



Pennsylvania Coalition of Affiliated
Healthcare & Living Communities

2023 SPRING CONFERENCE AGENDA

CREDIT APPROVAL NOTICE

This program has been approved for Continuing Education for 19 total participant hours (12 maximum available) by NAB/NCERS: In-Person Approval - 20240416-19-A91577-IN

PACAH is an approved provider through the Department of Human Services Bureau of Human Services Licensing. Total CEUs available: 9.5

This program offers 19 total credit hours (12 maximum available) fulfilling the requirements of the Pennsylvania State Board of Nursing.

PACAH is registered with the Pennsylvania State Board of Accountancy and is approved for 3.5 total credit hours.

CEU LEGEND

NHA - Nursing Home Administrators	RN - Nursing
RC/AL - Assisted Living Administrators	CPE - Fiscal
PC - Personal Care Home Administrators	

CERTIFICATES OF ATTENDANCE

Certificate of attendance retrieval information will be distributed via email by May 17, 2023. NAB/Ncers CEUs will be uploaded to the registry per NAB/Ncers guidelines.

SPEAKER & CONFERENCE EVALUATION

Online evaluation forms will be sent via email post-conference. Please take a moment to complete this evaluation. Accredited continuing education organizations require a completed evaluation. These evaluations also help PACAH improve our conference process and educational sessions.

MONDAY, APRIL 17TH

PACAH EXECUTIVE BOARD MEETING AND LUNCH (PRIVATE)

10 a.m. - noon
Room 112

REGISTRATION

11 a.m. - 4 p.m.
Registration Desk One

GENERAL SESSION - PELICAN TRAINING

PART ONE: "REGULATORY LANDMINES AND HOW TO AVOID THEM"

1 - 2:30 p.m.
Room 207
NHA - 1.5
RC/AL - 1.5
RN - 1.5

Both CMS and the Pennsylvania Department of Health (DOH) have now finalized new regulations for nursing homes. With

the CMS regulations already in effect, and PA's regulations on the verge of various implementation schedules, now is the time to reexamine your policies, procedures, and facility assessment. Regulatory landmines can present significant problems for the unwary. In this session, we will explore some of these risk areas including, but not limited to: arbitration agreements; the "reasonable person" standard; residents with behavioral issues and substance abuse disorders; and the push towards greater transparency.

Objectives:

- Critically evaluate risks and benefits of using arbitration agreements
- Explore new regulatory expectations surrounding residents' problematic behaviors
- Prepare for the staged implementation of PA regulations for facility assessments and transparency

Paula G. Sanders, Esq.
Principal & Chair - Health Care Practice Group
Post & Schell, P.C.

AFTERNOON BREAK

2:30 p.m.

2nd Floor Break Area

PART TWO: "CONDUCTING A THOROUGH INVESTIGATION"

1 - 2:30 p.m.

Room 207

NHA – 1.5

RC/AL - 1.5

RN – 1.5

We will explore the complexities of conducting a thorough, good faith investigation that includes: establishing the facts of the situation,, understanding and analyzing causal factors to implement meaningful interventions and identifying opportunities to improve care and services, and mitigating further safety, legal, and compliance risks.

Angela M. Huffman, RN, WCC, CHC
Vice President Clinical Services
Affinity Health Services, Inc.

FISCAL MANAGEMENT COMMITTEE MEETING (PRIVATE)

2 - 4 p.m.

Room 112

WELCOME RECEPTION

5 - 7 p.m.

Senate Suite

TUESDAY, APRIL 18TH

REGISTRATION

7 a.m. - 1:15 p.m.

Registration Desk One

CONTINENTAL BREAKFAST

7 - 8 a.m.

2nd Floor Break Area

GENERAL SESSION - KEYNOTE, PETE SMITH - "DARE TO MATTER"

8 - 9 a.m.

Room 207

NHA – 1

RC/AL - 1

PC - 1

RN – 1

The keys to maximizing contributions, igniting inspiration, and boosting culture, morale and performance exist not just within a burning desire to achieve individual and organizational success and happiness. Rather, it is evident when we willingly choose to pursue a challenging, unpredictable, and unapologetic life of significance.

