

# PACAH

Pennsylvania Coalition of Affiliated  
Healthcare & Living Communities



# 2023

# SPRING CONFERENCE

April 17 - 19, 2023

Penn Stater Hotel & Conference Center  
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## Welcome from PACAH's Executive Director

Dear PACAH members and conference attendees –

Welcome to PACAH's 2023 Spring Conference. Welcome to PACAH's first post-pandemic full in-person conference. There was a time that were I thought we might not return to the way things were, but we have.

It will be our approach going forward to try and provide conferences with comprehensive content and experiences that give all PACAH members the opportunity to meet their specific needs. Our speakers will cover content across a very broad spectrum, from emergency management to supporting staff morale. At the same time, I believe it would be remiss to not acknowledge some of the lessons learned from the COVID-19 pandemic and how we need to support each other. Because of this, we are providing more fun and engaging opportunities for PACAH members and its business partners to integrate, so we can make sure members' needs are specifically met.

In this same spirit, PACAH is excited to announce that it will begin to offer new resources for its members to better meet members' needs. Our overall goal is to provide the best year-round experience to our members, giving them all the resources we can provide to succeed. We believe we are moving in the right direction and hope you will join us as we move into the future.

As we move into summer and fall of 2023, we will be faced with new challenges that are a result of the COVID-19 pandemic. PACAH will support its members in all ways possible as we face these challenges head on. We hope everyone enjoys the conference, and look forward to greater success in the future.

Along with our President, Andrew Naugle, Executive Board, and Kim, I want to thank everyone for making this conference possible.

*Chase Cannon*

Chase Cannon  
Executive Director, PACAH







As a post-acute provider, Advantage provides contract therapy to seniors in skilled nursing facilities, along with home health and hospice services to individuals in SNF, ALF, IL or in their personal residence. Advantage is a market leader in Pennsylvania secondary to our "patient-first" culture as well as our commitment to superior clinical outcomes. Our clinicians are committed to the Advantage motto; "You Deserve to Get Better: Better Service, Better Quality, Better Results". Whether you are a patient, an employee, or our customer, our mission is to ensure " You Deserve to Get Better".

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**For more information on PELICAN, please contact Andrew Smith at [asmith@pacounties.org](mailto:asmith@pacounties.org) or at (717) 736-4769.**



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**Compassionate Care Unlimited, LLC - Lunch**

[compassionatecarepa.us](http://compassionatecarepa.us)  
 Melissa Six  
 CEO  
 (724) 413-5177  
[Melissa@compassionatecarepa.com](mailto:Melissa@compassionatecarepa.com)



Compassionate Care Unlimited, Inc., is a nurse owned liaison and factoring company, with over 20 years of medical experience, that works with you, to ensure ultimate independence and control over your career in the medical field. CCU, Inc., works with you to ensure ultimate independence and control over your career in the medical field.

**PELICAN Insurance, RRG - PELICAN Training, Breakfast, Arcade Game**

[pacounties.org/Insurance/PELICAN/Pages/default.aspx](http://pacounties.org/Insurance/PELICAN/Pages/default.aspx)  
 Andrew C. Smith  
 Risk Control Specialist/PELICAN Marketing Specialist  
 (717) 736-4769  
[asmith@pacounties.org](mailto:asmith@pacounties.org)



PELICAN Insurance is a risk retentions group (RRG) based out of Vermont and is a sponsored program of PACAH. PELICAN provides general liability and professional liability insurance coverage to all nursing homes in Pennsylvania and Maryland. PELICAN offers dedicated and personal risk control and claims representatives who are focused on providing excellent customer services to PELICAN members.

**Premier Therapy, LLC - Hotel Room Key Cards**

[embracepremier.com](http://embracepremier.com)  
 Scott M. Slipko  
 Business Development Manager  
 (724) 417-8840  
[sslipko@embracepremier.com](mailto:sslipko@embracepremier.com)



Premier Therapy is a privately owned therapy services provider who has delivered rehabilitation care for over 20 years in senior living communities, including long-term care, short-term rehab, outpatient, assisted living and home health settings. We provide the therapy professionals, strategic management teams, and leadership needed for your rehab departments to excel while demonstrating a passion for enhancing the quality of life for our residents/patients.

