, and interdisciplinary communication.

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

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

5/20/2026

2:15 PM - 3:15 PM

W721: STABLE Account 2.0: Transition to the Entity ALR Model, Benefits and Challenges for ID/DD Providers

ID/DD providers and session attendees will learn how to transition outdated STABLE Account organizational systems to a new Entity ALR model that improves efficiency, organization, and transparency. Challenges associated with making the switch will be discussed as well as how to overcome those challenges. An overview of STABLE Account basics, for those new to STABLE Account, will also be discussed. Uniqueness of Session:: To the best of my knowledge, no other person has helped an ID/DD provider in Ohio make the switch from a traditional STABLE Account organizational model to an Entity ALR model. The knowledge gained from my experience will be useful to providers that want to improve how their accounts are organized and managed.

Objectives:

- Upon completion of the session the participant will be able to evaluate for their organization the benefits of making the transition to an Entity ALR model.
- Upon completion of the session the participant will learn how to transition to the entity ALR model, who is eligible for the transition, and how to complete the required paperwork.
- Upon completion of the session the participant will be able to evaluate, common pitfalls associated with the transition to the Entity ALR model and how to avoid them.
- Upon completion of the session the participant will be reminded of the importance of STABLE Account, and the benefit STABLE Accounts provide to Ohioans with ID/DD.

Zach Haughawout, Former Director of STABLE Account
The Law Office of Zach Haughawout

Thomas Hatch

5/20/2026

2:15 PM - 3:15 PM

W722: Latest SNF Medicaid & Medicare Updates

This session will cover the latest Ohio Medicaid & Medicare reimbursement updates. We will share updates and related calculations on the Medicaid quality points as well as the case-mix phase-in under the new PDPM methodology. We will share the latest CMS claims data & Medicare cost report benchmarks to compare your organization to the benchmark data. Additionally, we will share NBP, PBJ and 5-star data comparing Ohio's results to surrounding states and national data. Uniqueness of Session:: This session will include extensive benchmarks and financial results for providers to utilize in their operations. These benchmarks will include Ohio benchmarks around occupancy, the quality point distribution, expense, staffing and profitability. We will include the latest CMS Medicare cost report data including average rate, ALOS, profitability and expense benchmarks. We will share PBJ and 5 star benchmark data as well.

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 & Medicare programs to make operational and strategic planning decisions.

Denise A. Leonard, CPA

Plante Moran, PLLC

Mitch Dreisbach, CPA

Plante Moran

5/20/2026

2:15 PM - 3:15 PM

W723: Understanding How to Care for Residents with a Behavioral Diagnosis.

In the past 20 years, individuals between 31 - 64 have been the fastest growing segment of Long Term Care Residents. Regulations also focus on ensuring that the facility is able to care for the residents in the facility, as well as ensuring documentation of Severe Mental Illness is present. There is also increased focus on psychotropic medication and subsequent documentation, as well as the increased scrutiny on behavior management including non pharmacological interventions. Uniqueness of Session:: This session will provide practical solutions that the participants can use when they return to the facility. This session will focus on practical solutions for managing behaviors, through performing a root cause analysis of behaviors and implementing interventions. The session will also differentiate between medical and psychiatric issues and Interdisciplinary team involvement for successful outcomes.

Objectives:

- Upon completion the participant will understand how to conduct an interdisciplinary root cause analysis of behavior symptoms and determine resident centered interventions.
- Upon completion the participant will understand how to document psychotropic medication use and non pharmacological interventions.
- Upon completion the participant will be able to differentiate between medical and psychological symptoms when managing a resident's care needs.

Michelle Stuercke, RN, MSN, DNP, MPH, LNHA, QCP

TCM Consulting & Management

5/20/2026

2:15 PM - 3:15 PM

W724: Stop the Bounce: Hardwiring Hospitalization Reduction in SNFs utilizing your ISNP partner

In this session, attendees will learn a practical, evidence-based framework for reducing avoidable hospitalizations in any skilled nursing environment. Using real cases and statewide outcomes, we will break down the true drivers of transfers and demonstrate how a fully collaborative team — PCP, ISNP clinicians, facility nurses, therapy, and resident/family — works together to stabilize residents in place. Participants will experience what proactive care looks like: early risk identification, short clinical huddles, shared escalation ladders, and coordinated decision-making that reduces stress on staff and improves outcomes regardless of I-SNP participation. Uniqueness of Session:: This session is unique because it blends perspectives rarely presented together: NP leadership, clinical risk management, facility nursing, and family-centered care coordination. Rather than talking theory, we walk through the exact communication patterns and micro-systems that high-performing facilities use daily to keep residents out of the hospital. Attendees will see how I-SNP resources amplify these efforts — but also how any building can adopt the same core practices. The focus is practical, replicable, and grounded in real results across diverse facilities and care models.

Objectives:

- 1. Identify the primary clinical and communication factors that drive avoidable hospitalizations in skilled nursing settings.
- 2. Implement early risk–identification practices and daily micro-huddle structures that support in-place care.
- 3. Apply a shared escalation ladder that clarifies roles among PCPs, I-SNP clinicians, facility nurses, therapy, and resident/family.
- 4. Compare outcomes achieved with collaborative I-SNP partnerships to those achievable through facility-driven processes alone.
- 5. Translate case-based examples into practical steps for reducing transfers and improving care continuity.

Melissa Smith, APRN-CNP, MSN, MBA

Valor Clinical Partners

5/20/2026

2:15 PM - 3:15 PM

W725: The Future of Aging Services: Leveraging AI for Lead Generation, Seamless Transitions and Everyday Life in Senior Living.

Description: Varsity and Checkmate AI will present “The Future of Aging Services: Leveraging AI for Lead Generation, Seamless Transitions, and Everyday Life in Senior Living.” This session explores how communities can responsibly use AI to enhance resident experiences while supporting sales, marketing, and operations. Bill Balderaz, Co-Founder of Checkmate AI, will share how AI improves personalization, communication, and transitions of care. Varsity will provide practical applications for AI in sales and marketing to improve responsiveness, insights, and occupancy. Uniqueness of Session: "The Future of Aging Services: Leveraging AI for Lead Generation, Seamless Transitions and Everyday Life in Senior Living" explores how senior living communities can use AI to enhance the resident experience while supporting sales, marketing, and operations. Bill Balderaz, will highlight how AI can improve daily life for residents and families through personalization, communication, and smoother transitions of care. Varsity will share practical ways AI can be applied to sales and marketing to improve responsiveness, insights, and occupancy. Together, the session provides strategic, actionable guidance on how communities can responsibly operationalize AI across departments to create more seamless, resident-centered experiences.

Objectives:

- **Enhancing Resident Experience:** Understand how AI can be used to personalize and improve daily life for residents, fostering better communication and smoother transitions of care while preserving dignity and trust.
- **AI in Sales and Marketing:** Discover practical ways to apply AI in sales and marketing to enhance responsiveness and insights, driving occupancy improvements.
- **Strategic Operationalization:** Learn strategies for responsibly implementing AI across various departments to create seamless, human-centered experiences.

