

A GUIDE TO NAVIGATING THE QUALITY SUMMIT EDUCATIONAL SESSIONS

Welcome to the 2024 AHCA/NCAL Quality Summit! The goal of the Quality Summit is to provide you with innovative ideas, strategies, and inspiration to ensure your organization is providing the highest quality of care to your residents.

This year, the AHCA/NCAL Quality Summit features educational sessions that reflect the seven criteria categories of the Baldrige Criteria for Performance Excellence. The Baldrige framework is the foundation of the AHCA/NCAL National Quality Award Program, a program that has been helping long term care centers achieve and sustain performance excellence for 30 years.

The seven Baldrige criteria categories listed here provide a framework for organizations to focus on key areas that contribute to overall organizational excellence. By addressing these key areas, organizations can enhance their competitiveness, drive innovation, and achieve sustainable success. They also relate to the elements of CMS' Quality Assurance/Performance Improvement (QAPI), a regulatory requirement for all CMS-certified nursing facilities.



Leadership

Leadership sets the direction, creates a vision, and establishes organizational values. It plays a crucial role in fostering an environment of continuous improvement and innovation.



Strategy

Effective strategic planning ensures that organizations have a clear roadmap for achieving their goals. It helps align resources and efforts toward achieving desired outcomes.



Customers

Understanding and meeting customer needs is essential for organizational success. High-performing organizations build strong relationships with customers, gather feedback, and continuously improve customer satisfaction and engagement.



Measurement, Analysis, and Knowledge Management

Organizations need to measure their performance, analyze data, and use knowledge effectively to drive improvement. Data-driven decision-making and knowledge sharing enables shared decision-making and fosters transparency.



Workforce

A skilled and motivated workforce is critical for achieving organizational objectives. High-performing organizations focus on employee engagement, development, and creating a positive work environment. This enables them to retain current staff and enhances their recruitment efforts.



Operations

Efficient and effective operations contribute to overall organizational performance. Strong operations rely on systematic processes for product and service delivery deployed widely throughout the organization, and continuously evaluated and improved.



Results

Organizations are judged by the results they can produce. Outcomes achieved by the organization, including customer satisfaction, financial performance, and societal impact should be tracked, trended, and compared against relevant comparisons so that an assessment is available on organizational performance.

For attendees with a specific focus, such as clinical leaders, infection preventionists, or human resource professionals, it may be appropriate to attend sessions in specific categories (e.g., leadership and workforce or operations and results). For leaders with a broader scope, such as administrators or directors of nursing, we encourage you to be a "criteria explorer" and attend one session in each category. This will allow you to maximize your learning and participation at the Quality Summit.

MONDAY

MAY 20

<p>11:00 am - 5:00 pm</p>	<p>Registration Open</p>		
<p>2:00 pm - 3:00 pm</p>	<p>Creating a People Focused Culture  Speakers: Glenn Van Ekeren - President, Vetter Senior Living; Rhonda Flanigan, BS, MA - Chief People Officer, Vetter Senior Living</p>	<p>The Links Between Population Health, Baldrige Criteria, and Quality Awards  Speakers: Stacey Hord, LNHA, MCD CCC-SLP - Chief Business Development Officer, Associated Care Ventures; Nisha Hammel, BA, MSW - Vice President, Reimbursement Policy & Population Health, AHCA/NCAL</p>	<p>Behavioral Health: Addressing Mental Illness  Speaker: Barbara F. Speedling, BS Health Administration - Quality of Life Specialist, Innovations for Quality Living</p>
<p>3:00 pm - 3:30 pm</p>	<p> Marketplace Meetup</p>		
<p>3:30 pm - 4:30 pm</p>	<p>Leadership Development to Build Trust and Achieve Better Outcomes  Speakers: Courtney Bishnoi, BA - Vice President of Quality & Regulatory Programs, AHCA/NCAL; David Gifford, MD, MPH - Chief Medical Officer, AHCA/NCAL; Jerald Cosey, BA, HFA, CNA - Founder and CEO, J. Cosey Speaks</p>	<p>Caring for the New Generation in Assisted Living  Speaker: Barbara F. Speedling, BS Health Administration - Quality of Life Specialist, Innovations for Quality Living</p>	<p>Supporting the Moral Concepts of Autonomy and Dignity  Speakers: Deborah E. Theis, Ph.D. - National Director of Training and Development, Deer Oaks - The Behavioral Health Solution; Brenda Sprinkle, Ph.D. - Regional Clinical Director, Deer Oaks - The Behavioral Health Solution; Aaron Brown, D.O. - Director of Medical Education, Deer Oaks - The Behavioral Health Solution</p>
<p>4:30 pm - 5:30 pm</p>	<p>Hospitality Reception</p>		
<p>Dinner on Your Own</p>			