**Advantage - Online Registration**

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[chazbalsano@feeltheadvantage.com](mailto:chazbalsano@feeltheadvantage.com)



The consultants, practitioners, and health care providers at Advantage work together to achieve one mission: to help people get healthier and achieve independence to improve their quality of life. AdvantageCare Rehabilitation, Advantage Home Health Services, and Care Coordination Management comprise the Advantage group of companies, which deliver contract health care, nursing, therapy, and social services to patients.

## PACAH 2023 SPRING CONFERENCE SPONSORS

### AmeriHealth Caritas Community Health Choices - Breaks, Tote Bags

amerihealthcaritaschc.com  
Nicole Siedhof Ragab, MA  
Manager, Community Outreach Programs  
(570) 506-4639  
nragab@amerihealthcaritas.com



Headquartered in Harrisburg, Pennsylvania, AmeriHealth Caritas PA CHC offers all of the benefits and services of the Community HealthChoices program, plus special programs and benefits that are only available to AmeriHealth Caritas PA CHC Participants. We aim to provide a medical home that helps our Participants access the services they need. Our mission is to help our Participants get care, stay well, and build healthy communities.

### Kennedy, PC Law Offices - Registration

kennedypc.net  
John N. Kennedy, Esq.  
President & CEO  
(717) 233-7100  
jkennedy@kennedypc.net



Long-term care facilities face unique legal challenges. At Kennedy, PC Law Offices, this is our primary area of practice, and our specialization affords us considerable resources to employ on your behalf. No matter the scope of the issue that your organization is confronting, our team is prepared to assist you. As a provider of long-term care, you have two priorities: the success of your organization and the well-being of your patients.

### Affinity Health Services - Arcade Game, Tote Bags

affinityhealthservices.net  
Denise McQuown-Hatter, NHA  
President and CEO  
(877) 311-0110  
dmh@affinityhealthservices.net



Affinity Health Services was formed to provide comprehensive management services for senior living providers. Today, we provide a continuum of services that includes both comprehensive management and consulting and advisory services to senior living communities. Our mission is to share our affinity for providing consulting and management by customizing services while achieving balance between care and financial stability.

### CHR Consulting Services, Inc. - Continental Breakfast

chrconsultingservices.org  
Tricia Whaley  
Senior Director Provider Relations  
(267) 965-1010  
twhaley@chrmail.org



We believe in an individualized approach to services and recommend all our clients utilize this approach. Your organization's needs are as diverse as the team you employ; we are here to supplement and fill in to help make you, your team and your organization shine.

## PACAH 2023 SPRING CONFERENCE SPONSORS

### Apex Rehab Solutions - Conference Break

grane.com/healthcare-services/rehabilitation-therapies  
Tracey L Maxwell, MA, SLP  
President  
(412) 963-9698 x10137  
tmaxwell@apexrehabolutions.com



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- Jennifer Stewart-King, NHA  
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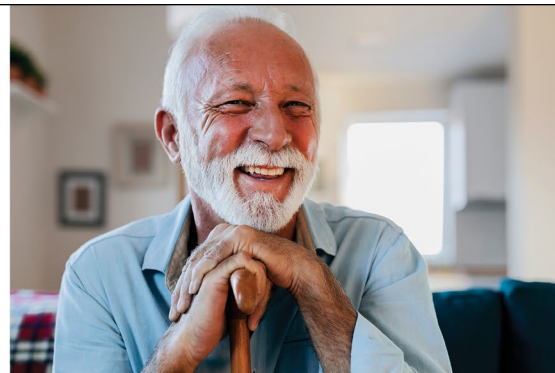
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## AmeriHealth Caritas Pennsylvania Community HealthChoices is a proud sponsor of the 2023 Spring Conference

We salute the Pennsylvania Coalition of Affiliated Healthcare & Living Communities (PACAH) for creating educational and networking opportunities to support the dedicated professionals serving the long-term care community.

