

OHCA 2023 Convention

May 22 – 25, 2023

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

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

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

However, we know that some people prefer printed documents to view the sessions, therefore on the following pages you will find session descriptions for your review.

Please note: The information contained in this document is subject to change. Information found on line in Session Descriptions will have the most up to date an accurate information.

Monday, May 22

12:45 PM - 1:45 PM

M400: Crisis Communications for Health Care Executives & Their Attorneys

From sexual misconduct, loss of a star rating, accusations of fiscal mismanagement, labor issues and board chair-executive director disputes to DEI controversies, mergers and acquisitions and cyberattacks, we live in a 24-minute news cycle, where everyone is capable of posting complaints directly to Facebook, often resulting in a story in the media and angry stakeholders. It's a simple fact: Controversies today are tried in the Court of Public Opinion more often than in the Court of Law. This seminar offers health care executives and their attorney's practical tools they can use to protect reputation and market share.

Objectives:

- Upon completion, participants will gain knowledge and confidence in effectively communicating to protect the organization's image, brand and perception in the marketplace.
- Upon completion, participants will know how to establish and maintain "control of the message" by using the Damage Control Playbook.
- Upon completion, participants will understand the benefits of advance preparation for crisis situations.

Bruce Hennes

Chief Executive Officer

Hennes Communications

2:00 PM - 5:00 PM

M401: Ethics in Long Term Care

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

Objectives:

- Objectives:
- 1. To provide a practical process for ethical decision making in the clinical setting.

- 2. To review the concepts of autonomy, paternalism, and distributive justice.
- To clarify responses to the multi-faceted ethical conflict between an individual's right to make dangerous decisions, a family's desire to control services, and staff's obligation to protect individuals from harm.

Michael Gillette

President, CEO

Bioethical Services of Virginia, Inc.

2:00 PM - 4:30 PM

M402: Cost of Poverty Experience (COPE)

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

Objectives:

- Gain insight on the effects of living in poverty.
- List barriers faced by those living in poverty.
- Discuss solutions your organization can provide.

4:30 PM - 6:30 PM

Welcome Reception sponsored by Concept Rehab

The Arnold Plaza just outside the Columbus Convention Center is the place to be during OHCA 2023. Catch up with friends and meet new assisted living professionals as mingle with our exhibitors. 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.

Tuesday, May 23

7:15 AM - 8:15 AM

T500: Learn to love (or at least like) your job again. And, help your team to do the same.

First came COVID, followed by the Great Resignation, then Quiet Quitting. Pick any industry trade magazine and you are guaranteed to find an article that speaks to: staffing shortages, employee retention and engagement, clinical and operational burnout - it's no wonder that leaders are looking for an exit. In this interactive session, we will dive into how leaders can become re-engaged in their roles, learn proven brain science tactics around happiness and engagement in the workplace, and how leaders can help their teams do the same. Interactive breakouts are included to assure participants have concrete interventions to implement.

Objectives:

- Identify industry trends in employee retention and engagement and how these have changed over the past five years.
- Describe at least five habits that successful leaders in post-acute care have utilized to thrive since 2020.
- Learn techniques from neuroscience that help identify one's perception of success and happiness and how this can affect team performance.
- Identify specific strategic objectives they can utilize to reduce employee turnover and improve team performance in their business.

Samantha Jones

Owner

Samantha Jones Consulting LLC

8:30 AM - 10:00 AM

T501: Common Roadblocks to Payment and Medicaid Approval: How SNFs and ALs Can Obtain Prompt Payment, Help Residents Overcome Adversity, and Obtain Medicaid Benefits

Is your facility struggling to collect patient liability or room and board? Are your residents having difficulty obtaining Medicaid benefits? Have you missed out on payment by failing to properly or timely present a claim to deceased residents' estate? If you answered YES! to any of these questions, then we've got solutions for you!

The health of your revenue cycle can make or break your SNF or AL. Our attorneys will help you think through these difficult issues, and discuss best practices to ensure that your facility is organized and proactive when it comes to collection and Medicaid.

Objectives:

- Explain the importance of properly executed admission documentation.
- Describe the best practices for identifying and collecting resident income as patient liability and/or room and board.
- Explain how facilities should handle adverse Medicaid decisions.
- Discuss best practices for mitigating non-payment issues, including the use of discharge.
- Explain the legal requirements for proper and timely claim presentment to a deceased resident's estate.

David Brown

Partner

Rolf Goffman Martin Lang LLP

Cory Phillips

Partner

Rolf Goffman Martin Lang LLP

T502: Fixing the Leaky Bucket: Stopping Claim Denials

Separate from RCD, Medical Review (MR) focuses on whether care provided was payable. Denied visits cost the agency double: the expense of providing the visit added to loss of money from its revenue "bucket."

Prevention is crucial since compliance cannot be achieved retroactively. Even high RCD affirmation rates does not guarantee MR success.

Covered are PEPPER Target Areas, OIG risk factors, UPIC audit triggers, billing and service patterns that increase audit risks; common documentation failure points and care management issues.

All MR is targeted. Understanding agency review risk patterns and taking preemptive action will keep revenue in a "watertight" bucket.

Objectives:

- List billing and utilization patterns that can trigger reviews
- Describe areas for agency self-assessment to minimize risk of medical review
- Implement documentation actions and training to minimize claim denials
- Demonstrate knowledge of documentation patterns that trigger claim denials

Joe Osentoski

Senior Consultant

T503: Case Management Is a Team Sport! How Inclusiveness, Communication, and Technology Can Super-Charge Your Organization

To really thrive? Hospice providers need more than traditional, dedicated case managers - Every participant in the nimble, agile organization needs to reimagine how to think/act this way. Presentation will explore current roles and then reimagine those roles with software-infused techniques. Attendees to participate in small-group activities and receive sample team agendas.

Objectives:

- ... REIMAGINE the role of "Case Management" as not only being a distinct function, but being a role all participants within home-health and hospice should aspire to
- ... DEEPEN their understanding of Case Management through presenter's sharing of current academic data as well as first-hand data in terms of the growing importance of case management
- ... QUESTION/ASSESS presenter's theory that all members of a provider team can contribute to case management; presenter to share insights about cost savings, examples of case management throughout different disciplines
- ... INTERNALIZE re-imagined Case Management through small-group exercises, asking them to sincerely assess "Case Management" at their provider organizations and explore a potential re-imagining of that role
- ... WALK AWAY WITH "Sample Team Agendas" for fortifying Case Management

Jeanette Dove

*Executive Vice President, Emeritus/Advisory Board Member - Bristol Hospice
Principal/Founder, Engage Healthcare Consulting and Innovation*

T504: Trauma and Front Line Staff: What's Happening Out There?

After sharing a brief history of how the agency has implemented trauma-informed practices over the past 7 years, we will provide several real-life examples of what trauma-informed care looks like when implemented by Direct Support Professionals. We will then use a trauma-informed lens to look at how DSPs' lives have changed over the past few years, and the implications for the workforce in general, using data from our own grant-funded work with an employee resource network. We will conclude by suggesting specific strategies that agencies can adopt to support quality as workforce challenges continue to grow.

Objectives:

- Upon completion, participants will be able to identify how trauma and trauma-informed approaches impact front-line staff in their day-to-day work.

- Upon completion, participants will be able to explain how trauma and a trauma-informed lens can impact front-line staff as employees of an organization.
- Upon completion, participants will be able to identify trauma-informed front-line worker strategies for further exploration at their own agency.

Bradley Wyner

Director of Training

Rose-Mary

Shelly Orlowski

Director of Human Resources

Rose-Mary

T505: 2023 MDS and Case Mix Update

October 1 will bring a new version of the MDS, revisions to the RAI manual, and resulting changes to programs that use the MDS, such as the Care Area Assessment process, quality measures and the case mix methodology used in setting Ohio's Medicaid rates. This session will provide an overview of what providers can expect along with strategies to help them prepare.

Objectives:

- Describe the new MDS items and how they will be used.
- Explain which methodology will be used for Ohio case mix for rates in 2024.
- Discuss how the MDS changes will affect the Care Area Assessment process and quality measures.
- List three strategies for preparing for the October 1 changes.

Robin Hillier

President

RLH Consulting

T506: Is QAPI the new frontier?

We have heard about QAPI for years, but the time has finally come for a new outlook regarding the regulatory requirements for QAPI programs. According to the CMS “effective QAPI programs are critical to improving the quality of life, and quality of care and services delivered in nursing homes.” Long term care facilities have been conducting quality assurance meetings for years but ask yourselves how effective are they? And do they really guide the care you provide? The speakers will provide an update on survey and the phase 3 changes in the RoP interpretive guidelines related to QAPI.