Ana Stroble

Varsity

William Balderaz, MBA

Futurety, LLC

Zack Collevecchio, n/a

5/20/2026

2:15 PM - 3:15 PM

W726: Dare to turn your spark into fire- igniting the leader within

Turn Your Spark Into Fire guides participants on an empowering journey of self-discovery, helping them uncover their unique strengths, amplify their influence, and develop the mindset of a purposeful leader. Through a blend of inspiring teachings, interactive experiences, and reflective practices, learners will explore what it truly means to lead—from mastering emotional intelligence to building resilience, communicating with impact, and inspiring others through vision and action. Whether you are an emerging leader or seeking to elevate your leadership presence, this course provides the tools, strategies, and confidence to ignite your inner fire and lead with intention. Uniqueness of Session::

Leadership development is approached from three angles:

Mind — mindset, clarity, strategic thinking

Heart — emotional intelligence, empathy, values alignment

Action — real-world skills, communication, decision-making

Igniting leaders to not only show up as a strong leader as themselves, but also to lift others while they lead inspiring a new level of leaders

Objectives:

- Develop greater self-awareness and emotional intelligence to navigate challenges, build stronger relationships, and respond intentionally rather than reactively
- Apply courage-based leadership principles to make decisions, take initiative, and lead with integrity and conviction.
- Lead and inspire others through authenticity, empathy, and clear direction, regardless of their formal role or title.
- Demonstrate resilience and a growth mindset when facing obstacles, setbacks, or changing environments
- Build habits and practices that support sustainable leadership growth, including reflection, self-regulation, and intentional action.

Kacie Pritt, cota/L

HCF management, Inc.

5/20/2026

2:15 PM - 3:15 PM

W727: Federal Wage Hour Laws in the Care Industry

In 2024 the Wage and Hour Division found over \$37 million in back wages due to workers in the health care industry. To help employers understand and comply with the Fair Labor Standards Act (FLSA), WHD staff will share with attendees an overview of federal minimum wage, overtime and recordkeeping requirements and discuss how to avoid common violations in the care industry. Using real world examples we will explore various topics, including employment relationships, hours worked, overtime pay, and recordkeeping requirements. Uniqueness of Session:: This is an opportunity for employers in the care industry to learn about wage laws that impact their business directly from the federal agency tasked with enforcing the law. We encourage participants to ask questions about the law and how it applies to their business. We will also share agency updates and provide an overview of resources available to them on our website.

Objectives:

- Upon completion, participants will be able to demonstrate a basic knowledge of the Fair Labor Standards Act and locate compliance assistance resources available on WHD's website.
- Upon completion, participants will be able to calculate hours worked under the FLSA using the guidance under 29CFR785.
- Upon completion, participants will be able to compute overtime payments for workers in compliance with 29CFR778.

Danielle Calderon

U.S. DOL Wage and Hour Division

Matthew P. Utley

Wage and Hour Division

Steven Paciorek

Wage and Hour Division

5/20/2026

2:15 PM - 3:15 PM

**W728: Protecting Ohio's Long-Term Care Residents
Law Enforcement Partnerships, Prevention, and Accountability
Part 1 – Crimes, Jurisdiction, and Reporting**

Protecting residents from abuse, neglect, and exploitation is a shared responsibility — and a key focus of the Ohio Attorney General's Office. In this foundational session, Charles Angersbach, Chief Special Agent with the Ohio Attorney General's Health Care Fraud Section, explains the AGO's original criminal jurisdiction in long-term care and how allegations of abuse and neglect are evaluated from a law enforcement perspective.

Using real criminal case examples from across Ohio, participants will gain insight into the types of crimes occurring in long-term care settings, the steps of a criminal investigation, and the critical role providers play in timely and appropriate reporting. This session helps attendees understand when issues move beyond regulatory compliance and into criminal enforcement — and how to respond with confidence. As a frequent OHCA presenter and BELTSS Core of Knowledge instructor, Charles brings practical, provider-focused guidance to a topic every long-term care professional needs to understand. Uniqueness of Session:: Teri Ruslander, Elder Services Coordinator and retired Grove City Detective, will add valuable information related to police perspective to these crimes, the varying roles each agency plays, and how collaboration is critical to safeguarding residents in long-term care.

***PLEASE NOT TERI AND I ARE AVAILBLE ON WEDNESDAY 5/20 AND THURSDAY 5/21. ALSO, THE IDEAL TIME SLOT FOR THIS PRESENTATION IS 120 MINUTES, HOWEVER, THIS WAS NOT AN OPTION IN THE DROPDOWN.

Objectives:

- Upon completion, participants will understand the role and jurisdiction of the Attorney General's Office, Health Care Fraud Section.
- Upon completion, participants will understand types of crimes committed in long-term care facilities.
- Upon completion, participants will understand the roles of local law enforcement agencies, and how local law enforcement and the Attorney General's Office work together to protect residents.

Charles Angersbach

Ohio Attorney General - Health Care Fraud

Teri Ruslander, n/a

5/20/2026

2:15 PM - 3:15 PM

W729: Antipsychotics in the Mirror. The new Long Stay Quality Measure

CMS has revised the Long stay antipsychotic quality measure to include capture of these medications and diagnostic exclusions in claims data and its a doozy. Navigating these changes will be essential for providers in order for them yo understand just what this measure represents in their 5-Star rating. This presentation will take the mystery out of this measure and help providers understand practical ways to apply it to facility quality improvement.Uniqueness of Session:: This is a new quality measure with deep implications for facility process. Providers will need to have a practical understanding of how it will affect them

Objectives:

- Understand the new measure specifications
- Identify how claims will impact this measure
- Recognize the new lookback periods for data collection
- Apply this knowledge to facility quality improvement efforts.

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

5/20/2026

2:15 PM - 3:15 PM

W730: Hot Topics in Survey and Enforcement 2026, part 2

The speakers will provide an update recent CMS guidance, regulation, and state licensure developments, as well as emerging enforcement data. The speakers will discuss hot topics in the industry, with attention to regulator's expectations around reporting, investigations, and resident protections. Particular attention will be paid to areas where survey activity is intensifying, such as transfer and discharge practices, elopement, and investigative documentation, and how these issues are increasingly driving enforcement outcomes. Uniqueness of Session:: ROLF has presented a Survey and Enforcement Session at the OHCA Convention on an annual basis for many years. ROLF has provided legal and consulting services, as well as technology applications, to post-acute care clients all across the State of Ohio, and in neighboring states. ROLF's attorneys and consultants also participate on various AHCA and OHCA legal and regulatory committees, which ensures its attorneys have access to and have input regarding the most current developments in long-term care, specifically with respect to survey and enforcement.

Objectives:

- Upon completion of the program, participants will be able to identify updates on recent federal changes and state licensure requirements.
- Upon completion of the program, participants will be able to identify updated CMS Guidance and licensure rules, including those related to transfer and discharge, reporting and investigations.
- Upon completion of the program, participants will be able to identify the status of other survey and enforcement trends and initiatives.

Michele A. Conroy, RN, BSN, JD

Rolf Martin Lang LLP

Christopher Tost, BA, JD

Rolf Martin Lang LLP

5/20/2026

2:30 PM - 3:00 PM

W731: Skilled Mental Health Facilities (SMHFs)

This session examines the historical development of SMHFs and the lasting impact of the federal IMD exclusion, focusing on how legacy policy decisions continue to shape care delivery today. It explores the lived reality of residents with serious mental illness, including reimbursement traps and regulatory biases faced by nursing facilities that serve this population. Drawing on JAG Healthcare's operational experience, the presentation outlines practical approaches to delivering appropriate care within outdated frameworks and identifies specific policy corrections needed to address systemic inequities embedded in long-term care law. Uniqueness of Session:: This session is unique because it is grounded not in theory or advocacy alone, but in long-term, real-world operation of SMHFs within existing federal and state constraints. Rather than debating policy in the abstract, it connects historical bias in mental health law to day-to-day clinical, regulatory, and financial consequences inside nursing facilities. Attendees will hear how these systems actually function, where they fail residents and providers alike, and what practical, compliant workarounds exist today—along with a clear-eyed discussion of which policy barriers must ultimately be corrected.

