

OHCA 2024 Convention

May 13 – 16, 2024

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 and accurate information.

Monday, May 13

12:45 PM - 1:45 PM

M400: Magnetic Leadership: Pulling the Best out of Everyone

Unlock the secrets of "Magnetic Leadership: Pulling the Best Out of Everyone" in this compelling session. Dive into the transformative power of emotional intelligence, trust-building, and collaboration, and discover how these principles can elevate your leadership skills. Learn to create environments where individuals thrive, teams excel, and patient care reaches new heights. Join us for an engaging journey toward becoming magnetic leaders who inspire, engage, and draw out the best in everyone. Don't miss the opportunity to revolutionize your leadership and drive positive change in healthcare.

Objectives:

- Upon completion, participant will be able to define the key principles of emotional intelligence and their relevance to healthcare leadership, enabling them to identify and apply these principles.
- Upon completion, participant will be able to demonstrate effective strategies for building trust and fostering cooperation within their healthcare teams, resulting in improved communication, collaboration, and patient-centered care.
- Upon completion, participant will be able to conduct a self-assessment of their leadership style to identify areas for personal growth and development, allowing them to create a customized action plan.

Elena Marquetti-Ali

Lead Consultant

Marquetti Consulting

M401: Clinical & Financial Medicare Reimbursement Updates

Extensive financial Medicare benchmarking data will be shared based on CMS Medicare claims data and cost report data including CMI, revenue and expense data. Additionally we will provide benchmark data for Ohio and surrounding states for a variety of Medicare programs including the CMS 5 Star, Payroll Based Journal (PBJ), Value Based Purchasing (VBP), and SNF QRP, which are utilized to set future policy and reimbursement both at the State and Federal level. Using this data we will analyze our strengths and areas of opportunity for improvement. We will also be discussing Medicaid QIP and trends with CMS claims audits/findings.

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 IDT 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 QRP and VBP programs.
- Participants will take away valuable knowledge related to CMS audit trends and how to best prepare their medical records for success.

Scott Heichel

*Director of Clinical Reimbursement
LeaderStat*

Denise Leonard

*Partner
Plante Moran, PLLC*

2:00 PM - 3:30 PM

M402: Enhancing Employee Engagement & Retention: The Impact of Authentic Communication

We know that recruitment/retention challenges persist in the current economic environment; however, research shows employee engagement stands out as a powerful and long-term strategy to combat these issues. To achieve greater involvement and enthusiasm, leaders must focus on fostering agency and dignity among their employees. By providing autonomy and generating alignment, leaders can empower their teams to take an active role in shaping their work, leading to organizational success. Authentic communication necessitates vulnerability, honesty, and presence, and embracing these principles, leaders can truly engage and empower their employees, ensuring a more fulfilled and committed workforce in the long term.

Objectives:

- Understand the significance of employee engagement as a long-term strategy for addressing recruitment and retention challenges.
- Recognize the leader's role in fostering employee agency and dignity through autonomy, alignment, psychological safety, and genuine feedback.
- Utilize authentic communication by understanding the importance of elements like timing, tone, and technique, to create a positive and open work environment.

Hattie Hunter

Leadership Consultant

M403: 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:

- Upon completion, participants will be able to understand the jurisdiction and function of the Health Care Fraud Section of the AGO.
- Participants will learn about crimes in LTCFs.
- Participants will demonstrate investigative skills through audience participation and a practical exercise.

Charles Angersbach

Chief Special Agent

Ohio Attorney General - Health Care Fraud

3:45 PM - 4:45 PM

M404: Building and Sustaining Trust: What does it take?

This session is designed to delve into the fundamental elements of trust, including integrity, courageous authenticity, and vulnerability, and how to nurture these critical aspects for the development of stronger personal and professional relationships. Effective leadership hinges on the ability to build and maintain trust. Regrettably, many leaders unintentionally engage in behaviors that hinder trust-building. Conversely, some leaders recognize the importance of enhancing trust but lack a roadmap for doing so. This session will also incorporate a vulnerability exercise. By delving into the dynamics of vulnerability, participants will better comprehend how it contributes to trust and relationships.

Objectives:

- Understand the importance of trust within relationships.
- Identify behaviors that both positively and negatively impact trust.
- Consider barriers to trust in relationships with others unlike themselves.
- Begin or further personal work around how to create and foster trusting relationships.

Aaron Helton

Leadership Consultant

M405: Long Term Care Legal Update

This presentation will discuss legal updates within the long term care industry. The presenters will discuss recent case law, hearing decisions, and regulatory changes within the long term care industry so providers can ensure they are up to date on compliance and legal issues. The presentation will give the attendees the opportunity to discuss these issues with legal professionals.

Objectives:

- understand the current legal landscape
- change operations to comply with legal changes
- be prepared for upcoming regulatory changes

Sydney Pahren

Attorney

Vorys, Sater, Seymour and Pease LLP

Robin Amicon

Of Counsel

Vorys, Sater Seymour and Pease, LLP

4:30 PM - 6:30 PM

Welcome Reception sponsored by Concept Rehab, Engage Consulting & Minutemen HR Management Services

The Arnold Plaza & Discovery Care at the Columbus Convention Center is the place to be during OHCA 2024 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.

Tuesday, May 14

7:15 AM - 8:15 AM

T500: Elevating Staff Retention and Recruitment. The Vital Role of Caregiver Recognition Programs.

Staffing shortages pose a critical threat to quality patient care. Low cost, high-impact initiatives that increase retention and improve recruitment are essential for cash-strapped organizations. Learn how to implement best practices in the science of recognition, and leverage technology to build programs that engage caregivers and ease the burden on leadership teams.

Objectives:

- understand best practices in the science of recognition,
- build programs that have credibility and stand the test of time,
- .measure the impact of recognition and engagement programs on employee retention and patient satisfaction.
- understand vital role of caregiver recognition in workforce management
- Appreciate the role of storytelling in caregiver recognition,

Nate Hamme

President

Ceca Foundation

7:45 AM - 8:15 AM

HT000: Insurance Market Update

Insurance costs have continued to increase for healthcare providers. We will discuss the drivers of these increases and where we believe these will head in the future.

Objectives:

- Attendees will learn how the property and liability markets are faring
- Attendees will understand how this affects their organization
- Attendees will leave with action items and steps they should take to prepare to minimize their insurance costs and maintain appropriate coverage.

Jake Pease, CIC CEAL CEHCH

VP Practice Leader

Marsh McLennan

8:30 AM - 10:00 AM

T502: The Power of You! 8 Keys to Attracting, Retaining, and Motivating Employees

Discover why over 78% of staff are considering quitting this year due to unrealistic expectations and unsustainable workloads. This training addresses ways in which employees and employers can work together to create bottom-up and top-down change while attracting and retaining talent. This original and highly interactive session prepares leaders to lead, care for, and manage assigned resources working in various settings more effectively. This high impact and introspective approach seeks to drastically improve the leadership/followership experience resulting in higher employee recruitment and retention metrics, and improved staff engagement outcomes. This session also presents 8-keys to help organizational leaders to deal with the labor force crisis of recruitment, retention, and motivating teams. Learners will be introduced to a strategic framework for creating an inspirational atmosphere that fosters employee engagement and boosts morale. Based on the full-day version of this workshop, this session seeks to help learners find their inner "awesome" and leverage ways to create life balance, reduce stress, increase motivation, and build the resilience needed to reach professional and personal success milestones.

Objectives:

- Identify methods for adjusting your leadership filters and approach to improve engagement. Identify and critically assess assumptions that influence decisions and actions on management, leadership, teamwork, and relationship building.
- Managing performance through outcomes, impact, and ownership. Discuss methods for balancing control and trust in a manner that gets results.
- Be familiar with different behavioral styles and theories, as well as understanding how the role of a leader is critical to organizational success. Identify and analyze behaviors leaders should model in the workplace and what effect these behaviors have on
- Examine methods to build cohesive teams in today's hybrid work environment. Learn the steps for and practice the tools of building trust, developing active listening skills, and understanding the difference between coaching and mentoring relationships. Identify
- Discuss and assess areas in which leaders are held accountable and relate that accountability to individual responsibilities and team performance.

Rudy Bailey

RGP Consulting LLC

T503: OSHA Compliance Update

The Fundamentals of Healthcare Safety will be presented including (1) A Roadmap to OSHA Compliance, (2) OSHA's new Infectious Diseases rule, and (3) OSHA's Prevention of Workplace Violence in Health

Care and Social Assistance rule. The information presented has been developed in partnership with the American Health Care Association and other partners.

Objectives:

- Understand all OSHA regulations that apply to their operations.
- Comply with OSHA's new Infectious Disease rule.
- Comply with OSHA's proposed Violence in Healthcare rule.
- Comprehend how CMS/ODH rules overlap with OSHA rules.

Brad Hunt

Chief Risk Officer

Acrisure

T504: Treating Behaviors Without Medications: Strategies for De-escalation

Providing services to individuals with mental health issues can be challenging no matter the setting. Learning how to handle our clients with behavioral issues is paramount to provide safe and effective care. The purpose of this session is to provide real life examples of effective de-escalation through first hand accounts and reenactments of challenging scenarios that focus on what caregivers can do when our clients are struggling.

Objectives:

- Upon completion, the participant will identify 3 nonpharmacological interventions to de-escalate patients and clients.
- Upon completion, the participant will feel more comfortable interacting with patients and clients who are experiencing behavioral issues.
- Upon completion, the participant will identify at least 3 causes of agitation or behaviors across a variety of settings.

Cassandra Skul

Executive Director of Nurse Practitioners

ViaQuest Psychiatric & Behavioral Solutions

T505: Assisted Living Waiver update

During 2023 budget cycle, Ohio secured unprecedented increases for the Assisted Living Waiver program. Many providers are now considering offering waiver services in their residential care facilities. In this session, we will review the requirements for the new memory care tier, how the assisted living waiver tiers have changed, and the development of the critical access tier which will become available in July 2024. We will also discuss the assisted living waiver certification process and provide insight to the new memory care items that will be reviewed.

Objectives:

- Discuss the new assisted living waiver tiers in Ohio
- Review the requirements for memory waiver services and the development of the new critical access tier
- Discuss strategies for successful Ohio Department of Aging certification process

Erin Hart

Strategy Director

Ohio Health Care Association

T506: Avoiding Common Homecare Employer Mistakes

With the increase in activity from the DOL, EEOC, plaintiffs and others, non-compliance with employment laws is becoming riskier. Homecare employers need to be aware of the requirements of state and federal law as well as the most common mistakes and misunderstandings that lead to non-compliance. This session will review some of the most common mistakes made by homecare employers, why they are mistakes and provide strategies to avoid them.

Objectives:

- Understand the key areas of government enforcement related to employment
- List the most common homecare employer HR mistakes
- describe strategies to achieve compliance in these areas

Robert Markette

Of Counsel

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

T507: The Hospice Medical Review Environment: Risks and Response

Most hospices focus on survey compliance and do not evaluate their medical records from a compliance and payment perspective. This can cause difficulties during and after a Medical Review, Audit, or Probe.