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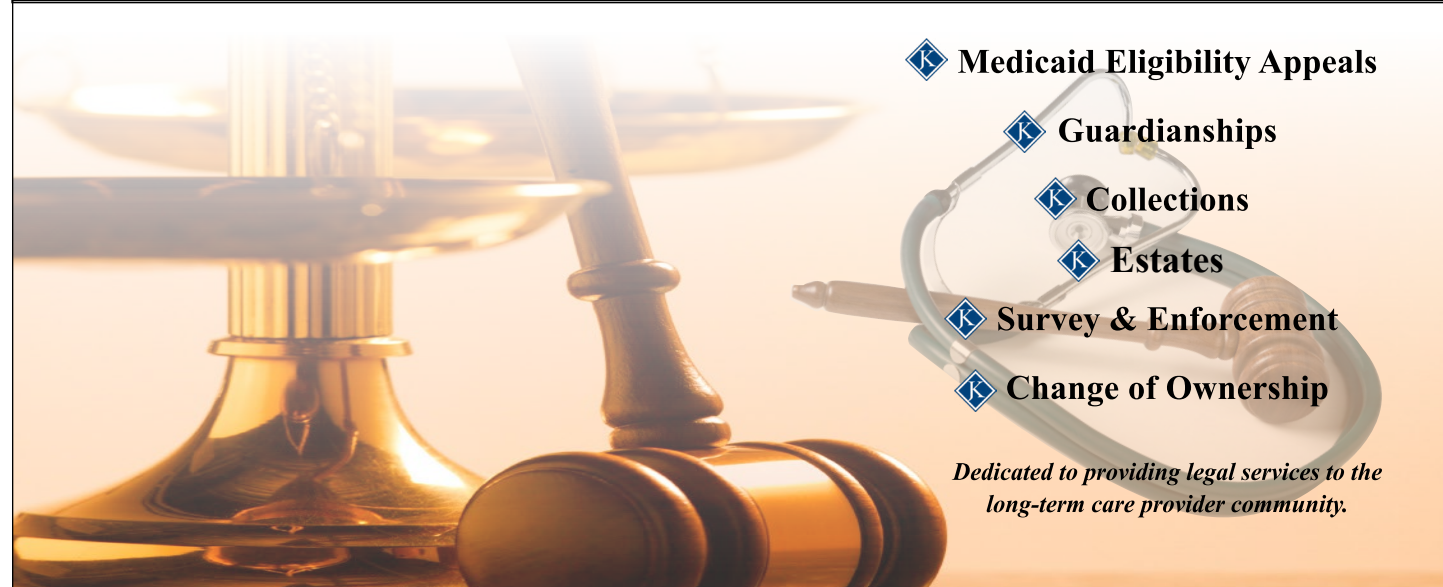
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Pennsylvania Coalition of Affiliated  
Healthcare & Living Communities



# 2023 Spring Conference

... AT A GLANCE



## MONDAY, APRIL 17TH

10 a.m. - noon	PACAH Executive Board Meeting (Private)
11 a.m. - 4 p.m.	Registration
1 - 2:30 p.m.	PELICAN Training - Regulatory Landmines and How to Avoid Them
2:30 p.m.	Afternoon Break
2:45 - 4:15 p.m.	PELICAN Training - Conducting a Thorough Investigation
2 p.m. - 4 p.m.	Fiscal Management Committee Meeting (Private)
5 - 7 p.m.	Welcome Reception

## TUESDAY, APRIL 18TH

7 - 8 a.m.	Continental Breakfast
7 a.m. - 2 p.m.	Registration
8 - 9 a.m.	Keynote Speaker - Pete Smith
9:15 - 10:15 a.m.	Refusal to Pay? How to Collect Private Pay Due to your Facility
9:15 - 10:15 a.m.	Human Resources 2023 and Beyond
10:15 a.m.	Morning Break
10:30 a.m. - noon	Proactive Falls Management: A Review of Risk Identification, Preventative Strategies/Care Management, and Staff Empowerment
10:30 a.m. - noon	A Deep Dive into the Most Frequently Cited Clinical Areas
noon - 1 p.m.	Working Lunch

12:15 - 1:45 p.m.	Benefits of a Infrastructure Strategic Review and 5-Year Capital Program Identifying State and Federal Grant Opportunities
12:15 - 1:45 p.m.	Beyond the Pizza Party: Staff Recognition to Impact Quality
2 p.m.	Afternoon Break
2 p.m.	Partner Outings