Objectives:

- Upon completion, participants will be able to identify how historical mental health policy and the IMD exclusion continue to shape SMHF operations, reimbursement risk, and resident placement decisions.
- Upon completion, participants will be able to recognize regulatory and reimbursement traps affecting mentally ill residents in nursing facilities and apply compliant, operational strategies to mitigate risk while improving care.
- Upon completion, participants will be able to evaluate existing state and federal policy biases affecting SMHFs and articulate practical reforms needed to align reimbursement, regulation, and resident outcomes.

James Griffiths, BA LNHA CEO

JAG Healthcare

5/20/2026

2:30 PM - 3:00 PM

W732: The Midas Touch: Truths About Culture Reset and Creating a Successful Assisted Living

"The Midas Touch" in post-acute care transforms routine interactions into extraordinary experiences. This session addresses genuine culture resets, shifting operational values beyond mere mission statements.

Focusing on the 1019 Senior Living pillars—Integrity, Loyalty, and Respect—we will detail the move from a rigid medical structure to a home-centered family model. Attendees will examine the ROI of integrity in leadership, how loyalty cuts staff turnover, and the power of respect in honoring resident choice. Uniqueness of Session:: An engaging presentation which allows participants to analyze the differences between a task-driven institutional model and a value-driven person-centered culture. Develop actionable strategies to integrate Integrity, Loyalty, and Respect into daily operational routines to improve resident outcomes. Implement a "culture reset" framework that empowers staff and enhances resident autonomy without sacrificing clinical compliance.

Objectives:

- Analyze the differences between a task-driven institutional model and a value-driven person-centered culture.
- Develop actionable strategies to integrate Integrity, Loyalty, and Respect into daily operational routines to improve resident outcomes.
- Implement a "culture reset" framework that empowers staff and enhances resident autonomy without sacrificing clinical compliance.

James P. Kesler, B.S Health Facility Administrator Certified Dementia Practitioner
1019 Senior Living

5/20/2026

3:30 PM - 4:00 PM

W733: A Smarter Health Benefit Strategy to Control Costs and Retain Staff

Aging services providers face increasing pressure to control health care costs while remaining competitive in a tight labor market. Traditional group health plans often create renewal volatility and limit flexibility for employers and employees.

This session introduces a modern health benefit strategy that helps providers stabilize costs while expanding choice and affordability for staff. Attendees will explore how this approach shifts risk, supports predictable budgeting, and aligns benefits with today's diverse workforce. Using a real-world example, the session highlights financial outcomes, workforce considerations, and lessons learned. Participants will gain a practical framework to evaluate recruitment, retention, and long-term sustainability strategies. Uniqueness of Session:: This session stands out by approaching health benefits as a strategic leadership decision rather than a compliance or plan-design exercise. It combines real-world implementation insight with a practical framework aging services leaders can use to evaluate cost control, workforce impact, and organizational fit. Instead of focusing on theory, the session highlights lessons learned from an actual transition, emphasizing decision-making, employee experience, and financial sustainability. Attendees will leave with clear questions and considerations they can apply immediately with their leadership teams.

Objectives:

- Upon completion, participants will be able to describe how alternative health benefit strategies can help control costs, reduce risk volatility, and support recruitment and retention goals in aging services organizations.
- Upon completion, participants will be able to evaluate key financial, workforce, and organizational considerations when assessing whether an alternative health benefit strategy is appropriate for their organization.
- Upon completion, participants will be able to identify practical implementation and change-management considerations to support a successful transition while minimizing employee disruption.
- Upon completion, participants will be able to apply a leadership framework for guiding benefit strategy discussions and decision-making within their organizations.
- Upon completion, participants will be able to assess how benefit strategy changes impact employee experience, communication, and workforce stability.

James Phelan, n/a

Frank Spinelli
ezICHRA

5/20/2026

3:30 PM - 4:00 PM

W734: Waivers

Objectives:

Erin Hart, CEHCH

Ohio Health Care Association

5/20/2026

3:45 PM - 4:45 PM

W735: Reducing hospitalizations with the implementation of the INTERACT program in your AL communities

This presentation focuses on integrating an organization's mission, philosophy of care, and core values into the INTERACT (Interventions to Reduce Acute Care Transfers) Quality Improvement Program within assisted living communities. Participants will explore how mission- and values-driven practices strengthen the effective use of INTERACT tools—such as STOP and Watch, care paths, and communication frameworks—to support early identification of change in condition and reduce avoidable hospitalizations. Emphasis is placed on aligning quality improvement efforts with person-centered care, shared accountability, and interdisciplinary collaboration to enhance resident outcomes, support staff confidence, and honor the assisted living model of care. Uniqueness of Session:: Increased standardized communication and evidenced based tools to support decision making and improve resident outcomes.

Objectives:

- 1. Explain how an organization's mission, philosophy of care, and values support the implementation of the INTERACT Quality Improvement Program in assisted living settings.
- 2. Demonstrate how mission- and values-based decision-making guides the use of INTERACT tools to recognize changes in condition and reduce unnecessary hospital transfers.
- 3. Identify actionable strategies to align team communication, care coordination, and quality improvement initiatives with organizational values to improve resident safety and continuity of care.

Christina Karcz, Chrisi Karcz, MSN, BSN, RN, CRRN, CDP

Gardant Management Solutions

Rafael Corona, RN, MSN-ED, RAI-CT, LNC

Gardant Management Solutions

5/20/2026

3:45 PM - 4:45 PM

**W736: Protecting Ohio's Long-Term Care Residents
Law Enforcement Partnerships, Prevention, and Accountability
Part 2 – Working with Law Enforcement to Protect Residents**

Preventing elder abuse and protecting residents requires strong, effective partnerships between long-term care providers, local law enforcement, and the Ohio Attorney General's Office. In Part 2, Charles Angersbach is joined by Teri Ruslander, Elder Services Coordinator and retired Grove City Police Detective, to explore how these partnerships work in real-world investigations.

This session focuses on what happens after a report is made — including collaboration between local police and the Attorney General's Office, evidence preservation, interviews, and prosecution considerations. Attendees will learn best practices for working with investigators, supporting victims, and minimizing risk to residents and facilities.

With decades of experience investigating crimes against older adults, Teri Ruslander offers a frontline law enforcement perspective on elder abuse prevention, financial exploitation, and the importance of coordinated response. This timely session aligns with OHCA's collaboration with the Ohio Attorney General's Office on elder abuse initiatives and task force efforts. Uniqueness of Session:: Teri Ruslander, Elder Services Coordinator and retired Grove City Detective, will add valuable information related to police perspective to these crimes, the varying roles each agency plays, and how collaboration is critical to safeguarding residents in long-term care.

***PLEASE NOT TERI AND I ARE AVAILBLE ON WEDNESDAY 5/20 AND THURSDAY 5/21. ALSO, THE IDEAL TIME SLOT FOR THIS PRESENTATION IS 120 MINUTES, HOWEVER, THIS WAS NOT AN OPTION IN THE DROPDOWN.

Objectives:

- Upon completion, participants will understand the role and jurisdiction of the Attorney General's Office, Health Care Fraud Section.
- Upon completion, participants will understand types of crimes committed in long-term care facilities.
- Upon completion, participants will understand the roles of local law enforcement agencies, and how local law enforcement and the Attorney General's Office work together to protect residents.