Key to a successful outcome from a MAC TPE review, UPIC audit; RAC review, or SMRC review is having compliant clinical record content. The content should reflect the required rules and regulations and should be included when the record is generated—not after.

Understanding the risk of each review and how to respond to each allows the hospice to manage self-assessment activity and improve daily charting to minimize denials.

Objectives:

- State each type of CMS medical reviewer and the focus of each.
- Describe the relative risk posed by each stated type of CMS medical review and contractor.
- Describe key documentation items, the charting points each is generated, and requirements for compliant charting of each to achieve support for hospice eligibility and terminal prognosis.
- Conduct ADR response timely and with correct and requested documents in case of review or audit.
- Describe documentation required for Continuous Home Care and General Inpatient level of care.

Joe Osentoski, BAS, RN, GERO-BC

Senior Consultant

Gateway Home Health Coding & Consulting

T508: How Staff Stressors Impact Individuals' Behaviors

In IDD and other long-term support settings, often an employee with a stressful personal life is asked to help people with a history of aggression and other problematic behavior remain calm and safe. Personal life stressors and workplace behavior don't exist in separate bubbles – they can and do impact each other. We will look at research and practical stories and experience on how to best equip our staff to face the stressors of the workplace in a way that reduces likelihood of aggressive behavior.

Objectives:

- describe trends regarding traumatic stress in the lives of front-line IDD & healthcare workers.
- list several quick training tips that front-line workers can use to mitigate stress for themselves and the people they support.
- illustrate several trauma-responsive, practical approaches to training front-line workers to reduce the likelihood of personal stressors impacting the individuals they support.

Bradley Wyner

Director of Education

Milestones Autism Resources

Cierea Watkins

Human Resources Manager

Rose-Mary

Andrea Jackson

HR Recruiter

Rose-Mary

T509: SNF VBP Expansion and Quality Improvement Strategies

The CMS SNF Value Based Purchasing (VBP) program is expanding over the next several years to include four new measures, replace the current single rehospitalization measure used and introduce a health equity adjustment to the scoring methodology that generates the annual incentive multiplier that adjusts your center's Medicare rates. This session will review the changes and implementation timeline and provide valuable insight regarding how to use quality improvement techniques to improve your VBP performance. Be prepared for each performance period that will effect your rates over the next few years by utilizing the strategies we will provide.

Objectives:

- List the specific measures that will be used in SNF Value Based Purchasing in each of the next four years.
- Define the health equity adjustment to be incorporated into SNF Value Based Purchasing.
- Describe CMS plans to validate claims, the Payroll Based Journal system and MDS coding.
- Articulate the elements of Quality Assurance and Performance Improvement.
- Develop an action plan to improve at least one measure utilized in SNF Value Based Purchasing.

Robin Hillier

President

RLH Consulting

Amy Stewart

Chief Nursing Officer

American Association of Post-Acute Care Nursing

T510: Proactive Falls Management Focused on Competence, Analysis and Function

A proactive falls program focuses on organizational and patient-focused risk management, functional assessments, and training that promotes staff empowerment. Utilizing a case-study as a guide, this course will highlight screening instruments and comprehensive assessments that move beyond traditional tools/care-planning driving a resident-centered functional approach that when implemented and tracked for effect is found to be significantly effective. We will highlight analysis tools that identify areas of risk, drive effective communication, staff empowerment and competence. Root causes of resident falls are multifactorial; once identified and addressed utilizing this approach, benefits often extend to improved performance on other quality improvement efforts.

Objectives:

- Identify patients at risk for falls through innovative assessments and tools
- List the steps, systems, and training required for a successful, proactive Falls Program
- Identify the roles of each discipline and how the IDT impacts falls within the facility

Julia Bellucci

*Director of Clinical Development
Premier Therapy*

Scott Heichel

*Director of Clinical Reimbursement
LeaderStat*

9:00 AM - 9:30 AM

HT010: Understanding I-SNPs & IE-SNPs

Objectives:

- understand the service benefits of an I-SNP and IE-SNP product for residents of SNFs and Assisted Livings.
- attendees will leave with a basic understanding of the financial structure of these plans.

Denise Leonard

*Partner
Plante Moran, PLLC*

10:15 AM - 12:00 PM

T511: General Session - Achieve Greatness with an Attitude of Excellence

Dr. Willie Jolley answers the age-old question: What are the secrets that sustain successful organizations through difficult times?

In addition, the OHCA Convention would not be complete without a celebration of our 2024 scholarship program and the dedicated post-acute and long term care professionals who are recipients of more than more than \$240,000 in scholarships! Join us for this exciting keynote event and help us celebrate the future of our great profession.

Dr. Willie Jolley

11:45 AM – 1:45 PM

Exhibit Hall

Exhibit Hall Open with lunch provided

12:15 PM - 12:45 PM

HT020: Business Succession Planning

The process for succession planning is vital for any organization, especially in the healthcare sector, where the demand for qualified and experienced leaders is high. Owners face unique challenges and opportunities when it comes to preparing for the future of their businesses and ensuring the continuity of care for their residents. A few experts from Plante Moran discuss several helpful strategies to consider.

Objectives:

- Understand range of ownership transition planning options.💡
- Re-confirm short & long-term goals for your business.
- Assess the current and future planning opportunities.
- Identify the impact that your business ownership has on your personal wealth and fulfillment.

James Hankenhof

Plante Moran

Zachary Auxter

Plante Moran

Matthew McEvily

Plante Moran

1:15 PM - 1:45 PM

HT030: Eating with Your Eyes

In this session you will learn why food presentation matters. From evaluating your menu to color, contrast, texture, height, cuts, shapes and variety to the classical plating method. You will walk away with tips to enhance your resident dining experience.

Objectives:

- Evaluate Your Menu
- Selecting The Right Plate or Service Ware
- Cooking Technique
- Final Assembly & Plating

Jason Voyda

CHR Consulting Services, Inc.

2:00 PM - 3:00 PM

T512: Risky Business: Rising threat of violence in healthcare

Healthcare workers are five times more likely to be the victim of workplace violence. Participations will learn to identify warning signs that a patient or guest may engage in violence and learn strategies to protect their employees from harm. We will discuss proposed legislative regulations and liability prevention strategies to prevent potential civil liability.

Objectives:

- Upon completion, participants will identify risk factors of potential violence.
- Upon completion, participants will identify proactive steps to prevent violence before it happens.
- Upon completion, participants will identify proposed legislative rules aimed at decreasing violence.
- Upon completion, participants will identify liability prevention strategies if violence does occur.

LaTawnda Moore

Attorney

Dinsmore and Shohl, LLP

Elizabeth Collis

Partner

Dinsmore & Shohl, LLP - Columbus, OH

T513: From Exhausted to Empowered: Unleashing the Potential of Your Healthcare Workforce With Proven Strategies to Reduce Burnout.

Retaining competent, reliable staff members is a universal challenge in the world of healthcare. How do you keep your best workers when they often feel like their hair is on fire by the end of their shift? Despite these ongoing challenges, there are numerous ways to mitigate burnout - ultimately leading to more satisfied employees and elevated care outcomes.

Objectives:

- Best practices to support your staff, reduce turnover, and how to implement them into your community
- New ways to implement strategic scheduling to attain consistent staffing levels
- How to leverage a reliable technology partner to alleviate stress on your staff

Peter Corless

Executive Vice President, Business Development

Peter has served as the Associate Business Member (ABM) President for the American Health Care Association (AHCA) and ABM Representative for the National Center For Assisted Living's (NCAL) Board of Directors.

T514: Guide to Working with the Navigating Challenges: A Comprehensive Guide to Working with the Behaviorally Challenging Individuals in Long Term

Learn effective communication techniques to build rapport and trust with behaviorally challenging clients. Explore empathetic approaches that foster a positive caregiver-patient relationship. Discover evidence-based methods to identify triggers and implement preventive measures. Explore strategies for training and communicating with staff members on handling behaviorally challenging individuals. Understand the importance of a collaborative approach in managing and addressing behavioral issues within the team. Sights, Sounds, and Touch: Techniques for Decreasing Negative Behaviors Delve into practical techniques related to sensory experiences, including sights, sounds, and touch, to mitigate behaviors. Implement hands-on methods to create a more comfortable and supportive environment for clients.

Objectives:

- Learn effective communication techniques to build rapport and trust with behaviorally challenging clients.
- Gain insights into the underlying factors contributing to negative behavior responses in patients
- Explore strategies for training and communicating with staff members on handling behaviorally challenging individuals.
- Delve into practical techniques related to sensory experiences, including sights, sounds, and touch, to mitigate negative behaviors.
- Receive practical ideas and examples for seamlessly integrating behavior needs into comprehensive care plans.

Sharon Zimmer

LSW/Certified PMT trainer

T515: A New Approach to Teaching Medication Safety to Long Term Care Providers

Historically, we have been teaching medication administration from a regulatory approach. What we have not been doing as effectively is teaching patient safety or risk management when medications are administered. The intent of this presentation is not to de-emphasize CMS regulations regarding medication pass observation techniques, but to emphasize patient safety as the priority when we administer medications. To do this we have to change our mindset, for ultimately this will create less risk and raise the standard of our practice. Actual medication errors and opportunities to avoid them will be presented.

Objectives:

- Identify the high-risk medications that may cause greater harm to a senior when dispensed or administered incorrectly.
- Recognize medication error pitfalls in nursing facility electronic medication administration record applications.
- Explain the prevalence of medications errors during the transitions of care.

Lorinda Babb

Clinical Manager

Omnicare/CVS

Alex Bessler

General Manager, Omnicare of Cincinnati

2:00 PM - 3:30 PM

T516: Latest SNF Medicaid & Medicare updates

This session will cover the latest Ohio Medicaid & Medicare reimbursement updates. Specifically we will focus on the Ohio Quality points and share the latest data calculations on the most current data available with estimates for the bottom 25th percentile exclusion and benchmarks for each quality measure. Additionally we will share updates and calculations around the NF private room funding. We will include the latest CMS claims data and Medicare cost report benchmarks to compare your organization to the benchmark data. Additionally, we will share VBP, PBJ and 5 Star data comparing Ohio's results to surrounding states and national data.

Objectives:

- Upon completion, participants will understand the rate calculation under the Ohio Medicaid system.
- Upon completion participants will be knowledgeable around the current Ohio quality point calculations and related Ohio benchmarks for 7/1/24 Medicaid rates.
- Upon completion attendees will have actual benchmark data to utilize within their organizations for both the Medicaid and Medicare program to make operational and strategic planning decisions.

Denise Leonard

Partner

Plante Moran, PLLC

Mitch Dreisbach

Manager

T517: Delegate or Suffocate

Individuals are promoted daily to leadership roles because they are very good at the technical portion of their positions. However, all too often, these promoted individuals find themselves in a struggle because they discover that even though they know the technical portion of their job,, they do not know leadership skills nor how to delegate.