Objectives:

- Upon completion, participants will learn how to identify and prioritize the long-term care facilities highest quality of care priorities.
- Upon completion, participants will learn how to develop and engage the medical director and other physicians in a QAPI driven process that promotes better care and center clinical process.
- Upon completion participants will be provided with tools and strategies they can implement at their facility to develop and implement a QAPI team and processes to drive GREAT clinical practices

Teresa Remy

Director of Consulting

LeaderStat

Jessica Coleman

Co-Chief Medical Officer, Ohio Department of Aging Regional Rapid Response Assistance Program (R3AP)

Vice President of Medical Affairs, Menorah Park and Board President, Ohio Society for Post-Acute and Long-Term Care

T507: Surviving and Thriving: Legal and Regulatory Updates

This session will provide information and potential action items regarding survey and certification protocol and requirements, including recent changes and proposed changes. CMS and state agencies frequently re-adjust their focus regarding procedures and processes for surveys. The Office of Inspector General annual work plan provides information on current focuses, and understanding the importance of compliance with requirements is imperative for good leaders. Also, discussion will include other area such as emergency preparedness and other hot topics for nursing facilities.

Objectives:

- Gain knowledge regarding current regulatory requirements and challenges for post-acute care facilities including new transmittals, guidance and other issuances from the Centers for Medicare and Medicaid Services.
- Analyze the impact of the Office of Inspector General's work plan on post-acute care providers and multiple agencies focus on fraud enforcement and prevention.
- Comprehend the need for proactively addressing facility challenges facing the post-acute care industry.

Janet Feldkamp

Attorney

Benesch Friedlander Coplan & Aronoff

T508: Why Recruit When You Can Retain

This session will focus on techniques to keep your existing staff bonded with your company as if they were owners. Throughout our time we will discuss leadership styles, incentives and other ways to

empower your staff and create loyalty. Happy Employees help Employees stay and grow. Happy Employees Happy Employers!

Objectives:

- The cost of turnover / the advantages of retention.
- Tools to empower your employees and create loyalty.
- Incentives both Financial and emotional.
- Discipline through disappointment.
- Is everyone worth retaining?

JOHN DALTON

Owner/CEO/Founder

OPTIMUM RTS

T509: Identifying Non-Paying Accounts Before Charge Off

Rising healthcare costs have been a dominant concern in the U.S. for many years. For healthcare providers, these rising healthcare costs can often lead to bad debt. The problem of bad healthcare debt is ultimately much larger when looking at different causes. During this session, the presenters will outline why a bill isn't being paid more quickly and identify solutions you can implement to avoid write-offs.

Objectives:

- Attendees will learn to identify 3 basic reasons for non-payment.
- Attendees will identify problem accounts more timely, before impending write-offs.
- Attendees will understand solutions available to reign in bad players and bring payment to the receivables.

Sara Costanzo

Shareholder

Tracy Hughey

Compliance Officer

10:15 AM - 11:45 AM

T510: General Session - Do it Well, Make it Fun

Do it well. Make it Fun.®

The Key to Success in Life, Death, and Almost Everything in Between

Ron's signature presentation shows staff and leaders how combining excellence and fun helps to manage stress, communicate more effectively, and improve the work environment. It's not only hilarious, it delivers an important life principle.

11:30 AM - 2:00 PM

Exhibit Hall

Exhibit Hall Open with lunch provided

2:00 PM - 3:30 PM

T511: CMS Increases Emergency Preparedness Interpretive Guidelines

Emergencies may strike at any time and with no warning. They come in all shapes and sizes. Today it must be a priority for facilities to ensure adequate emergency preparation. CMS issued QSO-21-15 providing comprehensive update of Appendix Z for the Federal Emergency Preparedness requirements. CMS expanded the surveyor guidance on planning for emerging infectious diseases, including lessons learned, best practices and planning bearing in mind the COVID-19 Public Health Emergency.

Objectives:

- Discuss the Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers
- Review the recently revised Appendix Z and the expectations for facility compliance.
- Discuss developing staff training and effective, efficient emergency response training and exercises.

Kenneth Daily

President

Elder Care Systems Group

Cal McCarty

*Vice President – National Commercial Sales and Response
ServiceMaster*

Michael Coyne

*Corporate Director of EVS
Saber Healthcare Group*

T512: Brick Upon Brick: Building Work Family Relationships and Retention Groundwork

This course will discuss principles of relationship building in the workplace in an effort to communicate from a position of trust. We will also discuss three core elements of emotional equity, integral equity and respect equity as the key components to healthy workplace relationships. Practical tools and examples from Operational and Human Resource perspectives to promote staff acknowledgement, effective styles of communication between staff and management, and to encourage active listening skills will be discussed. This course will provide information and material for any member of one's company to learn and implement immediately into team dynamics and improve staff retention.

Objectives:

- Learn and understand the three core elements of healthy workplace relationship building: emotional, integral and respect equity.
- Understand a Human Resource's approach to effective communication and tools that can be utilized to know and understand staff members personally.
- Understand from an Operations standpoint how management effectively communicates with staff in the clinics/facilities and what techniques and tools are utilized.
- Understand effective methods used to gather valid and useful feedback from the frontline staff to influence strategic goals developed by management to meet the needs of the team members.

Sara Bender

*Director of Education and Clinical Services
EncompassCare*

Natalie Bellardo

Pennsylvania Director of Operations

Amy Mox

Director of Human Resources

T513: Protecting Ohio's Long-Term Care Residents

The Ohio Attorney General's Office, Health Care Fraud Section, has original criminal jurisdiction to investigate allegations of abuse, neglect, and related crimes against residents of long-term care facilities. This session will incorporate real criminal case examples exploring the crimes committed within these facilities, the steps of our criminal investigative procedures, and applicable lessons for the audience on reporting such crimes.

Objectives:

- To educate the audience on the role of the Health Care Fraud Section.
- To learn about crimes committed within these settings and potential criminal prosecution.
- To recognize the importance of their professional roles in the lives of residents.
- To remember key elements to look for when observing potential crimes, and who to contact.

Charles Angersbach
Special Agent Supervisor

T514: Hot Topics for ID/DD

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

Objectives:

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

Kim Hauck
Director
DODD

2:15 PM - 3:15 PM

T515: The Role of Mobile Gaming in Senior Care

We will explore how mobile gaming is increasing in popularity with seniors. We'll also provide research on how combining gaming with healthcare greatly increases how engaged patients become with their healthcare. We have a mix of primary and secondary research showing that gaming has a significant impact on healthcare engagement. Finally, we'll address the cognitive benefits of gaming for seniors.

Objectives:

- Upon completion, participants will understand the growth in gaming among seniors.
- Upon completion, participants will be able to introduce mobile gaming to seniors in a safe, and impactful manner.
- Upon completion, participants will be able to use data to measure healthcare engagement among seniors who use mobile gaming.

William Balderaz
President
Futurety, LLC

Scott Given
Founder
Motivv Health

T516: Caution Ahead: Hot Point Home Health Compliance Issues

The home health industry continues to face a number of “hot” legal and compliance issues, including audits by United Program Integrity Contractors (UPICs) and others; arrangements with Medical Directors; use of marketers; and kickbacks paid to discharge planners/case managers. The session will discuss each of these issues, including practical strategies to minimize risks.

Objectives:

- Discuss current types of home health compliance issues and enforcement trends.
- Understand and review issues and trouble spots in home health operational compliance issues: medical director agreements and marketer payments.
- Understand and plan for key issues in UPIC audits and kickbacks to discharge planners and case managers.

Sean Fahey
Health Law Attorney

T517: Nursing Innovation: How To Inspire Clinician Creativity and Heighten Your Organization's Productivity

After 35 years in hospice, first as a field nurse and then ascending to the C-Suite of one of the country's largest hospice providers, JEANETTE DOVE is a force of nature. She will encourage providers to understand, relish, and foster Innovation. She will further share how Bristol Hospice created an “Innovation Culture,” which reinvented how after-hours care is managed and allowed a fledgling business to grow its census from 1 to 5,000.