TUESDAY

MAY 21

7:30 am - 5:00 pm	Registration Open		
7:30 am - 9:30 am	Full Breakfast Buffet		
9:30 am - 10:30 am	Opening General Session with Saul Paul		
10:30 am - 10:45 am	 Marketplace Meetup		
10:45 am - 11:45 am	Upgrade Your Leadership Resilience and Impact  Speaker: Michelle Wincell OLeary, MA, LICSW - Conscious Leadership & Wellbeing Consultant, Spirit of Therapy LLC	Looming Quality Changes: What Can SNFs Expect?  Speaker: Maureen McCarthy, RN, BS, RAC-MT, QCP-MT, DNS-MT, RAC-MTA - President, CEO, Celtic Consulting	Long-Term Care Emergency Preparedness and Exercise Development  Speakers: Nick Gabriele, CFPS - Vice President, Jensen Hughes; David Hood, BA - Senior Advisor and Technical Fellow, Jensen Hughes
12:00 pm - 12:45 pm	Association Update + Keynote with Glenn Van Ekeren		
12:45 pm - 1:45 pm	Networking Lunch		
1:45 pm - 2:15 pm	 Marketplace Meetup		
2:15 pm - 3:15 pm	A Systems Approach to GAPI  Speaker: Amy Stewart, MSN, RN, RAC-MT, RAC-MTA, DNS-MT, QCP-MT - Chief Nursing Officer, AAPACN	The Survey-Ready Team: Team Building for Regulatory Success  Speaker: Tracy Cooley - Senior Success Manager, HealthStream	Data Speaks! What's Yours Telling You?  Speakers: KeShawn Heard (Franklin), MBA - Manager, LTC Trend Tracker & Quality, AHCA/NCAL; Pamela Truscott, DNP - Director of Quality Improvement, AHCA/NCAL; Melody L. Gagner, RN, BSN, NHA, NHA Preceptor - Administrator Long Term Care Services, St. Jane de Chantal Long Term Care Services



Leadership



Strategy



Customers



Measurement, Analysis, and Knowledge Management



Workforce







Operations



Results

TUESDAY

MAY 21

<p>3:45 pm - 4:45 pm</p>	<p>Utilizing Data to Enhance Clinical Decision Making </p> <p>Speaker: Lisa Chubb, MSN, RN - Chief Clinical Officer, Golden Living Centers</p>	<p>Medication Reconciliation and Management Across Transitions of Care </p> <p>Speakers: Jacqueline Vance, BSN, RNC, CDONA, IP-BC, CDP, LBBP - Senior Director of Clinical Innovation and Education, Mission Health Communities; Cheryl A. Lattimer, RN BSN - Executive Director, National Transitions of Care Coalition; Mary Lomberg, PharmD, BCACP, CPh - Transitions of Care Clinical Pharmacist, Baycare Health Systems</p>	<p>Risky Business: Risk Management Programs in Senior Living </p> <p>Speaker: Christina A. Wildrick, JD, CPASRM - Assistant Vice President, Risk Management Services, Gallagher Bassett</p>
<p>4:45 pm - 5:45 pm</p>	<p> Marketplace Meet Up Happy Hour Reception</p>		
<p>Dinner on Your Own</p>			



Leadership



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WEDNESDAY

MAY 22

<p>7:30 am - Noon</p>	<p>Registration Open</p>		
<p>8:00 am - 8:45 am</p>	<p> Full Breakfast Buffet & Marketplace Meetup</p>		
<p>9:00 am - 10:00 am</p>	<p>Leveraging AI to Support Clinical Decision Making </p> <p>Speakers: Denine J. Hastings, BSN,MBA – Sr Director Clinical Product, Genesis HealthCare; Jennifer L. Pyne, MSN, RN – VP, Clinical Operations and Nursing Informatics, Genesis HealthCare Administrative Services LLC</p>	<p>Understanding Unconscious Bias and the Hidden Brain </p> <p>Speaker: Cathy Bergland, MBA, LNHA – Owner and Primary Consultant, CB Leadership Group</p>	<p>Proactive Preparedness for Surveys </p> <p>Speakers: Gail Cushing, NHA, RN BSN – Administrator, Applewood Rehabilitation Center; Julie Britton, DNP, MSN, GCNS-BC, RN-BC, FGnLA – Senior VP Clinical Operations, Genesis HealthCare; Wendy Ness</p>
<p>10:30 am - 11:30 am</p>	<p>Decolonization in Nursing Homes: Prevent Infection and Hospitalization </p> <p>Speaker: Loren Miller, MD, MPH – Professor of Medicine, David Geffen School of Medicine at UCLA, Chief - Division of Infectious Diseases, Harbor-UCLA Medical Center</p>	<p>Building the Path: Creating Careers in Long Term Care </p> <p>Speakers: Mark F. Klyczek, MS, FACHE – President & CEO, Virginia Health Services; Deborah B. Rowe, MS, RN, PHR, CHCR – Vice President of Nursing Workforce Development, Genesis HealthCare; Dalton Freeman – Director of Training and Development, HMR Veterans Services, Inc.</p>	<p>Using Technology to Address Loneliness and Isolation </p> <p>Speaker: Janean Kinzie, BA – Director of Social Wellness and Enrichment, American Senior Communities</p>

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-  Customers
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-  Operations
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