Objectives:

- 1. Explain 4 differences that define delegation and empowerment.
- 2. Identify the 7 stages to take to initiate empowerment.
- 3. Describe 4 traits of an empowering leader.
- 4. Identify 6 questions an empowered associate will ask themselves before they act.

Peg Tobin

President

Tobin & Associates

T518: Why Diversity, Equity, and Inclusion Efforts Fail: How Leaders Can Create Winning Workplaces

This session is designed for leaders, change-agents, or individuals interested in improving their emotional intelligence skills, knowledge, and effectiveness as it relates to leading Diversity, Equity, and Inclusion (DEI) efforts across the organization. Due to the seismic shifts in today's workplace, crisis has become constant, and leading change and winning the transformation battle is critical. Leveraging emotional intelligence to inspire DEI efforts is a key differentiator that can make leaders of organizations and teams successful in this regard. Research shows that 80% of all successful human interactions and relationships is tied to an understanding of emotional intelligence. This session will primarily focus on ways that leaders can become more adept at thinking, acting, and communicating in a manner that demonstrates dignity, respect, and inclusion towards others. Learners will also be introduced to the main reasons why DEI efforts fail and the evidence-based strategies that can be employed to create dynamic culture change. This session will provide micro-actions, valuable insights, and tools that can be immediately applied to current or future workplace DEI initiatives.

Rudy Bailey

RGP Consulting LLC

T519: Palmetto GBA Home Health Update

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-E1 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
- Discuss key compliance concerns for home health agencies.

Charles Canaan

*Senior Provider Education Consultant
Palmetto GBA*

T520: The New World of Hospice Surveys in 2024: Updates and Strategies for Success

Hospice leaders need to understand more than ever the importance of key survey readiness priorities to avoid CMS survey enforcement remedies and ensure regulatory compliance. This interactive program focuses on changes to the survey process with hospice survey changes as well as top survey issues and the potential for enforcement remedies that will shape surveys for years to come. Specific strategies hospice managers and leaders can implement to demonstrate hospice-wide compliance will be discussed.

- Describe the current survey environment, including CMS survey process changes and enforcement remedies impacting hospice agencies.
- Identify the top survey issues impacting hospice agencies.
- Discuss strategies for compliance with hospice care planning and coordination of care between SNF/NF and ALF and other settings.
- Describe survey readiness strategies that can be utilized by hospice agencies to implement an ongoing, organization-wide survey compliance.
- Q&As

Lisa Goodlaw

CHAP

T521: DODD Hot Topics

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.

Kim Hauck

Ohio Department of DD

T522: Review of the Newly Released Compliance Program Guidance from the Office of the Inspector General

This interactive session will focus on the Reference Guide for Compliance Program Guidance for Healthcare providers. This is the first complete document released by the Office of the Inspector General with definitions, policies, statute statements and enforcement actions. The Seven Elements required by the regulatory tag are each identified with current resources and specific tips for documentation. A must do session for operational and clinical leadership as they prepare internal documents and policies.

Objectives:

- Review the specific documentation and policy guidance in the new OIG compliance manual.
- Discuss the operational impact of the definitions and structural requirements of the compliance program guidance.
- Describe key requirements for various operational departments and time lines to implement the compliance activities.

Leah Klusch

Executive Director

The Alliance Training Center

T523: Significant Change of Status: QMs, Staffing and 5-star Without Section G

With section G's removal from MDS 3.0 v1.18.11, the residual implications are far reaching. In Sept. ,23 CMS released QSO-23-21-NH describing these significant changes. Along with this memo, CMS released updated versions of the 5-Star User's guide and the Quality Measures User's Manual detailing the specific technical specifications to the quality measures and staffing star calculations. This presentation will break these revisions apart so you will walk away with a better understanding of what to expect as these changes take effect.

Objectives:

- Understand the removal of the 672 survey from
- Detail the updates to Quality Measure specifications.
- Recognize the staffing calculation revisions.

- Comprehend the effect on 5-star ratings.

Joel VanEaton

EVP of PAC Regulatory Affairs and Education

Broad River Rehab

2:15 PM - 2:45 PM

HT040: Documentation and Writing a Successful IDR

In this session you will learn how to write an effective IDR by reviewing the can's and can not's; components of the letter and success stories and more.

Objectives:

- Review of IDR process and types
- Formatting of an IDR
- Gathering of information
- Scenarios and success stories

Dianne Gattorno

CHR Consulting Services, Inc.

3:15 PM – 3:45 PM

HT050: Impact of Tardive Dyskinesia (TD) in a Long-Term Care (LTC) Facility

This session will review TD and its presentation, highlight the impact of TD on residents and staff in LTC facilities, and present recommendations on assessing the impact of TD.

Jennifer Gibbs, LNHA, CEAL, CDP

TEVA

3:15 PM - 4:15 PM

T524: Co-Occurring Substance Use Disorders and Mental Illness

This presentation will provide caregivers with a greater understanding and awareness of the growing population of co-occurring substance use and mental health disorders and the attached stigma in the post-acute and long-term care settings. Background information of both as well as the treatment guideline information needed to provide up-to-date care will be covered. Additionally, specific medication administration guidelines and medications to avoid in this population will be addressed.

Objectives:

- Upon completion, participants will be able to define co-occurring substance use disorder and mental illness.
- Upon completion, participants will be able to identify medications used for co-occurring substance use disorder and mental illness.
- Upon completion, participants will be able to describe specific medication administration guidelines.

Angela Edmonds

Consultant Pharmacist

Pharmerica

T525: Innovative Workforce Recruitment Strategies in Long-Term care

In light of the current staffing challenges, this session will review current statistics of the long-term care staffing crisis, evidenced by survey results from AHCA and US Department of Labor reports. Attendees will hear from a panel including: Chief Medical Officer, Director of Talent and Acquisition and Director of Student Success Program from a top skilled nursing company. Topics will include: effects of the COVID pandemic on the PALTC workforce, an innovative student success program including strategies and approaches for recruitment and retention, innovative plans to attract new workforce interest in the PALTC setting and pathways for career advancement.

Objectives:

- Summarize current workforce industry requirements
- Summarize current statistics of workforce shortages in PALTC
- Identify the effects of the COVID pandemic on workforce in PALTC
- Recognize innovative opportunities for recruitment into PALTC
- Develop and implement plans for future workforce growth

Sarah Whitesel

Director of Student Success Program

Saber Healthcare Group

Nancy Pehanic

Director of Talent and Acquisition

T526: Fall Prevention & Maintaining Mobility; Valuable Beyond Measure(s)

A deep dive into fall prevention and maintaining mobility; influencing quality of life and quality measures. An interdisciplinary team approach is key to success. Reframing our thoughts from reaction

to prevention will create an engaged team, focused on mobility and safety. Documentation support will follow, allowing for accurate MDS coding, reimbursement and quality measures.

Objectives:

- Upon completion, participant will be able to locate and understand Quality Measures descriptions and definitions for Fall Prevention and Moving Independently Worsened.
- Upon completion, participant will be able to identify the Interdisciplinary team members most suited to establish Fall Prevention and Mobility teams.
- Upon completion, participant will be able to identify successful strategies to reduce the risk for falls and maintain mobility.
- Upon completion, participant will be able to utilize an assessment tool in order to manage their unique processes related to fall prevention and mobility.

Tonya Moore

*Vice President at Absolute Rehabilitation and Consulting Services, Inc.
Absolute Rehabilitation*

Christine Blasiole

*Director of Documentation Compliance, Regional Director, Subject Matter Expert, Home Health Consult.
Absolute Rehabilitation*

Mark Raseta

Regional Director of Rehabilitation

3:45 PM - 4:45 PM

T527: Navigating MDS Changes and Common Coding Errors

With the combination of recent regulatory changes to the MDS 3.0, a high number of turnover in MDS departments across Ohio, changes to CMS quality initiatives, and the pending increase in PDPM audits with the recent announcement of the Five-Claim Pre-Pay review, this course will cover need-to-know information about common MDS coding errors that catch even the most experienced MDS nurse off guard. Participants will leave this course with best-practice strategies to ensure their MDS assessments at their facility are meeting regulatory requirements and are reproducible in the likely event of an audit.

Objectives:

- Upon completion participant will be able to describe the importance of documentation compliance and the MDS needing to be reproducible.
- Upon completion, participant will be able to list three common MDS documentation pitfalls that are not supported in audits.

- Upon completion, participant will be able to identify one strategy to assist with accurate MDS completion.

Tammy Cassidy

Senior Practice Director

Engage Consulting

Jennifer Napier

Director of Clinical Consulting

Engage Consulting Partners

T528: Collaborating for Emergency Preparedness and Recovery

In the midst of managing the impact of the COVID-19 pandemic, health care facilities also have been dealing with natural and man-made disasters — including wildfires, hurricanes, and cyber-attacks. Collaborating for EP Preparedness and recovery is critical with the state and federal government seem to be working overtime changing the expectations. The CMS recently released updated guidelines for emergency preparedness survey and certification focusing on best practices. This session centered on three priority areas that facility leaders must address to prepare, respond and recover from emergencies: strengthening cross-sector partnerships, building workforce capacity and resilience, and fostering a culture of preparedness.

Objectives:

- Review the CMS Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers
- Review CMS Appendix Z emergency preparedness guidance to surveyors
- Discuss disaster mitigation actions that can either prevent the occurrence of a disaster or reduce the severity of its effects.
- Review completing a hazard vulnerability analysis tool and how to develop a facility policy based on facility priorities.

Kenneth Daily

President

Elder Care Systems Group

Michael Coyne

VP Facilities

Saber Healthcare Group

Geoff Ganz

President

T529: Managing Unconscious and Implicit Bias in Today's Workplace

Unconscious or implicit bias training is one of the best steps that organizations can take to help employees at every level to recognize, and understand, and manage hidden biases. If left unchecked, these behaviors can lead to poor decision making and undermine DEI initiatives and goals. Some common examples of unconscious bias may include believing that male employees are better at physical work or making assumptions that individuals or certain groups have a particular skill because of their race. This session will discuss the science of implicit bias and why it is important for leaders to recognize and address the behaviors, actions, and communications that represent signs of microaggression, stereotypes, and other forms of bias present in today's workplace. The concept of how conscious and unconscious factors makes organizations more susceptible to further negative impacts will also be explored. This session will provide learners with insights as to why "self-awareness" is a short-term response and an inadequate solution to create sustainable change. This dynamic session aims to provide learners with walk-away strategies that can result in increased employee engagement, inclusion, and workplace productivity.

Objectives:

- Explore and understand how our individual biases may play out and impact the quality of interactions in the workplace and in other settings.
- Define and explore the different types of microaggressions and stereotypes and how they should be addressed and managed to promote deeper levels of understanding and empathy.
- Engage in personal reflection and learn scientifically-backed strategies to help reduce the impact of unconscious and implicit bias in today's workplace.