Charles Angersbach

Ohio Attorney General - Health Care Fraud

Teri Ruslander, n/a

5/20/2026

3:45 PM - 4:45 PM

W737: "Seasonal Wellness: Nutrition Tips for IDD and Behavioral Health"

This session is intended to be a support for nurses and unlicensed DD personnel and enhance the ability to develop and educate team members and individuals of nutritional needs and habits to improve one's health and aid in the prevention of issues that can lead to death. The focus includes the common health issues that lead to death in the IDD population. Uniqueness of Session:: This session is unique in the fact that it is specifically directed to IDD and Behavioral Health populations. And it serves as a guide for understanding nutritional tips that nurses and frontline DD personnel can integrate into daily meal preparation. These tips are in relation to the common health issues that contribute to death in the IDD and BH populations.

Objectives:

- develop and educate team members and individuals of nutritional needs and habits to improve one's health and aid in the prevention of issues that can lead to death.
- gain an understanding of common health issues in the IDD population.
- implement daily habits into routines to aid in nutrition of individuals.

Deb L. Maloy, RN, CDDN

Tarrytown Expocare Pharmacy

5/20/2026

3:45 PM - 4:45 PM

W738: Billing Pitfalls Every Administrator Must Know: Because Every Dollar Counts

Margins are tight—and every dollar uncollected is margin lost. In this practical session, we will break down the most common billing and AR pitfalls that quietly drain revenue. Administrators will learn how to spot early warning signs, interpret Remittance Advices, strengthen follow-up workflows, and improve business office accuracy and oversight. Walk away with actionable strategies to boost cash flow, reduce write-offs, and move toward the 98–100% collection rates TCM partners consistently achieve.

Objectives:

- Identify the most common billing and AR pitfalls that lead to revenue leakage and reduced operating margins in post-acute care organizations.
- Evaluate the strengths and weaknesses of their current business office processes using practical oversight tools, checkpoints, and performance indicators.
- Describe what “healthy” AR follow-up and workflow management looks like, including timelines, expectations, and documentation standards.
- Recognize high-risk billing errors and systemic issues that Administrators must proactively address to improve collections and reduce bad debt.

Michelle Stuercke, RN, MSN, DNP, MPH, LNHA, QCP

TCM Consulting & Management

Linda Riccio, OT/L, FAOTA

TCM Consulting & Management

Jamie Nickle

TCM Consulting and Management

5/20/2026

3:45 PM - 4:45 PM

W739: Winning the New SNF Era: Turning Data into Sustainable Performance

Skilled nursing facilities are operating in a rapidly evolving environment marked by changing census patterns, increasing managed care pressure, and heightened accountability for outcomes. This session brings together industry experts to explore how SNF leaders can leverage data trends to succeed in the new SNF era. Attendees will gain insight into census and market shifts, managed care and reimbursement trends, PDPM case mix optimization, and the growing impact of QIP and VBP. The session will also examine therapy operations and how clinical and financial data can be aligned to drive performance, sustainability, and strategic decision-making in 2026 and beyond. Uniqueness of Session:: This session is unique because it brings together financial, clinical, and operational perspectives into one cohesive discussion for skilled nursing leaders. Instead of addressing census, reimbursement, PDPM, quality programs, and therapy operations separately, the presenters show how data across these areas is interconnected and how decisions in one area impact overall performance. The session emphasizes real world data trends, practical analytics, and actionable strategies that can be applied immediately to improve sustainability, outcomes, and financial performance. Data sets and tools will be provided to participants for immediate action upon returning to facilities after conference concludes.

Objectives:

- Identify key census and market trends impacting SNF performance in the current post-acute landscape
- Analyze managed care and reimbursement trends to improve financial outcomes.
- Apply PDPM case mix and diagnostic data to optimize revenue and mitigate risk.
- Evaluate QIP and VBP metrics to proactively improve quality and reimbursement.

Kimberly J. Saylor, OTR/L, MBA

Concept Rehab/Engage Consulting

Denise A. Leonard, CPA

Plante Moran, PLLC

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

Engage Consulting

5/20/2026

3:45 PM - 4:45 PM

W740: The New Workforce Blueprint: Reinventing Recruitment, Hiring, Staffing

Senior living workforce challenges continue to evolve—and so must our leadership strategies. This session explores how operators can successfully manage and motivate the emerging Gen Z and Gen Alpha workforce, modernize hiring practices, and adopt data-driven decision-making to stabilize staffing. Participants will learn how to leverage workforce analytics, redesign outdated staffing models, and reframe the role of the Administrator as the organization's Chief Talent Officer. Through practical tools, generational insight, and strategic approaches to recruitment, retention, and scheduling, attendees will leave with a clear roadmap for building a more sustainable, high-performing workforce. Uniqueness of Session:: This session delivers a comprehensive, future-focused workforce strategy that blends generational insight, modern hiring practices, data-driven decision-making, and innovative staffing models into one cohesive framework. Unlike typical presentations that focus on a single issue, this session uniquely prepares leaders for the realities of managing and motivating Gen Z and emerging Gen Alpha while redefining the Administrator's role as the Chief Talent Officer.

Objectives:

- Describe key characteristics and motivators of Gen Z and emerging Gen Alpha workers and how these impact hiring, onboarding, and retention in senior living.
- Identify modern hiring and talent attraction strategies that improve candidate engagement and shorten time-to-hire for clinical and non-clinical roles.
- Apply workforce analytics and staffing metrics to predict turnover risk, monitor staffing stability, and guide operational decisions.
- Explain the evolving role of the Administrator as a Chief Talent Officer and outline leadership behaviors that strengthen culture and retention.
- Evaluate and redesign traditional staffing models to increase flexibility, reduce agency utilization, and better align with resident needs and current workforce expectations.

Gina Cappitti, LNHA, CEAL, CDP

LeaderStat

5/20/2026

3:45 PM - 4:45 PM

W741: AI Created This Session

Artificial intelligence is rapidly entering long-term care operations, creating new compliance, privacy, and risk-management challenges. This session examines how AI tools intersect with major regulatory frameworks governing long-term care, including CMS Conditions of Participation, HIPAA, employment law, and resident rights. Participants will explore emerging risks related to documentation, decision-support, data use, and vendor oversight, along with strategies for governance, policy development, and accountability. The session emphasizes proactive compliance planning to ensure AI adoption enhances care delivery while meeting regulatory expectations today and in the years ahead. Uniqueness of Session:: Presented by long-term care leaders working daily within highly regulated environments, this session is grounded in real operational and compliance challenges. Attendees will see live, real-time demonstrations of AI being used to address documentation, policy development, risk assessment, and regulatory analysis. The focus is practical, candid, and experience-driven, and discusses what leaders must consider to responsibly integrate AI while maintaining compliance, accountability, and trust in long-term care settings.

Objectives:

- Apply practical governance strategies to responsibly implement AI tools while maintaining accountability, transparency, and regulatory compliance in long-term care settings.
- Identify key compliance risks and regulatory considerations associated with AI use in long-term care, including CMS requirements, HIPAA obligations, and resident rights protections.
- Evaluate real-time AI use cases for documentation, policy development, and risk analysis through a compliance-focused lens grounded in long-term care operations.

Jennifer M. Griveas, Esq., LNHA, CEAL, CEHCH

Eliza Jennings Senior Care Network

Michael M. Gray, CISSP, HCISPP

Eliza Jennings Senior Care Network

5/20/2026

4:15 PM - 4:45 PM

W742: MyCare Ohio

Objectives:

Erin Hart, CEHCH

Ohio Health Care Association

5/20/2026

6:00 PM - 10:00 PM

W800: President's Dinner & Band Party

President's Dinner & Band Party

Hilton Columbus Downtown | Aminah Robinson Ballroom

Join us for an unforgettable evening as we come together to celebrate leadership, service, and the incredible long-term care community at our President's Dinner & Band Party. This special night honors the installation of our new Board President, recognizes our Board of Directors, and celebrates a distinguished legislator for their support of long-term care—all while recognizing you, our members, and the vital work you do every day.