Objectives:

- ... EXPLORE the meaning of “Innovation.” - in business, healthcare, and nursing (Impact of TED Talk about nursing innovation, Sonsiel/Society of Nurse Scientists/Innovators, ANA nursing innovation initiatives, ANA Innovation awards)
- ... SEE A GROWTH and CAREER PATH from field nurse to admin to C-Suite, with innovation as a clear differentiator
- ... BENEFIT from studying the real-world case study of how Bristol Hospice proactively envisioned, created, monitored, and benefited from an Innovation Culture
- ... WALK AWAY WITH best practices for/recipe for Innovation in Home-Health and Hospice

Jeanette Dove

*Executive Vice President, Emeritus/Advisory Board Member - Bristol Hospice
Principal/Founder, Engage Healthcare Consulting and Innovation*

T518: Infection Control Escape Room

Are you tired of training about infection control principles the same old way year after year? If you answered yes this is the course for you! Why not try an interactive team building INFECTION CONTROL ESCAPE ROOM? The Ciena group team has created a fun way to bring infection control education a new life, while being able to measure outcomes. This session will provide the attendee with the tools and ideas to set up an escape room in your own facility while focusing on infection control principles that the line staff need to understand and be able to implement.

Objectives:

- Upon completion, participants will be able to identify the minimal supplies necessary to set up an infection control escape room.
- Upon completion, participants will be able to describe the infection control principles used in the development of the escape room.
- Upon completion, participants will be able to recall the clues used to navigate through the escape room.

Kris Rodgers

Director of Clinical and Education Programs

Kelly Dolby

Corporate Infection Preventionist

Christopher Hamstra

Corporate Informatics Specialist

T519: Keeping the Workplace Safe: Being Prepared for an Active Shooter Situation

An unfortunate reality is that both employers and employees need to be prepared for workplace emergencies, including active shooter scenarios. Just thinking about such a situation is overwhelming and the legalities, recommended actions, and ways to prepare and react can be confusing. This joint presentation will provide information on legal responsibilities and recommended actions, as well as an introduction to CRASE, the Citizen's Response to Active Shooter Events. Join us to build a solid blueprint for safeguarding your most valuable assets – your employees, patients, residents, and visitors.

Objectives:

- Participants will have knowledge of legal responsibilities and recommended actions to take, and not take, to safeguard the workplace and limit legal liability, including recommended safety and security protocols.
- Describe the nature and prevalence of active shooter and active aggressor events based on real data and scenarios, and understand the role of first responders at such events.
- Describe the Avoid-Deny-Defend strategy including guidance for surviving an active shooter event.

Kevin Hess

Partner

Rick Hannah

Community Education Officer

T520: Clinical & Financial Medicare Reimbursement updates

This exciting fast paced session will combine both relevant financial and clinical benchmark data with trends along with practical best practices to position your Organization for success! Covering the Medicare basics of the MDS under PDPM to diving into successful strategies to evaluate each Medicare patient individually to capture your full Medicare reimbursement. We will also provide an update on the current status of the Ohio Medicaid MDS transition from RUGs to a new methodology.

Objectives:

- Upon completion each participant will be able to utilize the extensive benchmark data to compare to their organization. This data will allow them to identify opportunities for improvement.
- After this session the entire inter-disciplinary team will understand the importance of their role in reviewing a skilled admission as a unique patient versus utilizing a generic approach.
- Participants will understand the drivers of the MDS as it relates to PDPM reimbursement as well as data used for the SNF Quality Reporting program and the VBP programs.

Denise Leonard

Partner

Scott Heichel

Director of Clinical Reimbursement

T521: Unlocking iQIES: Strategies for success in iQIES

According to the latest news from CMS, the transition to iQIES for all SNFs will occur in early 2023. iQIES is the new system for all things CMS: MDS transmission, patient assessments, CASPER reports, surveys, and more. With an official timeline set, it's important to be prepared! Parts of the transition have already begun, and a successful transition is critical for the security of your organization and your data.

Objectives:

- Understand how iQIES changes impact your SNF organization.
- Understand the importance of a Provider Security Officer (PSO) and maintaining access for all your facilities.
- Ensure trusted software vendors can transmit and retrieve your data.
- Ensure trusted software vendors can transmit and retrieve your data.

Corey Pauley

Senior Director, Engineering

3:45 PM - 4:45 PM

T522: Assisted Living: Cocktails & Conversation

Join OHCA's Mandy Smith 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 assisted living 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 participate in guided networking with other assisted living providers.
- Attendees will share thoughts and concerns regarding assisted living services.
- Attendees will learn innovative approaches to challenges facing assisted living providers from their peers.

T523: Palmetto GBA: RCD and Home Health Billing Update for Ohio Agencies

Home health agencies in Ohio are under various pressures resulting in meaningful impacts to cash flow. Changes to the Medicare payment rule have necessitated some billing changes and the implementation of OASIS-E adds to financial uncertainty facing the industry. Ohio providers face the additional hurdle of complying with Review Choice Demonstration selection. Join Palmetto GBA as they discuss the most current updates and best practices for billing home health claims. They will also review Ohio Selection results for Review Choice Demonstration (RCD), denial trends and common errors for Ohio RCD submissions. Lastly, Palmetto will provide a more comprehensive overview of current denial trends for Ohio home health agency providers.

Objectives:

- Review current denial trends for Review Choice Demonstration

- Review overall denial trends for home health agencies and best practices for PDGM billing

Charles Canaan

T524: Implementing Age-Friendly Care: Leveling Up of Patient-Centered-Care

In 2030, all Baby Boomers will be aged 65 or older. Older adults need specialized care and Age-Friendly Care provides that approach. More than 1.4 million older adults have received age-friendly care thanks to the Age-Friendly Health Systems movement since 2018. It is time for home-based care services to level up their patient centered care to include Age-Friendly care.

Objectives:

- Upon completion, participant will be able to define Age-Friendly Care (AFC).
- Upon completion, participant will be able to discuss AFC as a next level of patient centered care.
- Discuss AFC as a next level of patient centered care describe AFC incorporation in home-based care.

Jennifer Kennedy

VP, Quality & Standards

Community Health Accreditation Partner (CHAP)

T525: ID/DD Cocktails & Conversation

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

Objectives:

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

T526: Reasonable Person: Meeting the Challenge of the Psychosocial Requirement

What the heck does "reasonable person concept" mean in the revised guidelines? This session will focus on what this means and how does the new psychosocial outcome guide impact the survey process and how we assess the resident level impact of an adverse event. The session will review how to develop

processes and practical ways to train staff to integrate these concepts in the day-to-day care of our residents living in skilled nursing centers.

Objectives:

- Upon completion, participant will be able to understand how to execute the updated Trauma Informed Care and Behavioral Health requirements
- Upon completion, participant will be able to understand practical implementation of the Psychosocial Outcome Severity Guide
- Upon completion, participant will be able to address adverse events and near misses in QAPI to minimize impact on survey and improve quality of care

Teresa Remy

Director of Consulting

LeaderStat

Andee Koczak

RDN, LD

Regulatory Consultant at LeaderStat

T527: Under Surveillance: Cameras in Long Term Care Facilities

This session will unpack the new and changing laws regarding cameras in nursing homes and assisted living facilities. It will outline Ohio's Esther's Law as well as discuss best practices and video camera policies for assisted living facilities. This presentation will engage the audience through hypotheticals and examples of real world scenarios. The audience will leave with a greater understanding of how to navigate the use of technology and video cameras in their long term care facility.

Objectives:

- Understand the requirement of Ohio's Esther law allowing cameras in nursing homes.
- Create policies and procedures to ensure compliance with Ohio laws regarding cameras in long term care facilities.
- Evaluate complicated situations related to cameras in long term care facilities.

Sydney Pahren

Attorney

Dinsmore & Shohl LLP

Timothy Cahill

Partner

Dinsmore & Shohl LLP

T528: Building Your Staffing Toolkit with Direct Care Staff

The COVID pandemic has caused lasting changes to our industry's workforce. These changes have forced healthcare leaders to think outside-the-box and become more innovative when analyzing retention strategies. A prominent retention strategy to assist with staff turnover is to ensure there is a career ladder within the company. In this session, we will review opportunities for career advancement specifically for both your clinical and non-clinical direct care staff. We will review how to best utilize Certified Medication Aides in your facilities, how non-clinical staff can become Feeding Assistants, and new regulations to becoming an STNA.

Objectives:

- Attendees will gain a better understanding of the current nurse (LPN/RN) staffing challenges in the long-term care industry, and how the workforce has changed and will continue to change
- Attendees will have an improved understanding of how to utilize Certified Medication Aides in nursing facilities, and will gain insight on the benefits to the program
- Attendees will have a better understanding of new regulation changes to becoming an STNA
- Attendees will have a better understanding of other opportunities to continue to grow the career ladder for non-clinical direct care staff such as becoming Trained Feeding Assistants.

Gina Cappitti

*Business Development Manager- Consulting Division
LeaderStat*

T529: Clinical, Financial and Regulatory Oversight of Therapy for Administrators and Senior Management

Therapy plays an important role in driving patient satisfaction, reputation within the medical community and a facility's financial outcomes. A poorly run therapy department can have clinical, financial and regulatory consequences. This session will provide insights, metrics and strategies to help administrators and other senior management ensure therapy is run efficiently, generating positive patient outcomes while staying compliant with the rules and regulations governing the delivery of therapy. The session will provide red flags to monitor for both in house therapy programs and those using the services of a contract therapy provider.