Rudy Bailey

RGP Consulting LLC

3:45 PM - 5:15 PM

T530: Assisted Living: Cocktails & Conversations

Join OHCA's Mandy Smith and the OHCA Assisted Living Board 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

Mandy Smith

Regulatory Director

Ohio Health Care Association

T531: Home Care & Hospice: Cocktails & Conversations

Join OHCA's Josh Anderson & Heidi McCoy for a guided networking session which will allow providers to network with their peers while sharing thoughts and concerns regarding various initiatives in their 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

Josh Anderson

Reimbursement Director

Ohio Health Care Association

Heidi McCoy

Clinical Director

Ohio Health Care Association

T532: 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

Debbie Jenkins

Policy Director

Ohio Health Care Association

T533: The LTC Survey and Enforcement Update

As the industry settles into the “new normal” after the end of the pandemic, annual and complaint surveys are in full force. The speakers will provide an update on nursing home survey and enforcement, including, new state licensure rules and CMS initiatives, as well as survey and enforcement trends that have occurred over the last year.

Objectives:

- Participants will be able to identify new state licensure requirements and enforcement.
- Participants will be able to identify other CMS and how those will affect nursing home operations.
- Participants will be able to identify the status of other survey and enforcement trends and initiatives.

Michele Conroy

Attorney - Partner

Rolf Goffman Martin Lang LLP

Christopher Tost

Partner

Rolf Goffman Martin Lang LLP

Wednesday, May 15

7:30 AM - 8:30 AM

W600: LTC Leadership...What Would Ted Lasso Do

Leadership is critical in the health care profession. True leaders seek to hear others without interrupting or judging what they have to say, , in an effort to understand and respect where they're coming from. Ted Lasso is a model example of transformational leadership, utilizing feelings and appeals to the hearts of the players of the team that he is coaching to help them achieve their goals, and more. Join Ed Beatrice, LNHA and Kenn Daily, LNHA as they walk through what it means to be a leader and how many examples of greatness can be found in Ted Lasso.

Objectives:

- Review the key factors in successful leadership.
- Discuss the various leadership styles
- Discuss how Ted Lasso is truly an inspirational leader

Kenneth Daily

President

Elder Care Systems Group

Edward Beatrice

Executive Director

Majestic Care

W601: Home Care & Hospice Benchmarking Data

OHCA team members Heidi McCoy and Josh Anderson will be sharing benchmarking data on a number of key indicators for hospice and home care providers. Topics will include items related to financial, workforce, clinical, and other items. Join us to learn where you stand with your peers in the industry.

Objectives:

- Learn benchmark data for key hospice and home health indicators.
- Be better able to identify areas of strength and weakness within your organization.

Heidi McCoy

Clinical Director

Ohio Health Care Association

Josh Anderson

Reimbursement Director

Ohio Health Care Association

W602: ICF Reimbursement Update & Benchmarking Trends

This session is focused on all things ICF Reimbursement! We will walk through the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs. We will provide examples and explain the rate calculation methodology. Each rate component will be covered including ceilings, case-mix trends, inflation factors and efficiency opportunities. Based on legislation surrounding House Bill 33, we will discuss the rate calculations and implications for FY25 rates. Additionally, we will walk through examples of the capital fair rental value calculations and provide scenarios to demonstrate opportunities for providers.

Objectives:

- Upon completion, participant will be able to understand the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs.
- Upon completion, participant will be able to understand the ICF rate calculation methodology including the impact of ceilings, case-mix, inflation factors and efficiency opportunities.
- Upon completion, participant will be able to understand the implications for FY25 ICF rates due to House Bill 33 legislation.
- Upon completion, participant will be able to understand strategies and opportunities to consider as it relates to ICF reimbursement and providers rate setting process.

Denise Leonard

Partner

Plante Moran, PLLC

TJ Ely

Senior Manager

Plante Moran, PLLC

8:00 AM - 8:30 AM

HW000: Community Outreach Strategies

In this session we will discuss effective outreach strategies and how to implement.

Objectives: The below five (5) systematic efforts will be reviewed:

1. Create
2. Implement
3. Empower
4. Recognize
5. Communicate

Tricia Whaley

CHR Consulting Services, Inc.

8:45 AM - 9:45 AM

W603: Alzheimer's Disease/Dementia Training for the Front Line

This session is focused on education about Alzheimer's Disease & Dementia, followed by in depth training on: bathing, dressing, mealtimes, toileting, ambulation and ways to communicate with those suffering from this disease. We are charged with the daunting task of training the front-line staff to be the best caregivers they can be. This session is focused on the best ways to care for those with memory impairments, in a way that is respectful, pleasant, and fulfilling to both the patient and the caregivers. This session is designed to help the management team teach and train the front-line staff.

Objectives:

- confidently teach, train, educate and execute activities of daily living to those with memory impairments with ease.
- have a better understanding of the best approaches to activities of daily living.
- understand the amount of patience, professionalism, and compassion that is required to provide care and support to those with Alzheimer's Disease and Dementia.
- have some resources to training clips and videos to help train staff on approaches to residents with Alzheimer's Disease and Dementia

Amanada Luhring

Regional Director & Marketing Director

Elmwood Communities

W604: Shifting Paradigms: Revolutionizing Mental Health Care for Serious Mental Illness in Long-Term Settings

This presentation will guide attendees through an insightful analysis of mental health care in long-term settings. The speakers will delve into historical shifts within long-term care, evaluating their impact on individuals with serious mental illness. Attendees will gain an understanding of the effectiveness of mental health care in these settings, uncovering both challenges and successes in delivering comprehensive care. Engaging discussions will focus on actionable strategies for a holistic care model, improving outcomes through integrated approaches. The presentation will explore ways attendees can advocate for policy change, emphasizing the influential role in shaping policies for an enhanced quality of life.

Objectives:

- Understand the impact of historical shifts in Mental Healthcare for patients with Serious Mental Illness
- Analyze the quality of mental health care for Serious Mental Illness in LTC
- Develop Comprehensive approaches to improve patient outcomes
- Advocate for improved policies and practices

Tana Whitt

*Senior Vice President of Operations
Mindcare/Psych360*

Anthony Nedelman

*Director of Psychology Services
Psych360*

Charissa Duffy

*Director of Clinical Affairs
Psych360*

W605: Employer Strategies to Address Recreational Marijuana Impairment and Workplace Safety

Ohio recently legalized the adult use of recreational marijuana. What does this mean for Ohio employers? This session will identify potential issues, discuss options, and provide strategies for employers when an employee tests positive for marijuana including drug-free workplace policies, current testing methods and limitations, medical marijuana, defending against workplace injuries, safety-sensitive positions and functions, enforcing employee discipline, and avoiding retaliation lawsuits.

Objectives:

- develop a comprehensive plan to address changes from Ohio's newly legalized adult use of recreational marijuana.
- understand current marijuana testing methods and their limitations.
- effectively address employee marijuana impairment in the workplace.
- implement strategies to defend against workers' compensation claims and maintain workplace safety.
- update employee handbooks and policies addressing employee marijuana use and impairment.

William Creedon

Attorney

Bricker Graydon LLP

W606: Tackling Rising Acuity in Residential Care Facilities

This session educates the attendees on the rising acuity in residential care facilities. The increased entry age of the residents, the increase in the need for Medicaid assisted housing and services, and the challenges of aging in place and when to move the resident to a higher level of care will be discussed.

Objectives:

Deborah Denham

Vice President of Quality and Risk Management

Gardant

W607: Home Health Value Based Purchasing – The IPR Reports Detail Review

HHVBP began January 1, 2023. This session will detail the process of the Value-Based Purchasing Model. The Interim Performance Reports began being issued July 2023 and this session will detail review these reports. The session will also review the calculation methodology of VBP Expansion and what agencies should be doing to be successful in 2024 and beyond. The HHVBP changes for 2025 will be detailed in this session.

Objectives:

- Detail the timeline for release of the IPR and coming Annual Reports for 2023
- Outline the content of the IPR reports
- Review the calculation of Total Performance Score and Linear Exchange Function application
- Detail best practices for reviewing and implementing changes to improve scores

Melinda Gaboury

Chief Executive Officer

Healthcare Provider Solutions, Inc.

W608: Workplace Safety and the Patient's Home: An area homecare often overlooks

Home health, hospice and private duty agencies often fail to consider the patient's home when considering workplace safety. Agencies may do this for a number of reasons, but there are many potential employee safety hazards in the patient's home. These risks include pets, firearms, others in the home and even the patient. Agencies must assess these risks and must be prepared to address them. This session will look at a number of the risk areas in the home. It will then review strategies to mitigate these risks and better protect your staff.

Objectives:

- Understand the employer's legal obligations to maintain a safe working environment and how that applies to the patient's home.
- define the common sources of risk/harm for employees in the home environment.
- describe strategies that will mitigate the identified harms.

Robert Markette

Of Counsel

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

W609: Marketing to SNF's from a Hospice Prospective

As skilled nursing facilities are still recovering from COVID, decreasing census, dealing with staffing issues and new quality measures, hospices have had to adapt selling techniques to continue to earn business. We will discuss current skilled nursing environment and tips and techniques to maintain or grow hospice business. We will discuss tools for the sales staff to use as well as some innovative sales techniques.

Objectives:

- Discuss current skilled nursing environment effects on Hospice
- Operational concerns and alignment with sales
- Ideas for census generation

Mica Rees

Ohio Living

W610: Exploring a New Resource for Dementia in Adults with I/DD

During this educational opportunity, participants will gain insights into the importance of brain healthy habits and earlier detection of dementia. They will learn about the Gerontological Society of America (GSA) KAER framework and its benefits and examine the tools and resources available in the GSA KAER

Toolkit for Primary Care Teams. Finally, they will explore resources in a new companion to the Toolkit aimed at supporting primary care providers and others to engage in appropriate brain health conversations with adults with intellectual and developmental disabilities (I/DD) and their family members, determine whether the adults have a cognitive impairment potentially linked to mild cognitive impairment or dementia, and refer them and their families to community supports aimed at enhancing their function and quality of life.

Jennifer Pettis

Director of Strategic Alliances

Gerontological Society of America

W611: Annual Meeting

This session will feature **Mark Parkinson**, AHCA/NCAL CEO, **Director Ursel McElroy**, Ohio Department of Aging as well as **Pete Van Runkle**, OHCA executive director. Elections for Board members and other association business will also be held during this 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

W612: How to Utilize the Five Star Rating for Operational Success

We will review the current 5-star rating system and the various inputs into the calculation. Participants will gain an understanding of how operational changes can impact overall star ratings and what financial decisions can be made for improvement. They will also learn what financial decisions can be made for overall operational improvement without having a significant impact on the star rating.

Objectives:

- Review the current calculation of the Five Star rating system and the various inputs into the calculation.
- Gain an understanding of how operational changes, such as scheduling, can impact the overall star rating and impact the financial outcomes at a facility.
- Learn what financial decisions can be made for overall operational improvement without significant impact on the star rating.