This is not a black-tie affair, but it is a night to dress up, toast the profession, and enjoy one another in a festive, elegant setting—without the hassle of leaving the convention or finding a downtown reservation.

Hosted in the Hilton Columbus Downtown's Aminah Robinson Ballroom, the evening features a premier culinary experience crafted by the Hilton's highly regarded culinary team. This is restaurant-quality dining—elevated, convenient, and designed to be enjoyed together.

Guests will enjoy a surf & turf dinner, salad, and dessert, along with an open bar throughout the evening. Wine service is included for guests seated at reserved tables, creating a truly elevated dining experience you won't need to leave the hotel to find.

After dinner, the celebration continues as the ballroom transforms into a high-energy band party with The Sly Band—an acclaimed 11-piece wedding and private event band delivering a true concert experience. Their diverse setlist spans pop, rock, R&B, and classic favorites, featuring top-tier male and female vocals, horns, choreography, outfit changes, and state-of-the-art sound and lighting. With members who have toured nationally, worked with record labels, and appeared on MTV, this is a party that will keep the celebration going well into the evening.

Ticket Options

- Reserved Table (8 guests): \$2,500 – includes wine service and preferred seating, contact Susie Blair (sblair@ohca.org) to purchase a reserved table
- Individual Ticket: \$95 OHCA members/\$125 all others – open seating purchased during your registration

Skip the restaurant search and join your colleagues for an evening that combines exceptional food, meaningful celebration, and unforgettable entertainment—all in one place. This is more than a dinner; it's a celebration of our profession and the people who make it thrive.

Objectives:

5/21/2026

7:30 AM - 8:30 AM

R800: Early Bird Briefing: Key LTC Developments & Regulatory Insights

Wrap up your convention with the latest updates! Presented by OHCA staff, this early-morning session gives you a chance to catch up on key developments you may have missed, including policy, regulatory, and survey trends affecting Ohio's long-term care providers. Bring your questions and get the most current insights in a relaxed, conversational setting. Don't miss out: Past sessions have been standing room only, so arrive early for a good seat!

Objectives:

- Review the latest policy and regulatory updates
- Understand emerging survey trends
- Catch up on issues impacting long-term and post-acute care

Debbie Jenkins

Ohio Health Care Association

Erin Hart, CEHCH

Ohio Health Care Association

Diane J. Dietz

Ohio Health Care Association B

Tammy Cassidy, RN, BSN, LNHA, RAC-MT, CEAL

Heidi McCoy, RDN, LD, CEHCH

5/21/2026

8:45 AM - 12:00 PM

R801: Approaching Conflict with Clarity and Empathy: A Skill Building Workshop

Leaders and supervisors encounter conflict daily—between employees, with families, across departments, and even within themselves. But conflict doesn't have to be draining or disruptive. When leaders learn to approach conflict with clarity and empathy, conversations become more productive, relationships strengthen, and team culture improves. This immersive, 3 hour workshop provides participants with the tools, scripts, and frameworks they need to confidently navigate difficult conversations and prevent situations from escalating. Through hands-on activities, small group practice, and real-world scenarios from healthcare environments, attendees will leave equipped to use these skills immediately in their teams and facilities. Uniqueness of Session:: The senior-care environment is unique—fast-paced, emotional, personal, and deeply human. Conflict is inevitable, but unskilled conflict leads to turnover, poor teamwork, resident dissatisfaction, and burnout. Leaders who can respond calmly, clearly, and empathetically drive better retention, stronger relationships, and more resilient teams. This workshop equips attendees with practical tools they can implement immediately, improving communication and reducing friction across their organizations.

Objectives:

- Upon completion, participant will be able to identify their personal conflict tendencies and understand how these impact communication and outcomes.
- Upon completion, participant will be able to apply a clear, empathetic conflict framework to quickly assess what's happening, what's needed, and how to move forward.
- Upon completion, participant will be able to use emotionally intelligent communication tools—such as curiosity, reflective language, and boundary-setting—to keep conversations productive.
- Upon completion, participant will be able to practice structured conflict conversations using scenarios from long-term care, including employee disagreements, family concerns, and interdepartmental tension.
- Upon completion, participant will be able to create a personalized Conflict Action Plan to apply workshop tools in their own workplace within the next 48 hours.

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

HCF Management

Jessica M. Hoehn, n/a

5/21/2026

8:45 AM - 9:45 AM

R802: Memory Disco™: Using Music as a Tool for Daily Care

The Memory Disco™ Program, developed by The Day By Day Project, provides direct care professionals in both memory care and developmental disability settings with training and practical resources to intentionally use music as a tool within daily care. Utilizing Silent Disco headphone technology, this program helps teams create accessible, person-centered music experiences that support engagement, emotional regulation, and meaningful connection. Participants will leave with actionable strategies they can immediately apply to enhance quality of life and strengthen everyday care interactions across diverse support environments.

Objectives:

- Identify how intentional music use supports engagement, regulation, and connection in both memory care and developmental disability settings.
- Explore practical implementation strategies using Silent Disco technology within daily routines.
- Increase confidence in applying music-based engagement techniques to improve care experiences for participants and care teams.

Kaylie Glenn, BS. Neuroscience

5/21/2026

8:45 AM - 9:45 AM

R803: Empathy in Action - a Strategic framework for higher census, better patient experiences, and stronger team retention.

Empathy is more than a soft skill. It's a strategic advantage that shapes outcomes across the entire patient Journey. empathy in action - a practical evidence informed framework for using empathy to strengthen communication, improve transitions of care ,and elevate the overall patient and family experience.

Participants will learn how empathy when operationalized intentionally across Clinical sales intake and operational touch points creates measurable impact higher census through stronger, referral, partnerships, improve, patient satisfaction, driven by trusting clarity and increased employee retention field by connection, purpose, and reduced burnout. This course equips postacute professionals with the strategies to succeed Uniqueness of Session:: This focuses on creating alignment with a unified interdisciplinary approach by using empathy as a strategy creating a people first approach. Connecting clinical sales operations and intake team through one shared framework for communication collaboration, and patient flow. Improving every touch points in the patient journey from preadmission referral conversations to care planning family updates and discharge transitions.

Objectives:

- Define empathy as a strategic advantage explain the role empathy place in census, growth, referral partner engagement, patient satisfaction, and team retention
- Strength and referral relationships through empathetic engagement. Identify key empathy, driven behaviors that build trust with hospitals, physicians, and community partners, resulting in increased and more appropriate referrals.
- Reduce communication, breakdowns and workflow friction. Demonstrate how empathy can prevent conflict, streamline processes, and create smoother interdisciplinary collaboration.
- Translate empathy into measurable outcomes. Identify specific metric census, conversion rate satisfaction, scores, and staff retention they can be improved through empathy, driven practices.

Kacie Pritt, cota/L
HCF management, Inc.

5/21/2026

8:45 AM - 9:45 AM

R804: Psychotropics, PRNs, and GDRs-Compliance in Practice

The updated regulatory guidance in April 2025 brought the need for LTC interdisciplinary including medical directors to focus on resident behaviors, ensuring accurate, substantiated mental health diagnoses, use of non-pharmacological interventions, and close monitoring of psychotropic medications. CMS is not alone in monitoring the use of psychotropic medications. The Office of Inspector General (OIG) has focused on reduction of psychotropic medications, and the need for person-centered care planning.

We will discuss the impact of these regulations on the care of LTC residents with psychiatric illnesses, the importance of monitoring behaviors, use of psychotropic medications, and need for person-centered care planning. Uniqueness of Session:: SNFs need to be up to date on new regulatory components with psychotropic medications. We will dive into psychoactive medications, PRNs, and GDR processes. We will discuss the GDR process, the importance of supporting documentation, and the need for team collaboration when medications are reduced.