Objectives:

- Understand the impact therapist productivity has on the cost of delivering therapy in an in-house therapy program and strategies to address inefficiencies in the department.
- Understand how contract therapy pricing can impact the delivery of care and key metrics to monitor the performance of the contract therapy company.
- Identify the traits of quality documentation, understand the financial and regulatory consequences of poor documentation and tactics to ensure therapy documentation (for in house and contract providers) meets all requirements.

- List ways in which therapy can support the efforts of your MDS team under PDPM.
- Describe the criteria used in evaluating the differences between an in house therapy model and contract therapy and how to evaluate the best model for your organization.

Thomas MacDonald

President

Axis Healthcare

T530: Forging a Financially Viable Future

Session Description: This session will look at the financial and operational challenges the skilled nursing industry has endured since the beginning of 2020, with a focus on occupancy and workforce challenges, financial outcomes, and increased regulatory oversight. We will discuss various strategies to meet some of these challenges and innovative ideas for organizations to explore as they pursue a financially viable future.

Objectives:

- Discussion and analysis of financial and operational trends at both the state and national level – including items such as staffing, occupancy, operating costs, margins, PHE funding impact, and quality.
- Understand new regulatory changes, including PHE endemic policy impact, and how to integrate into your strategic and operational decisions.
- Discuss strategic tax, financial and operational opportunities to explore in your path to a financially viable future.

Stephen Taylor

Tax Principal

Bill Scott

Tax Manager

5:00 PM - 6:00 PM

T531: Annual Meeting

Make plans now to attend this important session, which includes the latest updates on legislative, regulatory and other initiatives both at the state and national level. This session will feature up-to-the-minute insights into current issues. The Annual Meeting session is an excellent forum to meet and mingle with Association and LTC & Post-Acute care community leadership, and to have your voice heard on the issues that are important to you. The Association's annual meeting provides a forum to learn exactly what the Association is doing for you, your organization and the profession; and to provide feedback directly to those directing OHCA's policies. The Annual Meeting is also your opportunity to

elect to office individuals who will best guide the Association, and to vote on other issues impacting all members.

Objectives:

- List the current regulatory challenges facing long term care.
- Gain information on resources to assist in your department.
- Discuss the legislative issues facing long term care.

Wednesday, May 24

7:30 AM - 8:30 AM

W600: Serving and Supporting Individuals with Substance Use Disorder

One in 7 Americans will develop a substance use disorder over the course of their lifetime. It is critical that ALL potential care-givers are educated on 'what it is' and 'what it is not' to best serve individuals impacted by it! This session will dispel the myths surrounding substance use and equip attendees to respond with empathy and expertise. A favorite session at the BELTSS core of Knowledge, OHCA Nursing Conference and more, you won't want to miss. Substance use disorder affects staff, visitors and those you care for, don't miss this opportunity to learn more about this important topic.

Objectives:

- Upon completion, the participant will be able to recognize substance use disorder in the proper context (as a chronic medical condition)
- Upon completion, participant will be able to better respond to the unique needs of individuals who are impacted by SUD.
- Upon completion, participate will be able to leverage a bevy of resources and tools to more effectively refer clients to higher levels of care when required.

Greg Delaney

*Pastor/Community Engagement Specialist
Woodhaven Ohio/RecoveryOhio*

8:45 AM - 10:15 AM

W601: How to successfully give person centered care and bring purpose to every resident

How to successfully bring joy to your community after COVID-19. How to get the residents who aren't involved and build trust with them and their families. How to understand the difference between empathy and sympathy and teach on how to have successful programming in Assisted Living, Skilled Nursing and Memory Care. Joy is contagious, so let's bring some to work each day.

Objectives:

- Upon completion, participants will be given the tools to be able think outside of the box and find ways to bring joy to even the most introverted residents

- Upon completion, participants will be able to understand the difference between empathy and sympathy. They will understand person centered care and be able to have successful days.
- Upon completion, participants will be able to understand what makes a successful calendar. How to set the atmosphere for all staff and residents to have successful days.
- Upon completion, participants will know how to think outside of the box. How to have a backup plan in case something goes wrong (like Covid-19) Contingency Planning
- Upon completion, participants will understand dementia and how to provide successful days that create peaceful nights with less sun downing

Dionna Gaskins

Activities Director

LEC-Navigator

W602: Current Survey and Audit Trends in Homecare: Avoiding Survey Findings and Audit Recoveries

Surveys and audits are the two most common enforcement processes in home health and hospice. When surveys and audits identify non-compliance, providers face anything from fines to termination of enrollment and Immediate Jeopardy on the survey side and significant recoupment demands on the audit side. Providers must be aware of areas upon which surveyors and auditors focus. This session will review CMS QCOR data to identify areas of surveyor focus in 2021-2022. We will review common reasons for denials and the related documentation standards. Finally we will address compliance strategies to avoid these risk areas.

Objectives:

- Attendees will understand the primary areas of surveyor focus for home health and hospice
- Attendees will be able to utilize these trends to assess their own survey readiness.
- Attendees will identify key compliance strategies to implement to avoid findings in their own surveys.
- Attendees will understand trends in home health and hospice audits in order to utilize this data to better prepare for payer audits.
- Attendees will identify key compliance strategies to implement to avoid findings in their own audits.

Robert Markette

Of Counsel

Hall, Render, Killian, Heath, & Lyman, P.C.

W603: Palmetto GBA: Hospice Updates from your Medicare Administrative Contractor

Hospice agencies in Ohio are under various pressures resulting in meaningful impacts to cash flow. Join Charles Canaan from Palmetto GBA as he discusses the most current updates and best practices for billing hospice claims. He will review denial trends, audit findings, and compliance issues. Hospice agencies are under heightened scrutiny, and this is your chance to ask the experts your burning questions.

Objectives:

- Review denial trends for Ohio Hospice agencies providing care in congregate settings
- Discuss key compliance concerns with hospice in congregate care settings
- Review best practices for documenting hospice care in congregate settings

Charles Canaan

W604: ICFs-IID/Waiver Update...Position Yourself for Success

This session will explore the most current information available to ensure you have a game plan for success under the existing reimbursement methodology. What is your game plan? Are you prepared to explore and implement the right strategies to improve your profitability? Join the discussion on current initiatives and changes affecting the ICF and HCBS providers.

Objectives:

- Analyze the existing ICFs-IID reimbursement system methodology and its outcomes, including a review of Ohio's 2021 state database benchmarking data for ICF-IID's, and recently implemented changes to waiver reimbursement
- Explore Ohio's ICF-IID Development Rule and its application, given current market conditions
- Examine HCBS options given current and future initiatives, including those for HPC, OSOC, Day Array, Employment Services and EVV
- Discuss ICF-IID replacement facility and downsizing options, considering current staffing and capital financing

Ryan Kramer

Principal

Helen Weeber

Senior Manager

HW&Co

W605: Will Nursing Homes Survive?

The on-going healthcare saga continues to portray nursing homes as a villain believing that poor management, substandard medical oversight, low staffing numbers ill equipped to deliver care or worse

staff simply not caring. So, step in the Government with increasing scrutiny. Few events in history have produced drama than the COVID-19, certainly from a human standpoint, operations, and management or even politics. This has resulted in significant changes in reimbursement and enforcement. This presentation will discuss various aspects of aging and long-term health care and the future of nursing facilities within the spectrum of aging.

Objectives:

- 1. Discuss the coming changes in population and long-term services and supports
- 2. Discuss the critical elements of the Medicare 5 Star rating system for nursing homes
- 3. Describe the “age-wave” increases in population and its effect on long-term health care system.
- 4. Review the changes in Medicare and Medicaid reimbursement as the various incentives and penalties that are being developed to alter care practices.

Shane Craycraft

Vice President

Health Care Management Group

Kenneth Daily

President

Elder Care Systems Group

Robin Hillier

President

RLH Consulting

W606: The Pandemic's Long-Term Impact on Labor and Employment Law and Other Employment Law Updates

During the COVID-19 pandemic, employers implemented a variety of HR measures to help ensure adequate staffing to care for patients including things such as premium pay, suspension or interruption of breaks, religious accommodations, and more. A number of employers are now experiencing an increase in employment litigation, discrimination and harassment charges, and other HR challenges following those actions. This session will address HR challenges that employers are facing in the wake of COVID-19 (e.g., FLSA lawsuits, failure to accommodate charges, wrongful discharge suits, union organizing, etc.) and offer thoughts on how to best identify, prevent, and defend such actions.