Lisa Hilling

Principal
Clifton, Larson, Allen, LLP

Jillian Martin
Senior Healthcare Consultant
Clifton, Larson, Allen, LLP

9:15 AM - 9:45 AM

HW010: Drive Facility-wide Quality of Care Improvements through Post-Acute Analytics

In this session you will understand the benefits of post-acute data transparency to achieve measurable goals and improve patient care through data transparency. .

Objectives:

- Identification of key metrics to:
 1. Monitor clinical improvement
 2. Reduce costs
- Learn strategies to reduce readmissions
- Learn strategies to increase hospital referrals

Tricia Whaley
CHR Consulting Services, Inc.

Lisa Boris
Real Time Medical

10:15 AM - 11:15 AM

W613: Complying with Federal Wage Laws in the Care Industry

Over 143 million American workers are protected by the Fair Labor Standards Act (FLSA), the federal law that establishes minimum wage, overtime, recordkeeping, and youth employment standards. Under the FLSA, covered nonexempt workers are entitled to minimum wage for all hours worked and overtime pay after 40 hours of work per week. To help employers comply with the FLSA, this presentation will provide an overview of the law with a focus on common violations found in the care industry. Using real world examples, we will explore a variety of topics, including employment relationships, hours worked, overtime pay, and recordkeeping requirements.

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

*Community Outreach and Resource Planning Specialist
U.S. DOL Wage and Hour Division*

Matthew Utley

*District Director
US DOL Wage and Hour Division*

W614: From Crew to Captain: How To Build a Leader

Having one leader in the facility is no longer enough to achieve optimal outcomes. Our industry demands multiple levels of engaged and dynamic leaders. During the session, you will learn the difference between a manager and a leader, the importance of accountability and responsibility, effective communication strategies, and how to help your team find its passion.

Objectives:

- Attendees will be able to effectively identify leaders within their Interdisciplinary Team.
- Attendees will be able to identify strategies to develop a team of effective, accountable, and responsible leaders.
- Attendees will understand the importance of communicating with clarity as they develop a united purpose within the team, improve collaboration, and achieve optimal outcomes.

Stacy Grondel

*Director of Clinical Reimbursement
Quality Rehab Management (QRM)*

Megan Ussery

*Director of Clinical Reimbursement
Quality Rehab Management (QRM)*

W615: Behaviors, Falls and Dementia: Connecting the Dots

As research on Dementia and Dementia care expands, families and prospective patients have increased access to information, and are becoming more educated when selecting living environments. To remain competitive in today's market, healthcare providers must provide clinically appropriate and high quality care for patients and families that are dealing with a dementia diagnosis. In this session we will discuss

characteristics of dementia, provide tools for identification of “behavior” triggers, and deep dive into causes of falls to provide you with practical strategies to improve safety and quality of life for the Residents in your facility.

Objectives:

- Understand clinical changes with Residents with diagnosis of dementia
- Identify needs of Residents with dementia related to behaviors and falls
- Identify and implement practical changes for minimal cost

Ashley Rediger

Clinical Director

Powerback Rehabilitation

Dawn Bookshar

Clinical Director

Powerback Rehabilitation

Marcia Zeiger

Clinical Director

Powerback Rehabilitation

W616: Navigating Marijuana in Assisted Living

Elevate your understanding of recreational and medical marijuana state law, and how it relates to your assisted living community. Gain actionable insights to ensure compliance, manage legal risks, and tailor your assisted living operations to the ever-evolving regulatory landscape. Leverage best practices and learn what policies and procedures may need to be adopted.

Objectives:

- discern and interpret the intricacies of state laws governing marijuana use in assisted living, ensuring a comprehensive understanding of compliance requirements.
- develop policies and procedures that address resident rights, staff training, safety protocols, and communication strategies related to allowing or prohibiting marijuana.
- comprehend potential legal implications associated with marijuana use in assisted living facilities.

Kally Ratzloff

Partner

ROLF

W617: Growing (And Addressing Barriers to Growth for) Your Private Duty Agency

Attendees will leader a framework for diagnosing how to grow or address barriers to growth for their private duty home care practice. Market research data and case studies will be used to equip attendees. Session presenters will use interactive elements to drive engagement and ensure attendees receive actionable insights for their agency.

Objectives:

- Diagnose barriers to growth for their agency.
- Develop a customized growth plan for their firm.
- Articulate the growth framework to colleagues and leaders.

Stephanie Johnston

CEO

Transcend Strategy Group

W618: The Challenge: Compliant Home Health Charting

“Services provided did not require the unique skills of a nurse or licensed therapist for safe and effective delivery. Specifically, the documentation supports the services were repetitive, palliative, or simply reinforcing previously learned skills. There is no change in the plan of care or specific skills being provided that cannot be transferred to a caregiver.”

Addressing this Medical Review finding, every clinician visit must be part of a focused collaborative plan of care seeking to achieve optimal patient outcomes using the least home health service. Implementing meaningful skilled visits improves HHVBP outcomes: good for the beneficiary and agency financial situation.

Objectives:

- Identify the five most common issued denials from MAC, UPIC, SMRC, and RAC reviewers.
- Implement staff training needs for improved documentation using applicable CMS and MAC coverage rules and regulations.
- State 10 care and case management strategies and tasks to minimize patient hospitalization and negative HHVBP outcomes.

Joe Osentoski

Senior Consultant

Gateway Home Health Coding & Consulting

W619: NAHC Policy Update

Join Katie Wehri from the National Association for Home Care & Hospice (NAHC) for a regulatory and policy roundup for both home care and hospice. The hospice world is undergoing dramatic changes as legislators, regulators, and policymakers seek to ensure appropriate oversight and transparency for one of the fastest-growing segments of the Medicare program. Home care agencies are dealing with fallout from the CY 2024 Home Health Final Payment Rule and much more. This session provides an overview of the current regulatory environment impacting home health and hospice agencies.

Objectives:

- Review current regulatory environment impacting home health agencies.
- Review current regulatory environment impacting hospice agencies.
- Discuss key 2024 NAHC initiatives.

Katie Wehri

*Director, Home Care & Hospice Regulatory Affairs
National Association for Home Care & Hospice*

W620: Utilizing Data to Survive the Workforce Crisis

Many organizations use turnover to measure their hiring success. However, turnover by itself is not always the best measurement of success, especially in a workforce crisis. During this session, Jason Abodeely, President & CEO of Sunshine, will share other employment related measures, including survival, organizational leadership can track and utilize for workforce related decision making.

Objectives:

- Participants will understand the purpose of a survival metric.
- Participants will understand how to calculate a survival metric.
- Participants will learn how to utilize survival metrics when making workforce related decisions including targeted hiring practices.

Jason Abodeely

*President & CEO
Sunshine*

W621: ABUSE and Neglect Self Reported Incident's and Investigations

Attendees will have the knowledge to understand, develop and train staff on the facility's abuse, neglect, and misappropriation policy and procedure. Attendees will be able to determine what constitutes abuse, neglect, or misappropriation, what process to implement if abuse, neglect, or misappropriation occurs and how to mitigate risks. Attendees will be able to identify and implement a process for decreasing the risk of abuse, neglect, or misappropriation within the facility. Will be able to provide a thorough investigation into any allegation or suspected abuse, neglect, or misappropriation. Will be able to determine if abuse, neglect, or misappropriation occurred.

Objectives:

- Will have the knowledge to understand, develop and train staff on
- the facilities abuse, neglect, exploitation and misappropriation policy
- and procedure.
- Will be able to determine what constitutes abuse, neglect,
- exploitation, or misappropriation, what process to implement if abuse,
- neglect, exploitation or misappropriation occurs and how to mitigate
- risks.
- Will be able understand the purpose of a root cause
- analysis; determine the root cause of the
- deficient practice, will be able to complete a root cause analysis.
- Will be about to identify and implement a process for decreasing
- the risk of abuse; provide a thorough investigation into any
- allegation or suspected abuse; determine if abuse occurred.

Carri Rejonis

LNHA, Long term Care Consultant, educator

Focused Foundations LLC

W622: The Road Forward to PDPM and Case-Mix Success

MDS 3.0 v1.18.11 became effective on October 1, 2023. With it came a whirlwind of challenges related to differing state Medicaid systems and new quality measures. The MDS is the center of state surveys, reimbursement for Medicare Part A and many state Medicaid systems, SPADES data elements, and quality measures across Five-Star, the Quality Reporting Program (QRP), and Value-Based Purchasing (VBP); it's all connected. This session will outline the different programs and provide best practices to ensure a successful trip down the yellow brick road to PDPM and Case-mix success!

Objectives:

- Identify and review the higher acuity PDPM items, and describe how the MDS is connected to reimbursement and quality programs.
- Understand Ohio Medicaid case-mix methodology and define best practices for optimal reimbursement and compliance.
- Discuss best practices for MDS accuracy to ensure compliance and appropriate reimbursement.

Alicia Cantinieri

SVP of Clinical Policy and Education

Zimmer Healthcare Services Group, LLC

10:30 AM – 11:00 AM

HW020: Considerations for Tardive Dyskinesia (TD) Screening and Assessment in the Long-term Care Setting

Provide an overview of TD, understand the role of the AIMS examination in screening for and assessing the severity of TD, and review of the IMPACT-TD scale, a tool for determining how TD can impact patients' lives.

Jennifer Gibbs, LNHA, CEAL, CDP
TEVA

11:00 AM - 1:30 PM

Exhibit Hall Open with Lunch

11:30 AM - 12:00 PM

HW030: Latest Tax updates for profit and non-profit organizations

This session will include the latest federal and state tax updates for both for-profit and non-profit providers. Additionally, we will touch on potential legislation and related tax implications to healthcare organizations.

Objectives:

- Updates on recent tax legislation and related impact to organizations
- Identification of tax opportunities for senior care organizations
- Discussion around areas of tax exposure for health care organizations

Jeremy Herman
Plante Moran

Adam Garn
Principal
Plante Moran

12:30 PM - 1:00 PM

HW040: Differentiating Tardive Dyskinesia (TD) from Drug-Induced Parkinsonism (DIP)

This session will review TD and its presentation, educate on how to distinguish the clinical presentation of TD from DIP, and review treatment considerations for TD and DIP.