Objectives:

- Discuss the April 2025 CMS updates and OIG priorities on psychotropics, prn, and risks.
- Examine person-centered care through behavioral assessment, non-pharmacological approaches, and monitoring psychotropic medication use.
- Review elements of GDR compliance: timing, documentation, clinical exceptions, and IDT communications.

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

MDS Consultants

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

MDS Consultants

5/21/2026

8:45 AM - 9:45 AM

R805: PDPM Under Pressure: Getting Paid is Easy, Keeping it Isn't

While many providers have grown comfortable with Medicare PDPM, the shift toward PDPM-like methodologies in Medicaid programs across states is creating a new wave of uncertainty and financial risk. This session is designed to equip nursing facility teams with practical strategies to optimize reimbursement and minimize financial risk under PDPM. We will explore how to stay ahead of common pitfalls, avoid costly missteps, and confidently guide your team through securing accurate payment with the foresight to protect it. Uniqueness of Session:: This session is designed to equip nursing facility providers and interdisciplinary team members with practical strategies to optimize reimbursement and minimize financial risk under PDPM. This session will explore how to manage common pitfalls—such as interrupted stays, insufficient documentation, and Medicaid-specific nuances—so providers not only receive appropriate payment but also retain it through compliance and audit preparedness.

Objectives:

- Identify key documentation and IDT practices that support compliant PDPM reimbursement and reduce audit vulnerability
- Recognize risk areas and their impact on PDPM revenue retention
- Examine how state Medicaid PDPM models diverge from Medicare, and explore the unique challenges they present

Mary Pannell, MSN, RN, RAC-CT

QRM

5/21/2026

8:45 AM - 9:45 AM

R806: From Mandatory to Meaningful: Reinventing Training for Today's Workforce

This session explores how training can move from a task-focused requirement to a practical workforce strategy that supports engagement, consistency, and risk-reduction. Participants will examine why traditional training often fails to translate into daily practice and how adult learning principles, microlearning, and reinforcement improve knowledge retention and application. Through real-world examples and implementation-focused discussion, the session demonstrates how training design, delivery cadence, and supervisory follow-through influence workforce behavior. Attendees will learn how to evaluate training impact, align education with frontline accountability, and use training data to support quality improvement, retention, and survey readiness without increasing administrative burden or new technology. Uniqueness of Session:: This session focuses on how training succeeds (or fails) in real organizations, moving beyond theory and one-size-fits-all models. It provides practical frameworks leaders can apply within existing operational constraints, connecting training to supervision, accountability, and measurable outcomes. Rather than emphasizing completion alone, the session shows how to shift toward performance-informed decision-making. What makes this session unique is its treatment of training as an operational lever, not an isolated activity. Attendees gain tools to identify system breakdowns, apply small design and process changes with meaningful impact, and reposition training as a workforce asset that supports compliance, quality, and organizational resilience.

Objectives:

- Differentiate between compliance-only training and a true learning culture that drives engagement, retention, and quality.
- Apply adult learning and microlearning strategies to design impactful, workforce-centered compliance education.
- Use learning analytics and measurable outcomes to evaluate training effectiveness and guide continuous improvement.

Emily Scarbrough McFadden, MPH, CPHQ

5/21/2026

8:45 AM - 9:45 AM

R807: The Administrator-Medical Director Connection & Value-Based Care

As CMS moves toward mandatory value-based care by 2030, nursing homes must evolve beyond compliance to outcomes-driven leadership. This session explores how the medical director role—often underutilized—can become a strategic asset in improving quality, reducing avoidable costs, and strengthening interdisciplinary collaboration. Attendees will learn how engaged medical directors can lead effective QAPI processes, influence quality measures and star ratings, and support administrators and DONs in driving sustainable change. With practical frameworks and real-world insights, this session equips facility leaders to align clinical oversight with CMS expectations and build a culture of accountability, teamwork, and continuous improvement in long-term care. Uniqueness of Session: This session is unique because it moves beyond regulations and metrics to address a critical, often overlooked gap: the underutilization of medical directors. It provides practical, real-world strategies to integrate medical directors as leadership partners who drive quality, reduce costs, strengthen QAPI, and prepare facilities for mandatory value-based care.

Objectives:

- related distress.
-
- Describe the key principles of value-based care as applied to the nursing home setting and identify how CMS 2030 mandate will impact clinical and operational expectations.
- Explain the evolving role of the nursing home medical director in advancing value-based care and how it differs from traditional models of care delivery.
- Identify practical strategies to engage medical directors as interdisciplinary leaders in QAPI and care coordination to improve outcomes, reduce avoidable utilization, and support value-based care goals.

Sandeep Patel, MD, CMD

Eventus WholeHealth

Kimberley Brumfield, FNP-C

Eventus WholeHealth

5/21/2026

10:00 AM - 11:00 AM

R808: From Awareness to Action: Proactively Managing ICFIID Challenges

ICFIID providers face increasing complexity as regulatory requirements expand and expectations for quality and compliance continue to evolve. Delivering excellent, person-centered services within a fast-paced and highly regulated environment creates daily challenges for operators. This session explores how providers can shift from reactive compliance to a proactive approach without losing focus on the people they support. Presenters will discuss key components of an integrated quality management system that promotes compliance, accountability, and continuous improvement. Drawing on deep expertise in the IDD/Medicaid landscape, the session will also highlight emerging ICFIID “hot topics” and practical strategies to prepare for what’s ahead. Uniqueness of Session: Together, the presenters bring nearly 30 years of experience in the ICFIID and IDD service system, with the majority of their careers spent working directly for providers. They have firsthand experience leading and operating ICF homes and understand the real-world challenges providers face in today’s highly regulated, fast-paced environment. Rather than offering theory or abstract guidance, this session draws on lived operational experience to explore current and emerging challenges in ICFIID services. Participants will gain practical, proactive strategies that can be applied across provider types to strengthen compliance, support quality outcomes, and stay ahead of evolving requirements.

Objectives:

- understand the importance of data in proactive strategies.
- take the basic components of an integrated quality management system back to their organization.
- have a better understanding and suggestions for managing hot topics in the ICFIID landscape.

Heida Hill, n/a
19 Services, Inc.

Suzy Pelok

5/21/2026

10:00 AM - 11:00 AM

R809: Cracking the Communication Code: From Miscommunication to Momentum

Session Description:

Cracking the Communication Code: From Miscommunication to Momentum

Communication drives everything in care settings—from teamwork to staff engagement to quality care. Misunderstandings, tension, and misaligned expectations slow progress and frustrate teams. This interactive workshop helps participants understand how communication patterns and personality differences shape interactions, and practice strategies to clarify expectations, handle conflict, and turn everyday conversations into momentum-building actions. Leaders and staff will leave with practical tools to strengthen collaboration, boost engagement, and improve care in any care setting.

Why This Session Stands Out:

This isn't a lecture. Participants actively practice real-world communication strategies that work, leaving with skills they can apply immediately. Unlike standard presentations, this session equips leaders and teams with tools to reduce misunderstandings, build trust, and keep daily operations running smoothly. Whether your team is small or large, this framework translates directly into stronger collaboration, more engaged staff, and better outcomes for those you serve.

Objectives:

- Participants will identify how different communication styles and personality tendencies affect interactions, misunderstandings, and team dynamics.
- Participants will be able to demonstrate strategies to clarify expectations and build team cohesion through everyday interactions.
- Participants will be able to use practical communication tools to make everyday conversations drive team engagement and improve operational outcomes.