Objectives:

- Participants will be able to identify and assess potential areas of liability in the HR practices.
- Participants will be able to develop, implement, and enforce break policies to help reduce the risk of FLSA claims for unpaid wages or overtime compensation.

- Participants will be able to effectively engage with their employees to identify reasonable accommodations for employees' disabilities or sincerely held religious beliefs.
- Participants will be able to understand what current hot-button issues are for our industry in employment.

Rob Pivonka

Partner

Rolf Goffman Martin Lang LLP

Chris Kuhn

Partner

Rolf Goffman Martin Lang LLP

John Goodman

Chief Legal Officer

Altercare of Ohio

W607: Avoid Revolving-Door Whiplash: Effective Training for Retention and Success

This lively, eye-opening, and informative workshop brings to light areas, often regarding the training of new personnel that can sabotage success for members of our nursing staff, which can bring about frustration and discouragement, leading to an increase in turnover. Practical solutions for many of these often unspoken and unaddressed challenges are offered that help build confidence and hone skills to reverse course and lead to longevity of staff and an increase in quality care. Also addressed are special situations, including how to interface more efficiently with 911 and EMS personnel for better resident care and less stress for staff.

Objectives:

- Recognize important missing elements in training and why.
- Understand the danger of semantics that can unwittingly hinder quality care.
- Realize challenges and solutions when new staff members shadow others during training.
- Learn how asking key questions can save time, avoid common med-errors, and can also save lives.
- Interface more effectively with 911 and EMS personnel during emergencies.

Judy Salisbury

Founder/President

Logos Presentations

W608: Competency and Communication, Crucial Success Factors for ROP Compliance

In meeting the requirements of Phase 3, facilities must reevaluate communication efficiency and competency surrounding quality, safety, and compliance. With this heightened focus and the need to ensure all staff members are educated, it's vital to determine competency and verify that processes and requirements are understood and followed. This course will provide an overview of the requirements, programming ideas, and establish basic building blocks for competent staff that will contribute to meeting the safety/needs of the residents and promote their rights and wellbeing. We will explore ways to empower staff as well as review barriers that may hinder those efforts

Objectives:

- Upon completion, participant will be able to discuss the need for a heightened focus on communication and competency as related to the ROP phase 3 requirements
- Upon completion participant will be able to describe a successful outcomes-based training program and list building blocks necessary in improving competency among all staff
- Upon completion, participant will be able to discuss common pitfalls and ways to circumvent them through use of procedures and tools in their efforts to ensure well educated competent staff.

Julia Bellucci

Director of Clinical Development

Premier Therapy

Gina Cappitti

Business Development Manager- Consulting Division

LeaderStat

W609: Expanding CMS Quality Initiatives and the Ohio Quality Incentive Payment- What You Need To Know

The FY 2023 SNF PPS Final rule introduced significant changes to CMS Quality Initiatives including expansions to the SNF Quality Reporting Program (QRP), SNF Annual Payment Update (APU), and SNF Value Based Purchasing (VBP). This course, Expanding CMS Quality Initiatives, will review in depth upcoming changes to expect in FY 2023 and beyond and highlight the financial implementations these programs will have on your facility. A key take away will be reviewing actionable strategies your facility can employ to ensure positive outcomes with the new measures and requirements. Additionally, this course will review the current Ohio Quality Incentive Payment program including the history, details of the program, and strategies to employ to ensure you are not missing any opportunities to receive the QIP for your facility. Learn how to utilize predictive tools to calculate how many points your facility currently has for calendar year 2022.

Objectives:

- Identify the four key Quality Measures that impact the Ohio QIP
- Participants will identify expansions to the SNF QRP, including the requirement for influenza vaccination reporting for 2022-2023.
- Participants will be identify future expansions coming to SNF Value Based Purchasing (SNF VBP)

Jennifer Napier

Director of Clinical Consulting

Engage Consulting

Tammy Cassidy

Senior Practice Director

Engage Consulting

W610: Understanding and Managing Pharmacy Costs in the Post-Acute Environment

LTC Pharmacy pricing, formulary management, and rebates are confusing and misleading. Pharmacy costs are one of the largest expenses of providers. With greater budget constraints and pharmacy costs trending upward, understanding pharmacy costs is more imperative than ever. This session will teach you the formulas behind pharmacy pricing and dive into the pros and cons of two pricing models: Fee-for-Service and Per Diem. We will discuss the regulatory landscape and address rebates and how LTC pharmacies and LTC providers can work together to optimize savings. The audience will understand pharmacy pricing, solutions, and tools to manage pharmacy costs.

Objectives:

- Define terms used in managing pharmacy costs
- Illustrate pharmacy pricing models and their advantages
- Provide examples of high cost drugs and disease states
- Explain industry tools available to manage pharmacy in the post-acute environment
- Describe rebates and specify the correlation between providers and pharmacies

Mary Jo McElyea

VP of Sales and Client Retention

Absolute Pharmacy

Kevin Fearon

President

Absolute Pharmacy

10:15 AM - 1:00 PM

Exhibit Hall Open with Lunch

1:15 PM - 2:45 PM

W611: Navigating Change in Dining Services

Navigating change in dining services will incorporate the use of multiple approaches from multiple concepts in dining. Limiting choice, and concept applications will limit the satisfaction both residents and family members. These combinations would include Fine Dining, Mediterranean plates, Room Service, A la Carte Dining, Local and Sustainable Sourcing, Person Centered approach for Diverse Populations, Staff Engagement

Objectives:

- Define the approach that will ensure customer satisfaction through dining services.
- Effectively demonstrate knowledge of various concepts and or combined approaches towards improving quality.
- Navigate the competitive purchasing process that is needed to develop sustainable, local sourced product bases.
- Develop new approaches to staffing that inhibits retention and longevity.

James Martin

Chef Consultant

Dining Services

Alison Dankovich

GFS

W612: OASIS E - Lessons Learned, Observations & Making It Count

With OASIS in effect since January 1st, 2023, we look beyond OASIS E:

- Lessons learned and what we observed over the first 4 months of OASIS reviews
- Mitigating clinician productivity – how to be effective & efficient
- OASIS E impact to Value Based Purchasing
- Spring Coding & OASIS regulatory guidance

Objectives:

- Participants will understand the impact of OASIS to agencies and their clinicians.
- Participants will be able to implement productivity and quality challenges as it relates to OASIS E
- Participants will understand coding changes that have gone into effect 4/1/2023 and prior.
- Participants will understand how OASIS E can and will impact Value Based Purchasing

Trish Weber

Supervisor, Coding & Review Services

Jennifer Smith

Coding & Review Services

W613: Employee Classification and Joint Employment Issues: Not just a DOL Issue

Employee misclassification is an area of intense scrutiny by the DOL. Misclassifying employees can lead to overtime violations and tax issues. Correctly identifying your employees and, for entities with multiple agencies, who is their employer, is extremely important. This is because the DOL is not the only agency who is concerned about this. CMS also takes interest in what entity employs your staff, due to requirements in both the home health and hospice CoPs regarding agencies employing certain staff. This session will review key concepts from DOL regulations and CMS guidance to aid agencies with compliance in this areas.

Objectives:

- Understand DOL guidance on employee v. Independent contractor
- understand COP requirements in home health and hospice related to required employees
- Understand how to address misclassification;
- understand how employment/independent contractor and joint employment issues can impact survey compliance
- learn strategies to avoid misclassification mistakes

Robert Markette

Of Counsel

Hall, Render, Killian, Heath, & Lyman, P.C.

W614: Specialized Telehealth and Integrated Care: Improved Outcomes and Decreased Costs

Hear from StationMD and Benchmark Human Services about the implementation of a simple-to-use telemedicine application that is improving access to high-quality healthcare for individuals with I/DD. Through 24/7, on-demand consultations with doctors specialized in treating this often-marginalized population, these services increase individuals' quality of life.

Next, learn how Benchmark is providing wraparound consultation, technical assistance, and training to providers to enhance their performance in serving individuals with co-occurring IDD and complex medical and behavioral health needs. Combined with StationMD's on-demand psychiatric and medical telehealth care, this innovative, integrated care model reduces total cost of care and improves outcomes for individuals served.

Objectives:

- Upon completion, participant will be able to understand the value and proven benefits of specialized telemedicine for individuals with IDD.
- Upon completion, participant will be able to discuss improved health outcomes for individuals with IDD from specialized telemedicine.
- Upon completion, participant will be able to share the potential impact of an integrated care model including specialized wraparound consultative support and psychiatric and medical telehealth care.