Jennifer Gibbs, LNHA, CEAL, CDP
TEVA

1:30 PM - 3:00 PM

W623: Slip, Trip, and Fall Prevention for Healthcare Workers and Violence in the Workplace

Slip, Trip, and Fall Prevention for Healthcare Workers

Participants will be able to:

- o Describe how the risk is associated with slips, trips, and falls
- o Identify the locations of slips, trips, and fall hazards
- o How to decrease or eliminate the risk

Violence in the Workplace (VIWP)

Participants will be able to:

- o Identify types and causes of VIWP
- o Describe strategies for preventing VIWP
- o List options for reacting to VIWP

Objectives:

- Slip, Trip, and Fall Prevention
 - o Describe how the risk is associated with slips, trips, and falls
- Violence in the Workplace
 - o Identify types and causes of VIWP
- Slip, Trip, and Fall Prevention for Healthcare Workers
 - o Identify the locations of slips, trips, and fall hazards
- Violence in the Workplace (VIWP)
 - o Describe strategies for preventing VIWP
- Slip, Trip, and Fall Prevention for Healthcare Workers
 - o How to decrease or eliminate the risk
- Violence in the Workplace (VIWP)
 - o List options for reacting to VIWP

Lisa Houston
Industrial Safety Consultant Specialist
BWC-DSH

W624: Addressing Loneliness in Long-Term Care: A Social Revolution

The World Health Organization has identified loneliness as an urgent public health concern. Over half of residents in senior living report feeling lonely. We propose overturning traditional activities that focus on entertainment and distraction with a new approach centering on resident contributions - a social revolution. The presenter will describe an innovative peer support and mentoring model implemented by over 1800 organizations across Canada and the US. The session format will include an interactive discussion and a demo. Attendees will leave with a takeaway strategy and handout on how to reduce the critical levels of loneliness and social isolation.

Objectives:

- Upon completion, participant will be able to define the theoretical foundations of peer support and peer mentoring as an approach to reducing loneliness.
- Upon completion, participant will be able describe research results of this approach and evaluate a live demonstration.
- Upon completion, participant will be able implement peer support and mentoring as an approach to addressing loneliness within their organizations.

Kristine Theurer

Founder, President

Java Group Programs

W625: Dementia Care Best Practices: Real World Impact through Coaching in Long-Term Care Communities

Quality, person-centered dementia care is difficult and finding ways to adopt and implement best-practices is time consuming. Our Dementia Care Practice Recommendations provide best-practices across 10 topic areas for long-term and community-based settings. A new coaching model to help settings adopt these best-practices in a way specific to the culture of the organization has shown great promise in WA and Montana and is now fully launched in Ohio. This model has shown a statistically significant impact on staff satisfaction and as a result, leads to an increase in quality of care for residents.

Objectives:

- Upon completion, participants will be able to describe at least three Alzheimer's Association Dementia Care Practice Recommendations
- Upon completion, participants will be able to describe the coaching model used to adopt and implement the Dementia Care Practice Recommendations in long-term care.
- Upon completion, participants will be able to identify one best-practice they'd like to implement in their community.

Lorna Prophater

Director Psychosocial Research & Fund Management

Alzheimer's Association

Emily Waddington

Care Community Coach

Alzheimer's Association

W626: Value Based Care: An Assisted Living Imperative

Session Description: Value based care is a hot topic, but what does that have to do with assisted living? Value based care presents an opportunity for assisted living providers both from an improvement in the quality of care and new strategic partnerships. Attend this session to understand the opportunity and the value proposition. What are the implications today and, in the future, and how does assisted living prepare for it. Understand some key first steps you can take to position yourself for the next frontier.

Objectives:

- Understand the value-based care equation and population health
- Describe the driving forces spurring the value based care and population health initiatives
- Articulate the impact on assisted living and actions steps that providers can employ

Nisha Hammel

American Health Care Association

1:30 PM - 3:00 PM

W627: NAHC Medicaid Update

Home Care providers are facing growing pressures and challenges within the Medicaid space. The National Association of Home Care & Hospice's Damon Terzaghi will provide attendees with the latest information on the national perspective of Medicaid issues that home care providers are confronting. Topics will include but not be limited to funding, staffing, Medicaid Access rule, and EVV.

Objectives:

- Learn the latest on Medicaid issues affecting home care providers nationally
- Discuss the Medicaid Access rule and its implications
- Hear about how other states are dealing with issues like staffing/workforce and EVV
- Be able to interact with a national expert

Damon Terzaghi

Director of Medicaid Advocacy

National Association of Home Care & Hospice

W628: Palmetto GBA Hospice Update

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

*Senior Provider Education Consultant
Palmetto GBA*

W629: Ensure YOUR Knowledge and Compliance with Medication Administration

As an agency, there are responsibilities to ensure safe medication administration is happening. Oversight and what to do when a medication error occurs is as important as monitoring. The assurance of medication administration is a must as well as monitoring for skill check, reviewing documentation, managing any error and the reporting of. There is a need to understanding the basics of medication administration (3 MAR checks, documentation, etc.) as well as electronic documentation, plan of improvement when repeated errors occur and the use of RCA (root cause analysis) in med error situations. This is a "must" for managers.

Objectives:

- provide quality oversight of medication administration.
- ensure steps for reporting medication errors are followed.
- utilize RCA in determining the source of medication errors and develop quality plans of improvement to ensure safe medication administration is implemented and maintained.

Deb Maloy

*Director of Education and Development
Tarrytown Expocare Pharmacy*

W630: Is Medicare 5 Star Working?

Love it or hate it Medicare 5 star is one of the most watched metrics in senior living. Medicare 5 Star program began more than a decade ago and comprises of three core elements – Survey, Staffing and Quality Measures, allowing consumers to make more informed choices. But is it working? Now 5 Star has become a platform for payers, policy makers and others to short-circuit their own quality analysis and make decisions on a very limited, compromised set of data elements. Join our three all-stars for a lively and entertaining discussion on one of today's most important issues.

Objectives:

- Discuss the new quality measures and how they affect your 5 star score
- Review the thresholds required to attain Five Star rating
- Discuss all of the staffing metrics and how to succeed
- Discuss implications for managed care, insurance and other contracts linking participation to Five Star ratings.

Kenneth Daily

President

Elder Care Systems Group

Robin Hillier

President

RLH Consulting

Shane Craycraft

Health Care Management Group

W631: A Data Driven Approach to Clinical, Quality and Financial Outcomes

Medicare and Medicaid payors are adding value-based payment methodologies and incentives. Now is the time for PAC leaders to bolster interdepartmental collaboration as a means drive care delivery to impact quality measures, boost census and increase reimbursement. Participants will leave with benchmarking data and actionable strategies to triangulate clinical practice, MDS strategy, therapy delivery and financial performance. VBP, PBJ and 5 Star data comparing Ohio's results to state and national data will be provided. Additionally, calculations on the latest Ohio Quality Points data including preliminary estimates on the bottom 25th percentile c for each quality measure will be shared.

Objectives:

- Participants will understand the specific value-based purchasing programs
- Participants will be able to utilize provided benchmarking data to assess self-performance and establish goals for continuous improvement.
- Participants will enhance their understanding of the interdisciplinary team's role in clinical delivery, coding/documentation practices, and care coordination to meet quality standards.

Kimberly Saylor

Vice President

Concept Rehab/Engage Consulting

Tammy Cassidy

Senior Practice Director

Engage Consulting

Denise Leonard

Partner

Plante Moran

1:45 PM – 2:15 PM

HW050: To Be Determined

2:45 PM – 3:15 PM

HW060: Management of Tardive Dyskinesia (TD)

This session will review TD and its associated risk factors, share the impact of TD on residents, and discuss treatment considerations for TD.

Jennifer Gibbs, LNHA, CEAL, CDP

TEVA

3:30 PM - 4:30 PM

W632: Improving Health Outcomes for Residents with Dementia through Play

Little is known about the experience of people with dementia while playing games. It is also challenging to find technologies that are adapted for people living with dementia. Discover which play experiences are suitable for the different stages of Alzheimer's disease(AD) as identified by a literature overview and what have been the measure health outcomes of serious games!

Valerie Larochelle

Co-Founder and CEO

Eugeria

W633: Employment Law Update - NLRB's Joint Employment Standard Redefined (Again)

During this session, we will discuss the NLRB's Final Joint Employment Rule, how it changes the standard for determining if two entities are the joint employer of a worker, and how the rule impacts a range of business relationships and organizations who provide housing, services, and care to older adults. From direct and indirect control to terms and conditions of employment, we will walk through the essential elements and facts that can both prove and disprove a joint employer relationship. We will discuss steps facilities and care providers can take to mitigate the risks of being considered a joint employer.

Objectives:

- Understand the current status of the NLRB's Joint Employment Rule, including any legal challenges or effective date
- Understand the elements of the new standard and the facts that would tend to show a joint employment relationship
- Take with them action items to mitigate the risk of being considered a joint employer with other organizations, staffing agencies, or vendors.

Joshua Vaughn

Shareholder

Littler Mendelson P.C.

Asher Brody

Owner

Cornerstone Living Memory Care Community

Shannon Patton

Shareholder

Littler Mendelson P.C.

W634: RCF Rules Update

The RCF licensure rules are currently undergoing the five year rule review. These rules will be close to being finalized at the time of this presentation. Mandy Smith, OHCA's Regulatory Director will provide and in-depth dive into the changes as well as how to operational these changes in your community.

Objectives:

- Identify the changes in the OAC 3701-16 RCF Licensure Rules
- Understand how to operationalize these changes
- Identify the reasons behind these updates

Mandy Smith

Regulatory Director

Ohio Health Care Association

W635: Reach Family Caregivers with Precision Using a Smarter Digital Advertising Strategy

This session focuses on how to leverage data to create smarter strategies, build robust audience targeting and utilize advanced tools like lookalike modeling and demonstrate how they can drive greater impact. Case studies from home-based care will show how the approach has increased website traffic, patient volume, and extended revenue per patient acquisition.

Objectives:

- Understand the major digital types of ads and how to develop creative that aligns with the delivery platforms
- Create detailed audience profiles and understand how to target ads to them across platforms
- Use analytics to build lookalike audiences of other consumers who may need a specific healthcare service or product
- Continually analyze relevant data such as impressions, clicks, click-through rates, and return visitors to adjust strategy for maximum impact per dollar spent

Erin Hefflinger

Associate Director of Digital Strategy & Analytics

W636: Medicare Advantage: Digging in the Details

Home Health providers are grappling with the shift in the Medicare eligible population into Medicare Advantage Plans (MA Plans). Providers are asking: What are the implications of current demographic trends? What operational and financial issues should providers expect as their payer mix shifts to mostly Managed Care? Being successful in this environment of these payer mix changes requires agencies to understand their costs of treating these patients and other impacts on their operations on an individual contract basis.

Objectives:

- Provide Detail statistics on where Medicare Advantage is active
- Outline strategic and longer-term sustainability in partnering with MA Plans.
- Detail key elements of successfully attaining authorization
- Review effective new payer setup criteria

Melinda Gaboury

Chief Executive Officer

W637: Hospice Special Focus Program

Join Katie Wehri from the National Association for Home Care & Hospice (NAHC) for a discussion regarding the new Hospice Special Focus Program (SFP). This is a program conducted by CMS to identify hospices as poor performers based on defined quality indicators. Hospices selected for the SFP will be under additional oversight to enable continuous improvement. This session will explore the details of the Hospice Special Focus Program, the revised survey process, and the enforcement remedies that hospices will now be subjected to. Tips for where hospices should focus preparation efforts will also be discussed.

Objectives:

- Restate the hospice survey reforms and enforcement remedies.
- Explain the Hospice Special Focus Program structure.
- Interpret the impact of the survey reforms and enforcement remedies on hospice providers.