Jill Valdez, MS

LINK Consulting LLC

5/21/2026

10:00 AM - 11:00 AM

R810: The future of falls. CMS' claims based initiative.

Fall related injuries are costly. The definition for falls and falls with major injury have been revised in some significant ways with the implementation of MDS 3.0 v1.20.1. CMS has consistently indicated that falls with major injury has been underreported in the MDS. Recent TEP and OIG reporting have caused CMS to move to a hybrid quality measure, that includes hospital claims, in an effort to more accurately represent occurrences of falls with major injury in the SNF. This presentation will help providers understand what this quality measure and breakdown what CMS has in store so they can be prepared. Uniqueness of Session:: The New Falls with Major Injury SNF QRP Measure is new. Providers will want to understand the specifications and how it will apply to their facility

Objectives:

- Recognize the revised falls definitions
- Understand the TEP and OIG report conclusions
- Explain the FMI hybrid specifications
- Apply his understanding to facility IDT Practice

Joel W. VanEaton, RN, BSN, RAC-CTA, MTA

Broad River Rehab

5/21/2026

10:00 AM - 11:00 AM

R811: Medicare Advantage and Prior Authorization: What can we do?

In Jan 2024, CMS released an “Interoperability and Prior Authorization Final Rule” designed to reduce burden, improve data, and ensure necessity. In August 2025, they announced a pilot program to implement prior authorization requirements for certain services. This Pilot program (WISeR) is set to use AI in the process and is scheduled to take effect in Jan, 2026 in six states, including Ohio. In December 2025, CMS implemented a Complaints Tracking Module with an online opportunity to report Medicare Advantage complaints. Join this discussion related to Prior Authorizations and the CMS stated intentions on this topic. Uniqueness of Session:: Three reasons:

- 1) Timeliness: The White House is pushing initiatives related to Prior Authorization.
- 2) Applicability: This impacts transition activities to SNFs and for therapy services while in a SNF
- 3) Knowledge: From a regulatory perspective and a 'boots on the ground perspective, the speakers have knowledge of the challenges involved

Objectives:

- Discuss the current government environment and initiatives related to prior authorizations for care
- State at least two ways to submit comments about the prior authorization process
- Describe at least one of the new pilot programs related to prior authorizations

Robert Latz, PT, DPT, CHCIO, CDH-E, LFCHIME, FHIMSS

Trinity Rehabilitation Services

Bob Hammergren, PT, MPT, CEHCH, LNHA

Trinity Rehab Services

5/21/2026

10:00 AM - 11:00 AM

R812: Winning the Workforce Challenge: Marketing and Innovation in Senior Living

Employee branding and recruitment marketing have become crucial in senior living due to ongoing staffing shortages. Today, marketing isn't just about filling beds—it's about filling roles with people who stay.

In this interactive session, we are going to talk about the latest workforce trends in healthcare, learn how a senior living community can improve marketing to current and prospective employees, and discuss innovative strategies being implemented to address challenges across all roles in healthcare. Uniqueness of Session:: Staffing shortages make employee marketing critical in senior living. In this hands-on, workshop-style session, participants will explore workforce trends, learn innovative strategies to attract and retain talent, and walk away with actionable steps to strengthen their employer brand and improve recruitment outcomes. The participants will learn from their groups by creating a fictional ideal employee and create a mini recruitment campaign that they can apply in their organization.

Objectives:

- Upon completion, the participants will understand the latest workforce trends in healthcare.
- Upon completion, the participants will understand how a senior living community can improve marketing to current and prospective employees.
- Upon completion, participants will have discussed innovative strategies being implemented to address challenges across all roles in healthcare.

Melissa Smalley, BS, MBA, LNHA

Marketing Essentials

5/21/2026

10:00 AM - 11:00 AM

R813: Walking in Their Shoes: Building Empathy Through Dementia Care Training

Learn how AGE's Quality Initiatives Division and the Golden Buckeye Center for Dementia Caregiving collaborate to train nursing home staff. Explore the Center's comprehensive services, including educational programs, caregiver resources, and specialized support. Participate in an immersive dementia simulation that offers firsthand insight into the sensory and cognitive challenges individuals face—fostering empathy, understanding, and improved care. Uniqueness of Session:: The Ohio Department of Aging is the state department leading efforts to address the Ohio Nursing Home Quality & Accountability Recommendations from Governor Dewine's taskforce. Golden Buckeye Center for Dementia Caregiving is leading efforts in Ohio to offer dementia simulations to further train both families/caregivers and nursing home staff.

Objectives:

- Upon completion, participants will be able to identify the resources offered by the Golden Buckeye Center for Dementia Caregiving & its services
- Upon completion, participants will be able to experience a dementia simulation exercise
- Upon completion, participants will be able to request the Golden Buckeye Center's dementia simulation exercise for your own organization or community

Jodi Snider, LISW-S, LICDC-CS
Ohio Dept. of Aging

5/21/2026

11:15 AM - 12:15 PM

R814: The Inner Game of Accountability: Leading with Clarity and Compassion

Accountability doesn't have to feel uncomfortable or adversarial. This engaging session introduces a new framework for leading with both clarity and compassion, transforming accountability into a catalyst for growth. Through interactive discussion and practical tools drawn from psychology and leadership science, participants will explore how mindset, self-awareness, and communication style shape team performance. Attendees will learn to manage their own internal reactions, reduce defensiveness in others, and turn difficult conversations into opportunities for trust and alignment. This session is ideal for leaders who want to strengthen culture, communication, and confidence from the inside out.

Uniqueness of Session: This session stands out by bridging leadership development with evidence-informed psychological principles offering a deeper, more practical approach to accountability. Rather than focusing on scripts or management tactics, it helps leaders master the internal skills that drive effective action: emotional regulation, cognitive reframing, and self-awareness. Attendees learn to recognize their own reactive patterns, communicate expectations with clarity and compassion, and transform tension into trust. Blending neuroscience, behavior insight, and leadership practice, this session equips participants with tools they can immediately apply to strengthen culture, reduce defensiveness, and lead with authenticity in today's complex, human-centered workplaces.

Objectives:

- Upon completion, participants will be able to identify internal reactions and thought patterns that influence their communication style and effectiveness during accountability or performance discussions.
- Upon completion, participants will be able to apply cognitive and emotional reframing techniques to reduce defensiveness, increase clarity, and promote productive dialogue in challenging leadership situations.
- Upon completion, participants will be able to demonstrate strategies for balancing empathy and expectation to strengthen accountability, trust, and performance within their teams.

Shyam Suchak, MOL,MA, PHR,LPC,NCC

Anne Grady Services

5/21/2026

11:15 AM - 12:15 PM

R815: A Commonsense Approach to Emotional Trauma and Why we ask, "Why?"

Some life events can leave us depressed, despondent, and even suicidal, but it can be especially hard for healthcare workers who often suffer in silence. Also impacted by emotional trauma are our residents who feel the pain and loss of their former active lifestyle. In this timely and lively training, Judy Salisbury uses a commonsense approach as she addresses the issue of emotional trauma: definition, recognition, and options, with effective suggestions for helping yourself or others. Moving beyond cold erudition, Judy includes a unique, candid, and intuitive discussion on why we ask, "Why?" when we experience emotionally painful, life-altering events. Uniqueness of Session:: Judy Salisbury addresses emotional trauma in a bold new way. Participants have ready answers and help from someone who not only suffered from emotional trauma and has gained healing and answers, but also as a first responder and Crisis Care person on her fire department who was, for many victims, there to serve them on the worst day of their lives. With suicide rates on the rise, it is time to address this topic in a new light that also addresses "why" we ask "why."