Maulik Trivedi

*CoFounder & Chief Strategy Officer
StationMD*

Ryan Knodel

*State Director - Ohio
Benchmark Human Services*

John Lovett

*Alabama State Director
Benchmark Human Services*

W615: Anti-Psychotic Stewardship: A Multidisciplinary Approach

The identified practice gap is that in current clinical practice the Phase 3 regulations mandate therapeutic rigor to achieve reductions in antipsychotic utilization in LTC environments. The antipsychotic rates have fluctuated in the past 2-3 years due to diagnostic inaccuracies and thus flawed treatments. We aim to close the knowledge gap for proper antipsychotic use and reduction through discussing accurate diagnoses, including BPSD versus true psychiatric conditions, and thus achieve antipsychotic stewardship through patient-centered care.

Objectives:

- Upon completion, the participant will be able to describe the importance of proper diagnosis in pharmacologic treatment of neuropsychiatric illnesses
- Upon completion, the participant will be able to list key members of the multidisciplinary team in an effective antipsychotic stewardship program
- Upon completion, the participant will be able to describe the basic steps in antipsychotic dose reduction best practices

Steven Posar

CEO GuideStar Eldercare

James Shackson

Associate Medical Director for Ohio, GuideStar Eldercare

Anita Reid

Senior VP of Nurse Practitioner Services

Daniel Heiser

Senior VP of Behavioral Health

W616: The Survey and Enforcement Update

In October of 2022, CMS implemented the long awaited Phase 3 Guidance, as well as revised Guidance for a number of other regulatory requirements. The speakers will provide an update on survey and enforcement, including all the new Guidance, other CMS initiatives and ODH changes, as well as survey and enforcement trends that have occurred over the last year.

Objectives:

- 1. Participants will be able to identify new Guidance from the last year.
- 2. Participants will be able to identify other CMS and ODH initiatives and how those will affect nursing home operations.
- 3. Participants will be able to identify the status of other survey and enforcement trends and initiatives.

Michele Conroy

Partner at Rolf Goffman Martin Lang LLP

Rolf Goffman Martin Lang Co., LLP

Kally Goodwin-Ratzloff

Partner at Rolf Goffman Martin Lang LLP

W617: Ohio BWC & OSHA | Controlling Costs & New Rules!

OHCA's workers' compensation program has unique access to data regarding the top cost drivers, injury trends, and cost containment strategies. This valuable data along with proven, unique, and comprehensive loss control tactics will be presented in an interactive format. OHCA's workers' compensation program is also known for providing members up to date details regarding new OSHA regulations and compliance. In 2023, OSHA will be focused on a permanent Covid-19 standard as well as a workplace violence standard that may significantly impact OHCA members. The collaborative session format will address BWC and OSHA concerns across the spectrum of senior care.

Objectives:

- List the top cost drivers, injury trends and cost containment strategies essential to control workers' compensation expenses
- Describe the proven, unique, and comprehensive loss control tactics to prevent workers injuries
- Define the new OSHA regulations and initiatives impacting senior living
- Demonstrate and understanding of the essential risk management initiatives that should be undertaken in 2023 and 2024.

Brad Hunt

Consulting Vendor, Sedgwick

W618: Conducting Internal Investigations and Responding to Federal Investigations

The presentation will provide an overview of civil and criminal fraud statutes with an emphasis on recent trends and matters pursued by the federal government, including investigations related to DOJ's nursing home initiative. Attendees will learn best practices in responding to a government investigation and when and how to conduct an internal investigation.

Objectives:

- Upon completion, participants will understand the various ways that the federal government investigates and enforces civil and criminal fraud statutes.
- Upon completion, participants will understand best practices to successfully respond to a government investigation.
- Upon completion, participants will understand when and how to conduct an internal investigation.

Michael Ferrara

Partner

Dinsmore & Shohl, LLP

Pat Hagan

Partner

Dinsmore & Shohl, LLP

W619: Integrating the Entire Interdisciplinary Team for Optimal PDPM Performance and Outcomes

Making sure your PDPM reimbursement matches the care you are delivering is essential for long-term viability and operational success. Having a fully integrated IDT can make all the difference. Therapy minutes no longer drive reimbursement but, PT, OT, and Speech therapy can impact more than just rehab outcomes under PDPM. Accurate and optimal reimbursement also hinges on the skill set of your

MDS and nursing teams. Learn strategies and best practices to assure your interdisciplinary team is cohesive and achieving desired results

Objectives:

- Participants will understand the importance of accurate clinical coding to assure accurate reimbursement and how a cohesive Interdisciplinary team can assist with accuracy.
- Participants will learn strategies for typically missed NTAs and learn how to leverage your fully integrated IDT partnership to accomplish this.
- Participants will learn techniques to share with IDT on how to approach the PHQ-9 and the BIMS for accurate and optimal reimbursement.

Caryn Enderle

Director of Business Development

Concept Rehab

1:15 PM - 4:30 PM

W620: Beyond Posting Jobs: How to Attract Applicants Using Social Media

We know social media is the best way to recruit passive job seekers, but how do you do it?

Most individuals spend at least one hour a day on social media. How do you get their attention?

You aren't getting many applications from your job post. How do you get more applications without breaking your budget?

Join us as we discuss the answers to these questions and many more related to social recruiting. Bryan McNeil and Michael Hill are subject-matter experts and active practitioners of employee recruitment and retention, who love sharing their best practices.

Objectives:

- Create an effective social media recruitment campaign.
- Create job postings that get results.
- Receive more job applicants per job posting.
- Use social media to increase staff retention.
- Take better photos and videos for social media platforms.

Bryan McNeil

Leadership Development

Cascadia Healthcare

Michael Hill

Senior Enterprise Account Executive

Indeed

3:15 PM - 4:45 PM

W621: The Impact of Nutrition on Mental Health in Residents

Mental health among seniors living in a congregate setting has long been a topic of interest, never more than while navigating the isolation, stress and boredom brought on by the COVID-19 pandemic. This session will discuss the role that nutrition can play in maintaining or improving the mental health status of older adults via the gutbrain axis, nutrient abundance and enjoyment of meals.

Objectives:

- Describe the gut-brain axis and its role in influencing mental health
- List three nutrients and their roles in supporting mental health
- Understand the ways that residents' mental health and emotional needs can be met via a senior living menu program
- Demonstrate 3 easy menu changes that can be implemented based on presented research and recommendations

Jennifer Bruning

Director of Nutrition & Brand Innovation

Incite Strategic Partners

W622: Home Health and Hospice Documentation: Key Compliance Considerations

Documentation is foundational to everything a homecare provider does. Unfortunately, staff members often take documentation for granted. We will review the fundamental purposes served by documentation – clinical, financial and legal. We will also discuss the potential liability associated with erroneous documentation, both for the agency and the staff member who submitted the documentation. We will then discuss the most common areas for non-compliance with documentation – missing documentation, incomplete documentation, improperly corrected documentation and even fraudulent documentation. We will discuss auditing and monitoring practices to identify such errors and best practices for responding when they are identified.

Objectives:

- Understand the legal authorities that apply to documentation
- Understand the individual professional obligations related to clinical documentation
- Understand the purposes served by documentation
- Understand the common mistakes made in documentation and potential consequences
- Review strategies for identifying and correcting mistakes while avoiding creating additional liability

Robert Markette

Of Counsel

Hall, Render, Killian, Heath, & Lyman, P.C.

W623: Partnering with Your Dietitian for Excellent Care in Your DD-ICF

The Registered Dietitian may be an untapped resource for your DD-ICF. Are you aware of the expertise, both clinical and food service that the RDN can provide? Have you utilized this resource for staff training? Do you know how changes in food/fluid intake or tube feeding can effect positive change for better quality of life? Come learn how to include the RDN in your team to maximize the nutrition care of Individuals with Developmental Disabilities.

Objectives:

- Identify clinical scenarios where it would be appropriate to involve the Registered Dietitian for improved care of the Individual with Developmental Disabilities.
- List topics related to food service and clinical care that would be beneficial to have the Registered Dietitian provide training for DD-ICF staff.
- Describe methods to improve communication between the DD-ICF and the Registered Dietitian to effect improved efficiency and quality of care.

Stephanie Temple

Consultant Dietitian

W624: State Staffing Requirements and Payroll-Based Journal (PBJ) – Impacts and Insights

CMS requires skilled nursing facilities to report staffing levels quarterly through Payroll-Based Journal (PBJ) reporting. In 2023, several changes related to staffing reporting and staffing levels are expected to go into effect. It is essential to learn the key differences in federal and state reporting requirements, and how those differences impact the way staffing hours are calculated. Gain insights on the continuing evolution of staffing reporting requirements, and how to refine your own reporting to improve results.