Katie Wehri

*Director, Home Care & Hospice Regulatory Affairs
National Association for Home Care & Hospice*

W638: What's New with MUI?

Preventing Major Unusual Incidents (MUIs) is a goal of every DD providers. Join DODD's Scott Phillips as he shares the latest information related to Ohio's MUI system, including actions providers can take to prevent MUIs and thoughts on the MUI rule review.

Objectives:

- Participants will understand the importance of Ohio's MUI system.
- Participants will learn how root cause analysis can help prevent future MUI/UIs.
- Participants will receive an update on the MUI rule review work being completed by DODD.

Scott Phillips

*Assistant Deputy Director DODD
Ohio Department of DD*

W639: Unlocking the Value-Based Care World

Value based care can seem complex and is here to stay. It is CMS's goal to have all Medicare Beneficiaries in an ACO arrangement by 2030. We will provide a high-level introduction to ACOs, Value Based Care, and align it with the Post-Acute Care space. The goal of the session is to help the operators

feel more comfortable navigating value-based conversations and partnerships. This session will be beneficial for Administrators that are new to the industry and/or tenured operators that are interested in learning more.

Objectives:

- demonstrate a working knowledge and understanding about value-based care. What are ACO's and their purpose?
- understand why value-based care is important to CMS and what are the CMS goals.
- understand how the value-based care movement will impact post-acute care providers.

Carla Spackman

*Network Development Director
Vytalize Health*

Michael Ceballos

*Senior Vice President, Operations
Vytalize Health*

Jennifer Doyle

*Director, Network Product
Vytalize Health*

W640: Leveraging Data to Drive Quality

ROP Phase II and III require providers to use data to drive key operational decisions regarding process improvement and the center's day-to-day operation. More than ever, providers are expected to do more work with less as funding and staffing challenges continue to persist and are further complicated by the possibility of a federal staffing mandate. By leveraging data that is available today, providers are able to action this data to improve their key processes resulting in improved Resident Outcomes, increased Efficiencies for staff members, and continued Regulatory Compliance.

Objectives:

- effectively process data for organizational review
- effectively utilize data sourced from collaboration across the continuum to inform key processes
- use data to inform key improvement processes including QAPI and to inform Facility Assessment
- leverage process improvement tools to result in improved organizational performance and resident outcomes.

Samantha Vosloo

*Director of Value Based Care
PointClickCare*

3:30 PM - 5:00 PM

W641: Pharmacogenomic testing to inform treatment with psychiatric medications in LTC

Personalizing psychiatric medications to an individual's genetic makeup may improve remission rates in adults with depression, reduce healthcare utilization, and lower healthcare costs. In the 65+ population with improvement in clinical and economic outcomes may be even greater. Attendees will be introduced to pharmacogenomics and its utility to inform clinician prescribing of antidepressants, antipsychotics, anxiolytics & hypnotics, and mood stabilizers. The evidence for combinatorial psychiatric pharmacogenomic testing will be reviewed. Upon completion, attendees will be able to implement, order, interpret and apply psychiatric pharmacogenomic testing results toward improving care of residents in the long-term care setting.

Objectives:

- Upon completion, participant will be able to identify residents who may benefit from psychiatric pharmacogenomic testing.
- Upon completion, participant will be able to understand how to order and interpret pharmacogenomic testing for psychotropic medications.
- Upon completion, participant will be able to communicate the potential benefits of psychiatric pharmacogenomic testing to residents, caregivers, families, administrative personnel, and other key stakeholders.

Ryan Griggs

Senior Medical Science Liaison

Natalie Kayani

Medical Director

Pebble Creek Healthcare Center

7:00 pm – 9:30 pm

Party with the President

Wednesday President's Event *at the home of the Columbus Crew, lower.com*

Attendees are invited to join us as we install our new OHCA President at Lower.Com Field, Columbus' iconic MLS stadium. Guest will enjoy the exclusive Huntington Field Club located on pitch level of Lower.com Field, the space is conveniently accessible through the West Lobby VIP. Attendees can immerse themselves in the elegant environment, highlighted by an artistic lighting centerpiece, while enjoying the finest food and expansive full-service bar.

The Columbus Crew won the third MLS Cup presented by Audi in club history after defeating the Los Angeles Football Club, 2-1, at Lower.com Field. Columbus became the third club in league history to win MLS Cup at least three different times and it marked their second championship trophy in the past four seasons (2020)

Purchase tickets at time of registration.

Thursday, May 16

7:30 AM - 8:30 AM

R700: Tech-Transforming Long-Term Care: Harnessing Innovation

This course is designed to provide all healthcare professionals with the knowledge and skills needed to harness the power of technology to improve the quality of care, enhance operational efficiency, and ensure the well-being of residents and patients. Every day, there are missed opportunities clinically and operationally while essential hands-on care is provided. Technology not only has the potential to improve care but also to streamline operations and ensure compliance. Discover how technology is effectively addressing pain points in long-term care, resulting in reduced staffing burdens, controlled overtime, enhanced compliance, improved quality measures, digital transformation of departments, and optimized reimbursement.

Objectives:

- Learn about oversight and regulations as it relates to Artificial intelligence and technology in long term care
- Identify technology trends and analytics that can be used for a more robust clinical practice.
- Summarize options for technology opportunities in your sector including but not limited to Reducing staffing burdens, controlling overtime, improving compliance, improving quality measures, digitizing your department, and ensuring accurate reimbursement.

Keely Kent

*Vice President of Compliance and Clinical Services
Continuum Therapy Partners*

Don Glidewell

Founder

8:45 AM - 10:15 AM

R701: Marketing Rx: Simplify Your Marketing with Artificial Intelligence (AI)

Welcome to Marketing Rx! Your prescription for health care success! In the fast-paced realm of health care, innovation is important. So is efficiency. Join us for this hands-on session dedicated to demystifying AI tools and discovering practical methods to leverage AI throughout your marketing efforts. Learn how to elevate your marketing, while saving valuable time and resources using free and inexpensive AI tools. Let's explore how AI can be the secret elixir to transforming your marketing strategy.

Objectives:

- Upon completion, participants will be able to: Use AI tools to write newsletter articles, create compelling titles and subject lines, and draft social media posts.
- Upon completion, participants will be able to: leverage AI to improve their writing and overcome writer's block.
- Upon completion, participants will be able to: write prompts to help them create marketing pieces aligned with their mission and value proposition.

Karen Bailey

Founder and CEO

Alignd on Purpose

8:45 AM - 10:15 AM

R702: Are You Ready for OSHA's Knock on the Door? -- OSHA Inspection Readiness in 2024

Attendees will learn the most recent updates on OSHA's inspection procedures, investigation approaches, and citations as well as practical tips for being well prepared if OSHA knocks on their door in 2024. Attendees will also learn the events that prompt an inspection by OSHA, OSHA's usual approach to on-site inspections, and OSHA citation levels and penalty amounts. Finally, they will be able to identify the internal point person/team who will interact with OSHA, have the necessary documents up to date and readily available, and be able to prepare management employees to interact effectively with OSHA inspector.

Objectives:

- identify the internal point person/team who will interact with OSHA
- have the documents that OSHA is likely to request up to date and readily available
- prepare management employees to interact effectively with OSHA inspector

Daniel Burke

Partner

Ken Montgomery

R703: Obstacles to Payment and Medicaid Approval with Ohio Caselaw Update

The health of your revenue cycle can make or break your business. This presentation will focus on some of the most common frustrations that SNFs/ALs and other health care companies face with respect to collection and Medicaid. We will describe the best practices for identifying and collecting resident income; 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; and Discuss the impact of Village at the Green v. Smith on representative liability.

Objectives:

- Upon completion, participant will be able to quickly identify and address the most common issues plaguing AL/SNF revenue cycles.
- Upon completion, participant will be able to avoid common mistakes made in the Medicaid application and/or renewal process.
- Upon completion, participant will be able to properly present a claim to an estate and avoid common mistakes made in the estate recovery process.
- Upon completion, participant will be able to update their admission processes and documentation to avoid negating possible representative liability as outlined in Village at the Green v. Smith.

David Brown

Partner

Rolf Goffman Martin Lang LLP

W. Cory Phillips

Partner

Rolf Goffman Martin Lang LLP

R704: Decoding Dementia: BPSD Bootcamp

This presentation guides participants through the complexities of dementia in long-term care, emphasizing its prevalence and unique challenges. Exploring primary dementia types, distinctions, and prevalence, speakers focus on behavioral and psychological symptoms (BPSD) and associated manifestations. The trajectory of BPSD symptoms, their impact on patients, caregivers, and healthcare professionals, is examined. Attendees gain insights into non-pharmacological interventions, crisis techniques, and pharmacological responses. Addressing BPSD requires collaboration with mental health teams for holistic care. Stressing the importance of staff equipped with knowledge, this presentation aims to enhance patient care, well-being, and reduce caregiver stress and burnout in long-term care.

Objectives:

- Upon completion, participants will be able to demonstrate a broad understanding of dementia, articulate the predominant types of dementia, and distinguish their differences.
- Upon completion, participants will possess the ability to analyze Behavioral and Psychological Symptoms of Dementia gaining insight into the challenges encountered by both caregivers and healthcare professionals.
- Upon completion, participants will be able to gain insights into various interventions and crisis intervention techniques employed when responding to behaviors.
- Upon completion, participants will have gained knowledge to enhance care for individuals with BPSD to improve overall well-being and reduce caregiver stress and burnout.

Charissa Duffy

Director of Clinical Affairs

Psych360

Tana Whitt

Senior Vice President of Operations

Mindcare/Psych360

Anthony Nedelman

Director of Psychology Services

R705: Embracing Palliative Care: A Paradigm Shift in Skilled Nursing Facilities (SNF) and Long-Term Care (LTC) Environments

In this presentation, tailored for MDS nurses, Directors of Nursing (DON), and social services professionals in Skilled Nursing Facilities (SNF) and Long-Term Care (LTC), we delve into the transformative potential of Palliative Care beyond its conventional misconceptions. Join us on a journey to break the stigma surrounding SNF residents and discover how a holistic approach to patient care can significantly impact overall well-being.

Objectives:

- Explore the importance of considering a patient's past medical history, recent hospitalizations, and overall health in the context of Palliative Services
- Emphasize the necessity of looking beyond specific medical conditions to understand the overall patient profile.
- Establishing goals of care for each admission, moving away from a one-size-fits-all approach.
- Highlight the significance of early communication with patients and health proxies regarding goals of care.
- Advocate for the integration of Palliative Care professionals in facilitating these essential discussions.

Francesca Crum

R706: QAPI- Rooting for a flourishing QAPI Program

A dynamic QAPI program is integral to achieving healthcare excellence. By addressing root causes, identifying areas of opportunity, and implementing strategies for reenergizing QAPI initiatives, healthcare facilities can not only enhance the quality of care but also boost staff engagement and overall patient satisfaction. This program will provide the knowledge and tools to embark on this transformative journey toward a more effective and energized QAPI program.