Objectives:

- Participants Will:
 - 1. Understand who can suffer from emotional trauma and why.
- Participants Will:
 - 2. Have the ability to spot the signs and symptoms.
- Participants Will:
 - 3. Realize why there is no "one size fits all" experience.
- Participants Will:
 - 4. Understand intuitive elements of emotional trauma.
- Participants Will:
 - 5. Gain helpful suggestions and tools for yourself and others.

Judy Salisbury, B.C.Ed.

Logos Presentations

5/21/2026

11:15 AM - 12:15 PM

R816: From Diagnosis to Documentation: Best Practices for Behavioral Health in Skilled Nursing and Assisted Living

This session explores the rising prevalence of serious mental illness in long-term care and the regulatory challenges it brings. Participants will review CMS requirements for behavioral health care, focusing on psychotropic use, informed consent, gradual dose reduction, and nonpharmacological strategies. Key issues, such as misdiagnosis, inadequate documentation, and medication misuse, are addressed through real-world case studies. Attendees will gain practical tools, like behavior tracking models and care planning techniques, to navigate ethical “grey areas,” ensure compliance, and improve outcomes for residents with complex behavioral needs. Uniqueness of Session:: The increasing complexity of behavioral and psychiatric conditions among long-term care (LTC) residents, coupled with stringent CMS regulations, creates a “grey area” where facilities must balance resident rights with safety and regulatory compliance. Many care facilities for the elderly struggle with proper diagnosis, documentation, use of psychotropics, and implementing effective nonpharmacological interventions, leading to survey citations, staff injury, and suboptimal resident outcomes.

Objectives:

- Participants will be able to differentiate between appropriate and inappropriate use of psychotropic medications based on regulatory standards.
- Participants will demonstrate understanding of behavioral tracking and its importance in developing individualized care plans.
- Participants will be able to identify and apply nonpharmacological strategies to address challenging behaviors in residents with mental illness or dementia.
- Participants will gain confidence in navigating ethical dilemmas related to resident autonomy, capacity, and safety.

Michael R. Goldsmith, LMSW CCTSI
Behavioral Care Solutions

5/21/2026

11:15 AM - 12:15 PM

R817: Stronger Together: How SNF–Health Plan Partnerships Can Meaningfully Improve Patient Outcomes, Quality, and Operational Performance

SNF–health plan partnerships are no longer optional—they are increasingly central to quality performance, financial stability, and market positioning. When structured correctly, these partnerships help facilities deliver the care residents need without delays, reduce avoidable hospitalizations, and support clinical teams—without adding staffing cost or disrupting provider relationships. This session demonstrates how a collaborative health plan model can improve quality measures, reduce administrative friction, and strengthen family trust through clearer communication. Operators will gain insight into how aligning with a health plan partner can improve outcomes and position their organization for success. Uniqueness of Session:: Panel of experts, focus on quality and reimbursement issues, unique program.

Objectives:

- Differentiate LTC/SNF–health plan partnerships from I-SNPs, ACOs, ACO REACH, and MSSP models, and understand how each impacts care delivery, accountability, and facility operations.
- Apply strategies for efficiently obtaining authorizations for medically necessary services, using health plan partnerships to reduce delays and administrative burden.
- Describe Molina’s model of care and the role of onsite NPs in supporting facility leadership, provider alignment, and proactive clinical oversight without interfering with existing billing arrangements or resident costs.
- Leverage health plan collaboration to support complex family conversations and ensure true informed consent, improving trust, transparency, and resident satisfaction.
- Translate partnership-driven interventions into meaningful quality outcomes, including reductions in falls, UTIs, inappropriate antipsychotic utilization, and avoidable emergency department transfers.

Sarah D. Ortlieb, PT, MBA
AHCA

George Fields

Shana ORoark, MSN, FNP-C
Molina Care Connections

Tara L. Bolsinger, CNP
Liz Queen

5/21/2026

11:15 AM - 12:15 PM

R818: Creating a Winning Recruitment and Retention Strategy

Facing the challenges of recruiting and retaining qualified staff in the ever-changing workforce is a top priority of health care leaders today. Staff turnover affects clinical, quality, operational and financial outcomes. This engaging presentation will provide keen insights on recruitment strategies for today's candidate driven world, outline creative retention tactics utilized in organizations as well as discuss strategies to engage a diverse and multigenerational workforce. Uniqueness of Session:: Facing the challenges of recruiting and retaining qualified staff in the ever-changing workforce is a top priority of health care leaders today. Staff turnover affects clinical, quality, operational and financial outcomes. This engaging presentation will provide keen insights on recruitment strategies for today's candidate driven world, outline creative retention tactics utilized in organizations as well as discuss strategies to engage a diverse and multigenerational workforce.

Objectives:

- Identify the quality and operational implications of staff turnover
- Describe key recruitment strategies in today's candidate driven workforce based upon current research and trends.
- Understand key leadership strategies to motivate a diverse and multigenerational workforce

Lisa Thomson, BA, LNHA, HSE, CIMT

Pathway Health

5/21/2026

11:15 AM - 12:15 PM

R819: A Practical Guide to Reducing Falls, Pressure Injuries, and Weight Loss

Preventable declines don't happen in isolation. Falls, pressure injuries, and weight loss share common clinical, environmental, and systems-level drivers. In this high-energy, practical session, participants will learn how to connect assessment, care planning, and daily practices to reduce risk and strengthen outcomes. Using real-world examples, QAPI principles, and proven frontline strategies, this session helps teams "see the whole resident," close gaps early, and create a proactive, prevention-focused care culture. Uniqueness of Session: Most sessions cover falls, pressure injuries, or weight loss separately. This session shows how these outcomes intersect clinically and operationally, giving staff a holistic prevention lens that mirrors real-life resident care and CMS's interconnected survey priorities. Participants won't just learn what to do, they'll leave with simple rounding habits, communication tactics, and care plan tweaks they can implement on the next shift, not "someday when we have time."

Objectives:

- Identify key clinical, functional, and environmental risk factors that contribute to falls, pressure injuries, and weight loss, and explain how they intersect across the IDT.
- Apply evidence-based prevention strategies to improve assessment accuracy, strengthen care plans, and implement consistent, person-centered interventions.
- Integrate monitoring and QAPI principles (such as early detection, root-cause analysis, and data-driven adjustments) to reduce adverse events and sustain improved resident outcomes.

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

5/21/2026

11:15 AM - 12:15 PM

R820: Effective Psychotropic Reduction in Long Term Care

This presentation will review how a large nursing home company systematically reduced their utilization of psychotropic medications and achieved a sustained Long-stay Antipsychotic QM rate of less than 12%. There will be a special focus on how to ensure regulatory compliance and accurate diagnoses while achieving this success. Participants will learn about this systematic approach, how to engage their facility and achieve similar results. There will be a focus on how to ensure regulatory compliance and accurate diagnoses while achieving this success. Uniqueness of Session:: The presentation provides concrete action steps for antipsychotic reduction that have been proven and sustained over the past 6 years across 130 nursing facilities. It also provides regulatory guidance to ensure compliance in use of antipsychotics in long term care.

Objectives:

- Upon completion, participants will be able to understand how an organization systematically reduced psychotropic medication utilization with sustained success.
- Upon completion, participants will be able to understand the key roles of interdisciplinary team members in implementing a systematic approach to psychotropic medication reduction.
- Upon completion, participants will be able to understand how to ensure regulatory compliance with psychotropic medications and associated diagnoses.

Nancy Istenes, DO, CMD, FACP

Saber Healthcare Group, LLC

Janeen Earwood, PT, CHC, WCC, CLT

Saber Healthcare Group