## WEDNESDAY, APRIL 19TH

7 a.m. - 1:15 p.m.	Registration
7:30 - 9 a.m.	Breakfast
7:45 - 9 a.m.	PACAH Business Meeting, PELICAN Business Meeting & Breakfast, with guest speaker, Kevin Hancock
9:15 - 10:15 a.m.	2023 Long Term Care Provider State and Federal Legal Update
9:15 - 10:15 a.m.	A New Era: Enhancing Restorative Delivery for Increased Clinical and Financial Opportunity with Wellness in Mind
10:15 a.m.	Morning Break
10:30 - 11:30 a.m.	Dealing with Disruptive Residents and Family - What is a Provider to Do?
10:30 - 11:30 a.m.	Person Centered Dementia and Behavior Care: Clinical Impact, Staffing Efficiencies, and Quality Measures
11:30 a.m. - 1 p.m.	Vendor Show & Lunch
1:15 - 2:15 p.m.	Survey Success and Readiness: Improving Your Survey Outcomes in 2023
1:15 - 2:15 p.m.	Employment & Labor Law Update

Full Conference agenda begins on page 14

**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 9, 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**

Room 207  
 NHA – 1.5  
 RC/AL - 1.5  
 RN – 1.5

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

1 - 2:30 p.m.

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 - SPONSORED BY PELICAN INSURANCE, RRG**

2:30 p.m.  
 2nd Floor Break Area

**PART TWO: "CONDUCTING A THOROUGH INVESTIGATION"**

2:45 - 4:15 p.m.

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**

**ARCADE GAMES SPONSORED BY PELICAN INSURANCE, RRG & AFFINITY HEALTH SERVICES**

5 - 7 p.m.  
 Senate Suite

**TUESDAY, APRIL 18TH**

**REGISTRATION**

7 a.m. - 2 p.m.  
 Registration Desk One

**CONTINENTAL BREAKFAST - SPONSORED BY CHR CONSULTING SERVICES, INC.**

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 - SPONSORED BY AMERIHEALTH CARITAS PENNSYLVANIA COMMUNITY HEALTH CHOICES**

**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 – 1.5  
RC/AL - 1.5  
PC - 1.5

RN – 1.5

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 - "A DEEP DIVE INTO THE MOST FREQUENTLY CITED CLINICAL AREAS"**

**Room 206**

**10:30 - noon**

NHA – 1.5  
RC/AL - 1.5  
RN – 1.5

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 - SPONSORED BY COMPASSIONATE CARE UNLIMITED, INC.**

**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*



### **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*

### **AFTERNOON BREAK - SPONSORED BY APEX REHAB SOLUTIONS**

2 p.m.

2nd Floor Break Area

### **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 - WITH GUEST SPEAKER, KEVIN HANCOCK, SPECIAL ADVISOR FOR ACTING SECRETARY OF AGING" - SPONSORED BY PELICAN INSURANCE, RRG**

President's Hall 2

7:30 - 8:30 a.m. - Breakfast

7:45 - 8:15 a.m. - PACAH & PELICAN Business Meetings

8:15 - 9 a.m. - Guest Speaker, Kevin Hancock

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.

For the remainder of the session, Kevin Hancock, Special Advisor for Acting Secretary of Aging, will present the beginning stages of Pennsylvania's development of a 10-year Master Plan for Aging and Disabilities (MPAD). An MPAD is a state-led strategic planning resource that can help states transform the infrastructure and coordination of services for their older adult and disability populations. The plan is particularly valuable to states with aging demographics and a large population of individuals with disabilities, like Pennsylvania. Goals, objectives, policies, and service program recommendations will be gathered from stakeholders throughout 2023. These recommendations will focus on how stakeholders want the experience for Older Adults and Individuals with disabilities to be in this state for the next 10 years. Recommendations will be captured immediately following his presentation at the PACAH conference. Publication of the plan will take place in early 2024.

### **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.

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### **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 aid 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  
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**MORNING BREAK - SPONSORED BY AMERIHEALTH CARITAS PENNSYLVANIA COMMUNITY HEALTH CHOICES**

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  
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*Tanya Daniels Harris, Esq.*  
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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

Lunch - 11:30 a.m. - 12:30 p.m.