Objectives:

- Identify key components of an effective QAPI program, including data collection and analysis, quality assessment, performance improvement initiatives, and how these elements work together to drive positive outcomes.
- Understand the core principles of QAPI, including its role in healthcare, the regulatory framework, and its importance in ensuring quality care and patient safety.
- Define the concept of "root cause" and demonstrate the ability to apply root cause analysis techniques to identify and address underlying causes of quality-related issues

Keely Kent

*Vice President of Compliance and Clinical Services
Continuum Therapy Partners*

R707: Beyond Data and Documentation: How to Live and Breathe QAPI into Your Team

This interactive presentation aims to explore the essence of Quality Assurance and Process Improvement (QAPI) in long-term care beyond the realms of mere data and documentation. We will delve into the holistic integration of QAPI principles into the everyday sectors of long-term care facilities. By emphasizing a culture that lives and breathes QAPI, we can foster continuous improvement, enhance resident outcomes, and elevate the overall quality of care.

Objectives:

- Explore the core principles of QAPI and recognize its significance beyond a checklist approach. Gain insights into how a comprehensive understanding of QAPI can drive a culture of continuous improvement.
- Explore practical approaches to embed QAPI principles into the daily operations of all sectors of long-term care. Discuss real-world examples demonstrating successful integration, emphasizing the impact on resident care.

- Discuss the importance of staff empowerment in the QAPI process. Explore training programs, communication strategies, and recognition initiatives to motivate staff to actively contribute to the continuous improvement of quality.

Elizabeth Wheeler

Senior RN Consultant

LeaderStat

Sherry Thomas

Director of Clinical Services

R708: Addressing Social Isolation in Long Term Care

Social isolation is a critical social determinant of health that can significantly impact an individual's physical and mental well-being. Social determinants of health are the social and economic conditions in which people live, work, and age, and they can have a profound influence on a person's overall health outcomes. Social isolation refers to a lack of meaningful social connections and engagement with others, which can manifest in various ways, such as limited social networks, minimal social support, or a lack of participation in social activities.

Objectives:

- Identify the Factors Contributing to Social Isolation
- Develop Effective Intervention Strategies
- Enhance Communication and Relationship-Building Skills
- Design personalized care plans based on comprehensive assessments of individual resident needs and preferences.

VERONICA CEASER

CEO

GEM HEALTHCARE CONSULTING LLC.

R716: Strategies for Success: an ICFs-IID/Waiver Update

Discussion of what is new in the ICF-IID and Waiver industry and how it is impacting your bottom line. Do you have the right strategies in place to maximize your profitability? Take a look at financial trends and what the trends say about the ICF industry. 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 and 2022 state database benchmarking data, along with limited 2023 benchmarking data for ICF-IID's.

- Understanding of recently implemented changes to waiver reimbursement.
- Understanding of the impacts to the bottom of recent changes and department rules.

Ryan Kramer

Principal

HW&Co

Helen Weeber

Senior Manager

HW&Co

10:30 AM - 12:00 PM

R709: Cyber Security - How your employees can be the biggest threat

In the realm of long-term care healthcare facilities, ensuring the security of patient data and critical systems is of paramount importance. This breakout session dives deep into the unique challenges faced by healthcare providers and how user training plays a crucial role in safeguarding sensitive information and patient well-being. This breakout session is tailored for professionals working in long-term care healthcare facilities, including administrators, IT personnel, nursing staff, and compliance officers. It is also relevant to those interested in the intersection of healthcare, cybersecurity, and patient safety.

Objectives:

- Gain insights into the specific cybersecurity challenges and risks faced by long-term care healthcare facilities.
- Understand how human errors and behaviors can impact cybersecurity in healthcare settings, potentially leading to data breaches and patient safety concerns.
- Comprehend the crucial role that continuous user training plays in mitigating cybersecurity threats, improving data protection, and enhancing patient care.
- Equip attendees with actionable insights and resources to implement or enhance user training programs in their own long-term care healthcare facilities, with a focus on improving cybersecurity and patient care.

Kristopher Haley

President

Keytel Systems

Joe Clapp

President and Co-Founder Unveil Security Group

R710: Create the Limitless Mindset: Lead Your Team to Success

Leadership is a mindset. Throughout human history, the separator of success and failure has been mindset. We want to take senior care professionals on a journey to unlock the limitations of their minds and provide them with key tactics that will transform them into the leader they were destined to become. We will explore not only the mindset of success but also the habits that create an intentional leader and the power that is generated by influential leadership. Join us as we help you unlock your limitless potential and embrace the greatness within you.

Objectives:

- nurture a limitless mindset that empowers them to unlock their full potential.
- create the healthy habits and routines that foster deeper personal success.
- harness their ability to influence, inspire, and motivate those within their organizational team.
- create a belief structure and worldview that allows them to remain optimistic in an ever-changing industry.
- learn strategies of self-awareness and emotional intelligence to thrive in their personal development as professionals.

Edward Beatrice

Executive Director

Majestic Care

Jessica Tonnesen

Regional Director of Customer Engagement

Valor Health Plan

R711: Decreasing reactions in dementia for better care while meeting regulations

Care providers must be able to neutralize amygdalae reactions in those living with dementia (plwD) in order to provide the best care and complete the required tasks without incident while meeting CMS and state compliance guidelines. Participants will identify changes in the brain related to dementia and discuss the impact of changing sensory awareness and processing. Participants will observe and practice the steps of Positive Physical Approach (PPA™) to connect and complete the tasks with PLwD. Participants will identify the skills ability of PLwD to complete care tasks independently or with appropriate support decreasing refusals, and increasing better outcomes.

Objectives:

- Participants will identify changes in the brain related to dementia and discuss the impact of changing sensory awareness and processing as dementia progresses.
- Participants will observe and practice the steps of Positive Physical Approach (PPA™) to connect and build a relationship. and then complete the tasks with someone living with dementia.

- Participants will identify the ability and skills of the individual living with dementia completing care tasks independently or with minimal, appropriate support decreasing refusals, and increasing better communication.

Stephanie Landmann

Certified Occupational Therapy Assistant

Jami Myers

Occupational Therapist

R712: Implementation of a Novel Pressure Injury Prevention Program in Long-Term Care

Numerous studies have shown that although most LTC facilities implement some evidence-based interventions for the early detection and prevention of PIs, rarely are all appropriate, recent, and evidence-based guidelines implemented.

This session proposes a novel, evidence-based, and comprehensive approach for early and accurate PI risk assessment and prevention in long-term care facilities. PI risk assessment methods will consist of the following: visual skin inspection (VSI), validated risk assessment (Braden score), and subepidermal (SEM) scanner use. A nurse-driven clinical decision tree is then utilized to guide additional evidence-based pressure reduction interventions for at-risk patients.

Objectives:

- Upon completion, participant will be able to describe three methods for evidence-based pressure injury risk assessment methods.
- Upon completion, participant will be able to define subepidermal (SEM) moisture scanning as an advanced method for pressure injury risk detection.
- Upon completion, participant will be able to list three evidenced-based pressure injury reduction interventions.

Seana Rutherford

Nurse Practitioner

R713: Successfully Navigating New Quality Measures in 2024

Ongoing recent changes to CMS Quality Measures in 2024 have created a unique landscape where SNF providers need to educate, strategize, and take action to prepare their organization for success in navigating all of these changes. Significant changes and revisions have been released over the last year to MDS 3.0 Quality Measures, Five-Star Rating Program, SNF Quality Reporting Program, and SNF Value Based Purchasing. In addition to having a baseline understanding of these changes, participants will learn how to strategize and take action in their facility to know how to review reports available and ensure accuracy of data.

Objectives:

- Upon completion, participants will demonstrate an understanding of the five new/revised MDS 3.0 Quality Measures.
- Upon completion, participants will demonstrate an understanding of the types of reports available to review Quality Measures.
- Upon completion, participants will be able to list strategies to employ at their SNF to facilitate accurate data collection for MDS reporting on Quality Measures.

Tammy Cassidy

Senior Practice Director

Engage Consulting

Jennifer Napier

Director of Clinical Consulting

Engage Consulting Partners

R714: Is Your QAPI/QAA Working?

The State Operations Manual, Appendix PP updated QAA regulatory language in the fall of 2022. Additionally, the MDS 3.0 RAI Manual went through significant changes and updates to the data elements in fall of 2023.

QAPI gave the LTC industry a framework to identify quality issues as well as methods to determine the root cause, develop corrective actions, and evaluate and monitor that the actions were effective. When did you last evaluate your program and assess if it is working? Are actions being taken, evaluated, and modified if your program is found to be ineffective?

Objectives:

- Review the QAPI self-assessment and its use in evaluating the organization's QAPI program
- Present 2-3 tools to assist in facilitating QAPI with the RAI process
- Discuss 2-3 best practices in facilitating the RAI process in your QAPI program

Jessica Stucin

Assistant Director of Education

MDS Consultants

Linda Winston

Director of Education

MDS Consultants

R715: Payroll-Based Journal (PBJ) – Impacts, Insights + Strategy

The Centers for Medicare & Medicaid Services (CMS) mandate that skilled nursing facilities report their staffing levels quarterly via Payroll-Based Journal (PBJ) reporting. In 2024, several significant changes in staffing reporting and staffing level requirements are anticipated. Understanding these changes is crucial. This session will delve into the methodologies and requirements of reporting, emphasizing the differences that affect staffing hour calculations. Attendees will gain insights into the ongoing evolution of staffing reporting requirements, discover the best strategies for preparing for PBJ audits, and learn how to refine their reporting practices to achieve better outcomes.

Objectives:

- Demonstrate knowledge of Payroll-Based Journal fundamentals and how PBJ impacts the Five-Star staffing rating.
- Describe real-world examples and strategies for successfully managing PBJ compliance.
- Understand what to expect from and how to prepare for a Meyers-Stauffer audit.

Jolene Johnson

VP of Quality

Lionstone

R717: BELTSS Update - Changes, Disciplinary Trends & Updates

Where you licensed many years ago and need a refresher of the current rules? Did you know there have been many changes recently for your Ohio Nursing Home Administrator license?

During this session, BELTSS staff provides an overview of laws and rules from the Ohio Revised and Ohio Administrative Codes (Chapter 4751) which govern the practice of nursing home administration. Recent regulatory changes will be reviewed as well as changes to the LNHA & HSE license renewal requirements and transition to the biennial license renewal processes which are underway. The top violations/issues and disciplinary actions Ohio nursing home administrators have faced recently will also be reviewed.

Objectives:

- To familiarize LNHA's with laws and rules governing practice in Ohio
- To familiarize LNHA's with recent/upcoming law and rules changes
- To increase understanding of new licensure process
- Review the top violations/issues BELTSS has dealt with recently
- Answer questions from LNHA's regarding information provided

Deborah Veley

Executive Director

Board of Executives of Long-Term Services & Supports

Jennifer See

Board Administrator

Board of Executives of Long-Term Services & Supports