*Pete Smith
Keynote Speaker
SmithImpact*

BREAKOUT SESSION - "REFUSAL TO PAY? HOW TO COLLECT PRIVATE PAY DUE TO YOUR FACILITY"

9:15 - 10:15 a.m.

Room 205

NHA - 1

RC/AL - 1

PC - 1

RN - 1

CPE - 1

This session will address the options available to collect private pay due to your facility, including patient pay amounts. The presenter will address the basic admission agreement provisions necessary to assist in obtaining payment. This session will also identify steps in the process, from letters to civil litigation, and also identify circumstance where a guardianship may be beneficial. The presenter will also identify all potentially responsible parties.

*John N. Kennedy, Esq.
Founder, President & CEO
Kennedy, PC Law Offices*

BREAKOUT SESSION - "HUMAN RESOURCES 2023 & BEYOND"

Room 206

9:15 - 10:15 a.m.

NHA - 1

RC/AL - 1

PC - 1

RN - 1

The human resources of 2023 and beyond must partner with managers, supervisors, and employees to create a fair and consistent approach to each individual journey in the workplace. Focusing solely on recruitment, engagement, and wellness - without maintaining accountability, consistency, and transparency - will drive high performing employees to quiet quitting and burnt-out managers and supervisors, creating a toxic workplace environment with high turnover and low productivity. Learn how to enhance manager, supervisor, and employee relationships by partnering with human resources to create an individual employee experience for each employee without adding hours to your day. Learn how human resources trends and ever-changing buzz words, and reactive initiatives and programs are eroding the core relationships between employer and employee. Learn techniques and approaches to incorporate into everyday touchpoints with employees to build trust, engagement, innovation, and loyalty with employees, while setting the culture to retain happy employees, and attract quality candidates.

*Valerie Klan, MBA, SPHR, SHRM-SCP
Vice President, Human Capital
AdvantageCare Rehabilitation*

MORNING BREAK

10:15 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "PROACTIVE FALLS MANAGEMENT: A REVIEW OF RISK IDENTIFICATION, PREVENTATIVE STRATEGIES/CARE PLANNING, AND STAFF EMPOWERMENT"

Room 205

10:30 a.m. - noon

NHA - 1

RC/AL - 1

PC - 1

RN – 1

A successful proactive falls program focuses on both patient specific identification of risk and facility centered training. Initial preadmission screening and comprehensive assessments by interdisciplinary team (IDT) members are crucial to identifying residents at risk. Patient centered approaches and interventions are implemented and tracked for effectiveness. Analysis tools can highlight many areas of risk and be used to train all care staff in preventative measures. Because root causes of falls are multifactorial, many quality measures can be impacted positively by a comprehensive falls program.

*Heather Meadows, CCC/SLP
Director of Operations, CDP
Premier Therapy*

*Julia Bellucci, MS, CCC-SLP
Director of Clinical Development
Premier Therapy*

BREAKOUT SESSION - "REVIEW OF THE 10 MOST FREQUENTLY CITED SURVEY DEFICIENCIES"

Room 206

10:30 - noon

NHA – 1

RC/AL - 1

RN – 1

Providers are required to be survey-ready every day. However, with the operational and strategic challenges facing the management team members in long-term facilities, it is difficult to know where to begin and which areas should be the focus. This session will review the 10 most frequently cited federal regulations. The session will briefly review the regulation and describe the deficiencies that were cited under each of the regulations. This will assist providers to have the information that has been the focus for the surveyors, and using the deficiencies previously cited to assist in getting to compliance and remaining compliant.

*Sophie Campbell, MSN, RN, CRRN, RAC-CT, CNDLTC
Executive Director Educational Programming and Services
Pennsylvania Association of Directors of Nursing Administration (PADONA)*

*Candace McMullen
Executive Vice President of Business Development and Consulting
Affinity Health Services, Inc.*

WORKING LUNCH

noon - 1 p.m.