Objectives:

- Demonstrate knowledge of Payroll-Based Journal fundamentals and how PBJ impacts the Five-Star staffing rating.
- Interpret differences in state-specific staffing requirements with respect to federal requirements – including reportable hours, reportable staff, and reporting frequency.
- Understand what to expect from and how to prepare for a Meyers-Stauffer audit.

Josh Miller

Client Alignment Manager

W625: Workers' Compensation: Return to Work Strategies

The goal of this session is to provide Human Resource professionals with strategies for returning injured employees to work through light-duty programs, thus saving the organization claim costs during the brink of a potential recession. Participants will obtain an understanding of the formal requirements necessary for a light-duty offer of work under workers' compensation laws in the state of Ohio.

Objectives:

- Participants will learn light-duty options for employees to return to work.
- Participants will obtain an understanding of the formal requirements necessary for a light-duty offer of work under workers' compensation laws in the state of Ohio.
- Participants will learn about workers' compensation rules and regulations in the state of Ohio.
- Participants will learn about claims cost mitigation in the state of Ohio.

William Creedon

Of Counsel

W626: Inseparable Friends: How the SNF VBP, QRP and 5-Star connect

The SNF QRP, VBP and the 5-star rating system can no longer be viewed as independent entities. CMS has is expanding the SNF VBP and QRP and raising the bar in 5-star. The value that a SNF demonstrates through these programs is interconnected with the combined effect on payment to SNFs. In this presentation we will discuss how the expanding QRP and VBP are connected to 5-star, detail what QRP measures will be included in the VBP, how these programs will work together to enhance quality in nursing homes and how CMS will revise the VBP scoring mechanisms and incentive multiplier.

Objectives:

- ... Describe the SNF Quality Reporting Program and how this program is expanding and is connected to the Value Based Purchasing Program and 5- Star rating.
- ... Define the SNF Value Based Purchasing program and how this program will be expanding and is connected to the Quality Reporting Program and 5-Star rating.
- ... reiterate the expanding nature of the 5-Star rating system, CMS' improvement incentives, and the connection to the SNF VBP and QRP
- ... Connect the dots with regard to how the SNF VBP, QRP and 5-star rating are connected and how these programs define a value based purchasing SNF environment.

Joel VanEaton

Executive Vice President of PAC Regulatory Affairs and Education

W627: Operational Solutions to Ignite Strong Performance

The current climate for SNF and AL operators is now more challenging than ever. Financial metrics can be a great tool to understand how an organization is performing and competing in the market, but metrics don't "tell the whole story" or discuss how can they be put into action? In this session, we will bring fresh perspectives from both financial and operational disciplines to discuss practical approaches to responding to financial risk, market challenges, and operational hurdles.

Objectives:

- Gain an understanding of the current and projected state of the industry
- Explore key metrics and benchmarks to pinpoint strengths and growth opportunities within each organization
- Connect financial measures to operational performance and outcomes
- Discuss strategies to respond to growth opportunities within departments

Rob Frediani

Senior Living Operations Consultant

W628: Pain, Pills and Best Practices: Balancing Opioid Risks and Benefits

Managing the risks and benefits of opioid medications is a continual balancing act that LTC healthcare providers must contend with - a drug class with both immense analgesic and adverse effect potential. This session will reflect on the development of the ongoing opioid crisis and identify the relevant regulations enacted in effort to curb suboptimal opioid use.

The audience will benefit from hearing practical steps that SNFs can take to align with 'best-practice' elements that focus on patient-centered pain management. Additionally, the very real issue of opioid diversion will be discussed and steps to safeguard the chain-of-custody will be provided.

Objectives:

- Chronicle the development of today's opioid epidemic and its current impact in LTC
- Describe pertinent LTC regulations enacted to govern pain management and opioid use deficiencies
- Demonstrate person-centered standards of practice for pain management in LTC
- Identify steps to safeguard the chain-of-custody and manage diversion risks in LTC

Caroline Garvey

Consultant Pharmacist

PharMerica

Kishore Bose

K.Manager, Clinical Services

PharMerica

7:05 PM - 10:00 PM

Night at the Clippers

Purchase tickets at time of registration.

*members \$25, non-members \$45

7:05 pm game

Columbus Clippers vs. Indianapolis

Ticket includes food/beverage that begins prior to the start of the game and will last for 90 minutes

Thursday, May 25

7:30 AM - 8:30 AM

R701: Leading with Inclusion to Engage, Attract, Retain & Motivate Your Employees to Peak Performance

Wouldn't it be easy if we just worked with robots? Just turn them on, and they worked. Unfortunately, this is not the case. It's becoming harder to attract top talent and motivate them to achieve. It is especially challenging with the diverse mix of people, with different personalities, ages, and work ethics. Learn skills to inspire employees, and increase performance, all while improving morale. This session teaches a 180 degree approach and a simple acronym, "MVP" to remember how to make sustainable change. The approach being taught inspires, motivates, engages, and helps to attract better employees.

Objectives:

- Upon completion, participant will be able to use a powerful yet simple process to increase engagement, teamwork and loyalty.
- Upon completion, participant will be able to learn how this approach can easily be integrated with diversity and inclusion programs.
- Upon completion, participant will be able to implement new strategies to make change and drive performance and learn why change is so difficult.

David Suson

Author, Corporate Leadership Trainer, Speaker

R702: Infection Control – Water Management Plans – CMS Expectations

Healthcare facilities have complex water systems that may promote growth of pathogenic organisms if not properly maintained. CMS feels that it is essential that nursing homes have a water management program that is effective in limiting Legionella and other opportunistic pathogens of premise plumbing from growing and spreading in their facility. Facilities must document its approaches to preventing outbreaks and CMS requires facilities to have water management plan. A healthcare water management program identifies both hazardous conditions and control measures. The session will review critical elements of a water management program and how to follow CMS QSO-17-30.

Objectives:

- Demonstrate why Legionnaire's disease is a serious risk for long-term care facilities.
- Describe and implement risk management and remediation strategies.
- Understand CMS QSO-17-30, what to do in response, and how to prepare the facility and senior leadership for an audit.

Kenneth Daily
President
Elder Care Systems Group

8:45 AM - 10:15 AM

R703: Turnover Early Warning: The Importance of Competency and Commitment for Personnel Retention

There are not, nor will there be, enough health industry personnel to fill open positions over the next 5 years. The retention of employees, especially health care workers, will increase in importance as the effects of the shortage affect an organization's ability to stay open and provide services. The financial and productivity cost of replacing workers is high and will continue to rise. Retention of employees is essential to achieving desired outcomes. Competency and commitment levels are different from engagement and satisfaction. Competency and commitment are measurable and therefore can be changed.

Objectives:

- Gain an understanding of the current and projected state of the industry
- Explore key metrics and benchmarks in the employee retention continuum
- Connect financial measures to retention, performance, and outcomes
- Examine how commitment measurement and retention practices effect the expectations, actions, and responsibilities of Board Members and employees from the front-line to the C-Suite

Rob Frediani
Senior Living Operations Consultant

R704: Creating an Accountability-Based Census Culture

Census success within today's complex health care landscape requires ownership at every level. This program provides the architectural framework and tools for immediate implementation to get you jump started and on your way to reaching your occupancy goals. Join Linda as she challenges traditional industry norms and exposes you to fresh, innovative ways to create team energy, ownership and accountability for your organization's growth and occupancy performance.

Objectives:

- Upon completion, participants will implement overarching and departmental strategies to foster enhanced census individual and team occupancy ownership.
- Upon completion, participants will create and integrate departmental differentiators that will optimize the organizational occupancy.

- Upon completion, participants will confidently tailor and implement "outside the norms" strategies to increase occupancy.
- Upon completion, participants will identify and understand how to transition community-based vendors into true growth partners.

Linda Saunders
Founder/President
censusolutions

R705: Person Directed Practice for Persons Living with Dementia

This session will identify and discuss enhanced, person-centered programming for people living with dementia. Program discussion will include a review of the progression/stages of dementia, current person-centered trends and research. Methods for engaging staff at all levels in participating in person-centered care and creating the adaptations that are needed for success will be discussed. A review of person-centered care programs will be highlighted that focus on an individualized approach to providing care for people living with dementia.

Objectives:

- Upon completion the participant will have a better understanding of the progression of Dementia.
- Upon completion, the participant will be able to discuss the importance of knowing the person when providing meaningful engagement opportunities.
- Upon completion, the participant will be able to describe various person directed activities of engagement.