Vendor Show - 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.  
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- Discounted registration fees to PACAH's two yearly statewide conferences, offering NHA, PC, RC/AL, Fiscal, Nursing and Dietary credits and the opportunity to network and learn from premier experts in the healthcare and long-term care industry
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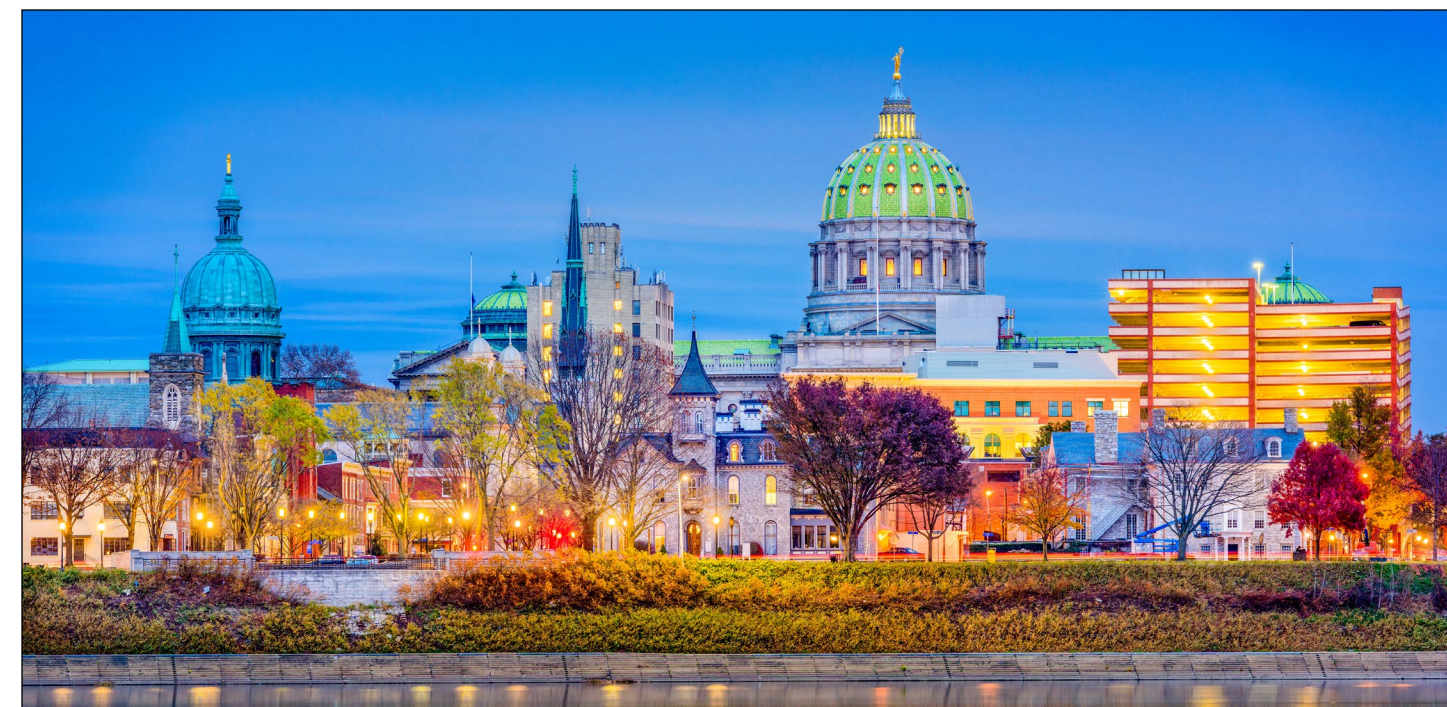
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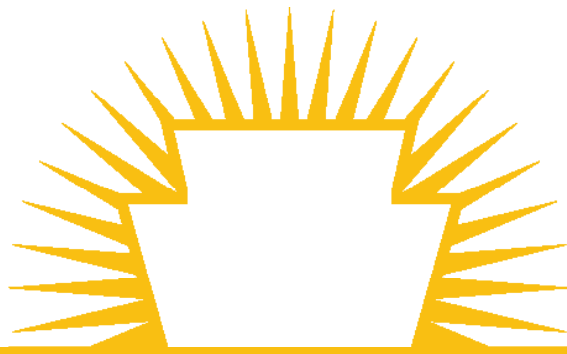
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