2nd Floor Break Area/Rooms 205 & 206

BREAKOUT SESSION - "BENEFITS OF A INFRASTRUCTURE STRATEGIC REVIEW AND 5-YEAR CAPITAL PROGRAM IDENTIFYING STATE AND FEDERAL GRANT OPPORTUNITIES"

Room 205

12:15 - 1:45 p.m.

NHA – 1.5

RC/AL - 1.5

PC - 1.5

RN – 1.5

CPE - 1.5

This session will provide an in-depth review of standard replacement schedules for vital operational equipment and systems throughout your facilities. In this session, attendees will be provided with a step-by-step approach to reviewing your facility with a focus on potential problems and failures. Helpful tips on repairing versus replacement analysis in this short supply chain environment will also be provided.

*Thomas N. Micozzie, NHA
Principal – Project Development Resources
Director of Labor Relations and Risk Management – County of Delaware*

Jason M. Fitzgerald
President
Penn Strategies

BREAKOUT SESSION - "BEYOND THE PIZZA PARTY: STAFF RECOGNITION TO IMPACT QUALITY"

Room 206

12:15 - 1:45 p.m.

NHA - 1.5

RC/AL - 1.5

PC - 1.5

RN - 1.5

Everyone loves to eat, but what staff needs to stay committed to your facility does not have cheese on it! The terms "staff appreciation," "recognition," and "staff development" are overused and highly overrated. What do they even mean in an industry where turnover can be as high as 50% and finding and hiring qualified staff is costly. Retention is more critical now than ever. So, what can you do? This session looks at recognition and employee appreciation through several different lenses. What types of recognition and appreciation do our employees really want to see from leadership? What are the generational preferences of employee recognition and how can we incorporate these into the culture of our community? How can we go beyond the jargon of "employee satisfaction," and create an atmosphere where individuals overcome challenges and enjoy their work? To begin, participants, through polling questions, will have the opportunity to evaluate their mindset related to recognition. Budgets are tight and resources are scarce.

For this reason, participants in this session will take away cost-effective, real-time strategies proven in the field. These include career laddering, professional development, creating a fun work environment, cultivating respect for ideas, facilitating team connection, and more. Participants will be tasked with tapping into their creativity and compassion to promote strong attachments to the clinical team and appreciate their unique skills. CMS has recognized the importance of turnover by establishing six quality measures related to staffing and turnover.

These measures will be reviewed along with strategies for mitigating risk in these areas:

- Describe age and generational preferences related to recognition in the workplace
- Identify the impact of professional development on employee retention
- List key strategies to change the mindset and approach to staff appreciation in an intentional manner
- Explain the quality measures related to staff mix and turnover and their impact on quality outcomes

*Dr. Kathleen D. Weissberg, MS, OTD, OTR/L, CMDCP, CDP
National Director of Education
Select Rehabilitation*

PARTNER OUTINGS

2 p.m.

WEDNESDAY, APRIL 19TH

REGISTRATION

7 a.m. - 1:15 p.m.

Registration Desk One

GENERAL SESSION - "PACAH BUSINESS MEETING, PELICAN BUSINESS MEETING & BREAKFAST" - SPONSORED BY PELICAN INSURANCE, RRG

President's Hall 2

7:30 - 9 a.m. - Breakfast

8 - 9 a.m. - Meetings

NHA - 1

RC/AL - 1

RN - 1

PACAH's Executive Director will update members on current policy, regulatory and legislative issues impacting long-term care facilities. These updates will include information on funding, IGT, Community HealthChoices, COVID-19, and other pertinent

issues.

Following PACAH's meeting, join us for PELICAN Insurance, RRG's annual business meeting.

*Chase Cannon
Executive Director
Pennsylvania Coalition of Affiliated Healthcare & Living Communities (PACAH)*

BREAKOUT SESSION - "2023 LONG TERM CARE PROVIDER STATE AND FEDERAL LEGAL UPDATE"

Room 205

9:15 - 10:15 a.m.

NHA – 1

RC/AL - 1

RN – 1

As the health care community continues its return to "normal" following the COVID-19 years, the lessons learned during the pandemic have triggered significant legal, statutory, and regulatory changes for the industry. Governmental oversight is expanding, both in a return to "normal" review activity, and through the development of new regulatory mandates. As such, it is critical for providers to understand changes in law and regulation that have developed and are changing the industry.