Amy Kotterman
Director of Customer Experience
United Church Homes

R706: Prosperity in PDPM: Revealing Opportunities Left Behind

Success in our current reimbursement model requires a heightened focus on the complexities of the PDPM model to enhance patient care and capture optimal reimbursement. This presentation provides an overview of the PDPM components and reveals missed opportunities impacting your reimbursement. Uncover the tools and resources needed to reevaluate processes and impact change that enhances identification of patient needs, care delivery, and financial possibilities.

Objectives:

- Attendees will understand the complexities of the various components of PDPM that impact reimbursement.

- Attendees will identify processes that should be reevaluated or implemented at their facility to achieve an accurate MDS and maximum reimbursement.
- Attendees will identify frequently overlooked opportunities that will lead to improved patient driven clinical and financial impact.

Susan Krall

R707: Survey Readiness - All Departments!

"State's Here!" How prepared and confident are you when ODH arrives at your facility? While there is no way to prepare for every situation, you can achieve a comprehensive understanding of what each department needs to have ready for a surveyor. In this presentation, each discipline/department will be discussed along with basic checklists to support survey preparedness at your facility. Experienced and new leaders welcomed! Refine your knowledge, learn more about other departments, or find a great place to start!

Objectives:

- Refine knowledge basic survey readiness in all departments
- Understand basic survey readiness in all departments
- Understand survey readiness in departments other than your own

Sarah Rose
Consultant

R708: What, So What, Now What?

According to Lawrence Bossidy, "Execution is the ability to mesh strategy with reality, align people with goals and achieve desired results". This session will provide real-time data insights, regulatory changes, and operational insights to guide executives and clinical leaders to determine optimal business strategies for 2023-2024. Macro and micro level reimbursement, labor, census, payor mix, service expansions and operational benchmarks and variables will be shared to help LTC leaders build and execute a long-term viable business strategy.

Objectives:

- Evaluate CMS Medicare Claims data, Census data, and other benchmarking insights to determine competitive forces impacting SNF business operations in 2023
- Identify actionable strategies to prepare your facility for these changes and long term viability
- Be able to determine necessary strategic operational shifts in innovative solutions to respond to reimbursement and regulation change variables

Kim Saylor

*VP of Business Development
Concept Rehab*

Denise Leonard

Partner

Plante Moran

Tammy Cassidy

Senior Practice Director

Engage Consulting

8:45 AM - 12:00 PM

R709: Strategies for Revenue Cycle Management Success

Operating a facility has never been more challenging with less margin for error. This session will provide concrete strategies to coordinate the clinical and administrative functions necessary to improve the Revenue Cycle Management process, generating stronger financial performance and increased customer satisfaction. Tips will be provided from preadmission through collections to help providers collect the money they deserve. Topics will include the attributes of a high performing team, the role of each IDT member in RCM, conducting productive accounts receivable aging reviews and time management considerations.

Objectives:

- 1. Discuss the attributes of a high performing team.
- 2. Articulate the role of each member of the IDT in RCM.
- 3. Describe a productive accounts receivable aging review.
- 4. Develop at least three strategies to improve RCM.

Robin Hillier

President

RLH Consulting

Bill Ulrich

President

Consolidated Billing Services

10:30 AM - 12:00 PM

R710: Alzheimer's Association Dementia Care Practice Recommendations: Real World Application in Long Term and Community Based Care Communities

The Alzheimer's Association released the Alzheimer's Association Dementia Care Practice Recommendations (DCPR) as a supplement to The Gerontologist, the official journal of the Gerontological Society of America. The DCPR outlines 56 specific care recommendations in ten domains of long-term care based on a comprehensive review of evidence, best practice, and expert opinion. The DCPR serve as a foundation for the Association's suite of programs and services to support person-centered dementia care in long term and community-based care communities. This presentation will highlight the DCPR, the evidence that supports them, and how to apply them in care settings.

Objectives:

- Upon completion, participants will be able to describe Alzheimer's Association Dementia Care Practice Recommendations
- Upon completion, participants will be able to describe evidence-based quality care across all care settings and throughout the disease course
- Upon completion, participants will be able to discuss the outcomes associated with person-centered care

Sam Fazio

*Senior Director of Quality Care and Psychosocial Research
Alzheimer's Association*

Emily Waddington

Care Community Coach

R711: Innovations To Build & Bolster Senior Living's Multi-Generational Workforce

You've seen the projections; these workforce challenges will continue to worsen if all else stays the same. This session is designed to help your organization make sure that does not happen.

We will examine new research that explores the workforce challenges senior living leaders and frontline staff face and the support they need. We will share the latest innovations to attract and retain senior living's multi-generational workforce.

Join this session and learn how to reinvigorate your current workforce strategies with modern practices that streamline processes, fill shifts, minimize costs and engage your employees.

Objectives:

- From TikTok to lawn signs, learn the most effective recruitment strategies in senior living
- Learn how to optimize staffing resources and processes to quickly fill staffing needs, minimize costs, and reduce employee burnout
- Discover how consistent communication, feedback and recognition will drive a culture where people want to work

Peter Corless

EVP

OnShift

R712: Census Development, Payers, and Retention

Nursing facilities are facing census challenges due to a difficult staffing market and increased sophistication of referral partners. Come here about working with preferred networks and providing quality and financial metrics so that acute care hospitals, Accountable Care Organizations, and payers can provide referrals. The changing payer landscape will be discussed through the identification of pros and cons in managed care and Medicare Advantage relationships. Opportunities are present to increase census through readmission reduction, I-SNFs (Institutional Special Needs Plans), and development of clinical programs to address referral partner needs.

Objectives:

- Work with preferred networks including acute care hospitals, Accountable Care Organizations, and payors that can provide referrals
- Gather quality and financial metrics for referral partners
- Identify pros and cons in managed care and Medicare Advantage relationships
- Retain census through readmission reduction and I-SNFs (Institutional Special Needs Plans)
- Develop clinical programs to address referral partner needs

William Hartung

Director of Reimbursement

Consolidated Billing Services, Inc.

R713: Marketing to the 50+ year old employed female-she is your customer!

As you likely know, the change in demographics project that by 2030/2 the population will be over age 50 and half of them will still be working. We already know that the primary individual who initially provides information regarding senior living and long-term care solutions is likely a daughter, daughter-in-law, spouse, or professional caregiver such as a social worker or discharge planner. The projections for the 2030 census have actually already come to pass in Northeast Ohio. Employers are already sharing the feeling of stress from employees who are currently caregivers. New companies and services are emerging to bring back worksite wellness programs with a focus on providing resources to caregivers of older parents, spouses and don't disable children. Learning more about the specific needs of these caregivers, and how our Ohio care facilities can help to support them will be the focus of this presentation addition.

Objectives:

- Describe the Caregiver Cafe concept and how it can become a vital resource to existing families in both the facility and the community.

- Develop a format for a Caregiver Cafe event, understand which agencies to involve and solicit resources that can be provided to participants free of charge.
- Create a packet of resources, including online links to the information that can be provided on an ongoing basis to new caregivers who may feel overwhelmed and anxious.
- Create a "Roadmap" or step by step plan that new caregivers can follow to help them get what they need without getting lost in the process.
- Assist new caregivers in getting to the resource that they need instead of just giving them a directory or list of options.

Carolyn Lookabill

Community Relations

R714: Managing Transitions of Care - High Risk Issue!

Managing the transition of the elder from the SNF discharge process to follow up services is a vital focus for facility managers. This session will review current statistics related to re-admissions and outcomes following discharge and their impact on the outcome of elders and overall fiscal stability of providers. Discharge planning process and documentation of outcomes must impact IDT communication in the facility as well as the use of clear, complete, communication with the elder and service providers. Approaches to communication, formats for discharge orders and pre-discharge education for the elder, caregivers, and family will be discussed.

Objectives:

- Identify the current statistics related to transitions of care and re-hospitalizations.
- Describe the structure of the discharge planning process and documentation of education, follow-up, documents, and communication with community services.
- Discuss strategies to improve communication between care providers to decrease negative outcomes during transitions of care.

Leah Klusch

Executive Director

R715: QAPI: Quick And Painless Insights for developing an effective program.

As CMS continues its drive toward value-based delivery models, developing, implementing, and maintaining an effective QAPI program is essential. Many facilities have ineffective QAPI programs, if they have one at all. QAPI doesn't have to be complicated or time-consuming. This training will help identify quick and effective strategies to get the most out of your QAPI program.

Objectives:

- Identify best practice recommendations for implementing targeted performance improvement projects.
- Develop fundamental strategies and resources for improving quality scores/performance/outcomes.
- Understand how improving quality outcomes can increase reimbursement/revenue.
- Be empowered to be a change maker in their facility.
- NA

VERONICA BIRCH

CEO

GEM HEALTHCARE CONSULTING