This session will review and preview current legal issues impacting long-term care providers. For nursing facility providers in Pennsylvania, one development that will have the most significant impact is the update to the Pennsylvania Department of Health's Long Term Care Regulations. The presenters will discuss the specific changes to the regulations and how the regulatory changes will affect operations and the survey and enforcement process. The presentation will cover what steps providers will need to take to be compliant with the new regulations. Additionally, the presenters will discuss the implementation of Phase 3 guidance in the State Operations Manual and how it has impacted surveys since its implementation.

The session will also discuss best practices and tips to aid facilities in preparation for surveys 365 days a year. The presentation will address current and proposed federal and state reimbursement changes as well as collection and other financial issues. The session also will discuss hot topics and recent developments in fraud and abuse, including recommended updates and review of Corporate Compliance Plans, proposed modifications to the HIPAA Privacy Rule, and other operational issues, while providing guidance on how to address those matters to ensure continued compliance with current law. Additionally, the presenters will discuss the latest legal developments relative to COVID-19 provider liability. Finally, the presenters will preview issues and trends to come in 2023 and 2024 so that attendees can monitor these developments over the coming year.

*David C. Marshall, Esq.
Managing Shareholder
Latsha Davis & Marshall, P.C.*

*Jennifer Russell, Esq.
Associate Attorney
Latsha Davis & Marshall, P.C.*

BREAKOUT SESSION - "A NEW ERA: ENHANCING RESTORATIVE DELIVERY FOR INCREASED CLINICAL AND FINANCIAL OPPORTUNITY WITH WELLNESS IN MIND"

Room 206

9:15 - 10:15 a.m.

NHA – 1

RC/AL - 1

RN – 1

CPE - 1

Attendees will walk away with tools to help create an operational restorative model that brings accountability for residents, aides, nurses and Minimum Data Set (MDS) in a successful program. From identification of need and the delivery of service to the required documentation and oversight from a restorative nurse and MDS. Learn proven strategies to help decrease refusals, increase resident and staff engagement, and how existing programs may aide in the continuity of care within the restorative program. We will explore a multi-dimensional, wellness-based approach that will enhance the quality of life for residents and have the potential to impact Case Mix Index (CMI) and additional financial opportunities for the community in the process.

Stephen Brown
National Director of Training and Customer Support - Wellness Services
EnerG by Aegis Therapies

Sarah C. Robertson
National Director of Training and Customer Support - Wellness Services
EnerG by Aegis Therapies

MORNING BREAK

10:15 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "DEALING WITH DISRUPTIVE RESIDENTS AND FAMILY MEMBERS – WHAT IS A PROVIDER TO DO?"

Room 205

10:30 - 11:30 a.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

Continuing care retirement communities are often confronted with the challenges of dealing with a disruptive resident and/or family member. Difficult or adverse interactions can occur at all levels of care within the continuum, whether it be the nursing facility, personal care or residential living setting. This session will explore hypothetical situations involving the disruptive behaviors of residents and family members and the legal implications to be considered from a risk management perspective. The presenters will also provide an overview of the regulatory provisions governing transfer and discharge in the nursing facility and personal care settings as well as the statutory provisions governing termination in the residential living setting. The presenters will discuss best practices and strategies to address the disruptive conduct of a resident or family member while ensuring compliance with the applicable laws, and the session will also outline proactive steps that providers can implement to reduce the risk of potential litigation.

Learning Objectives:

- Explore hypothetical situations involving the disruptive behaviors of residents and family members and the legal implications to be considered from a risk management perspective.
- Review the regulatory provisions governing transfer and discharge in the nursing facility and personal care settings as well as the statutory provisions governing termination in the residential living setting.
- Discuss best practices and strategies to address the disruptive conduct of a resident or family member and outline proactive steps that providers can implement to reduce the risk of potential litigation.

Collin Keyser, Esq.
Shareholder and Co-Chair, Senior Care
Saxton & Stump

Tanya Daniels Harris, Esq.
Senior Counsel and Co-Chair, Senior Care
Saxton & Stump

C. Lynn Ruppertsberger-Swisher, PhD, MBA, RN, NHA, CHCQM, FAIHQ
Senior Healthcare Consultant
Saxton & Stump

BREAKOUT SESSION - "PERSON CENTERED DEMENTIA AND BEHAVIOR CARE: CLINICAL IMPACT, STAFFING EFFICIENCIES, AND QUALITY MEASURES"

Room 206

10:30 - 11:30 a.m.

NHA – 1

RC/AL - 1

RN – 1

We all need to communicate and express our needs with other people. Dementia can alter, and/or limit the ability for

a person to communicate. This inability to adequately express one's needs, feelings, and frustrations can often lead to behavior(s).

In the long-term care setting, this can lead to care issues, negatively impact quality measures, and staffing challenges. This session will describe a comprehensive, manageable process for therapy, nursing, and other key personnel to increase communication, provide staffing efficiencies and positively impact care and quality measures.

Uniqueness of Session

Implementation of a strong person-centered dementia care program is vital when caring for those we serve. This course describes an approach that is inter-disciplinary, efficient, and manageable. Therapy services provided are funded one-on-one, reimbursable, and profitable. This course provides valuable support for survey compliance and improved quality measures, as well as star ratings for census and reimbursement measures.

Learning Objectives:

- Upon completion, the participants will be able to:
- Identify reasons that therapy referrals can be made for behavioral interventions.
- Identify quality measures affected by behaviors.
- Have exposure to actual case studies with successful reduction techniques, quality initiatives, and staffing efficiencies.

Tonya Moore

Vice President

Absolute Rehabilitation and Consulting Services, Inc.

PACAH 2023 SPRING VENDOR SHOW & LUNCH

President's Hall 2, 3 & 4

11:30 a.m. - 1 p.m.

BREAKOUT SESSION - "SURVEY SUCCESS AND READINESS: IMPROVING YOUR SURVEY OUTCOMES IN 2023

Room 205

1:15 - 2:15 p.m.

NHA – 1

RC/AL - 1

RN – 1

In the last quarter of 2022, major updates to survey guidance became effective. As we move into 2023, many nursing homes are preparing for a successful survey and compliance of the regulations and new guidance. How are they going about survey readiness and incorporating the new changes and guidance? What should be the areas of focus as they prepare the team for the survey process? This presentation will dive deeper and review the new changes and areas of focus for the survey. It will offer techniques and tools to strengthen the internal processes toward survey readiness and compliance. It will discuss ways to engage your team into preparing for the survey process and provide recommendations for audits for monitoring compliance and identifying issues prior to survey.

Annette M. Sanders, MSN, RN, CLNC, ICP, QCP

Senior Consultant

LW Consulting, Inc.

BREAKOUT SESSION - "EMPLOYMENT & LABOR LAW UPDATE"

Room 206

1:15 - 2:15 p.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

Employers in the aging services field face the same issues confronted by other private employers while simultaneously being responsible for compliance with a whole host of regulations, and also encountering employment issues specific to their industry.

Whether session participants are part of a large or small Human Resources Department, VP, or a Generalist, they will be advised about recent developments in employment and labor law, including the most recent COVID issues, the Family Medical

and Leave Act, Title VII discrimination cases, National Labor Relations Board activity, social media issues, privacy issues, recreational and medical marijuana, the latest from regulatory agencies, and how the economy affects employees. Other areas of emphasis will include potential settlements and other strategies to avoid protracted litigation.

The presenter will draw on their experience by sharing real life examples and hypothetical scenarios to help participants understand how various employment and labor laws apply to their employers. Participants will learn best practices guided by employment and labor laws, rules, regulations and court decisions to successfully avoid legal mistakes, pitfalls, and the potential for litigation. Depending on the introduction of rules, regulations, legislation, and court rulings between now and April 2023, this session will also address other "update issues" in state, federal and local law as they apply to labor and employment issues.

Andrew P. Dollman, Esq.
Employment & Labor and Litigation Attorney/Shareholder
Latsha Davis & Marshall, P.C.