# 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 CMScertified 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.





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.

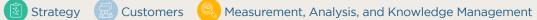
11:00 am - 5:00 pm	Registration Open			
2:00 pm - 3:00 pm	Creating a People Focused Culture Speakers: Glenn Van Ekeren - President, Vetter Senior Living; Rhonda Flanigan, BS, MA - Chief People Officer, Vetter Senior Living	The Links Between Population Health, Baldrige Criteria, and Quality Awards Speakers: Stacey Hord, LNHA, MCD CCC-SLP - Chief Business Develop- ment Officer, Associated Care Ventures; Nisha Hammel, BA, MSW - Vice President, Reimbursement Policy & Population Health, AHCA/NCAL	Behavioral Health: Addressing Mental Illness Speaker: Barbara F. Speedling, BS Health Administration - Quality of Life Specialist, Innovations for Quality Living	
3:00 pm - 3:30 pm	Marketplace Meetup			
3:30 pm -	Leadership	Caring for the New	Supporting the	
4:30 pm	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	Generation in Assisted Living Speaker: Barbara F. Speedling, BS Health Administration - Quality of Life Specialist, Innovations for Quality Living	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	
4:30 pm - 5:30 pm -	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	Generation in Assisted Living Speaker: Barbara F. Speedling, BS Health Administration - Quality of Life Specialist, Innovations for Quality	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	
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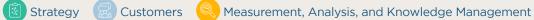
7:30 am -	Registration Open				
5:00 pm	Registration Open				
7:30 am - 9:30 am	Full Breakfast Buffet				
9:30 am - 10:30 am	Opening General Session with Saul Paul				
10:30 am - 10:45 am	Marketplace Meetup				
10:45 am - 11:45 am	Upgrade Your Leadership Resilience and Impact Speaker: Michelle Wincell 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 QAPI 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		

















MAY 21

3:45 pm -4:45 pm

**Utilizing Data to Enhance Clinical Decision Making** Speaker: Lisa Chubb, MSN, RN - Chief Clinical Officer, Golden Living Centers

Medication Reconciliation and Management **Across Transitions** of Care

**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,

Care Coalition; Mary Lomberk, PharmD, BCACP, CPh - Transitions of Care Clinical Pharmacist, Baycare Health Systems

**National Transitions of** 

**Risky Business: Risk Management Programs in Senior Living** Speaker: Christina A. Wildrick, JD, CPASRM -

Assistant Vice President, Risk Management Services, Gallagher Bassett

4:45 pm -5:45 pm



**Marketplace Meet Up Happy Hour Reception** 

**Dinner on Your Own** 

















7:30 am - Noon	Registration Open			
8:00 am - 8:45 am	Full Breakfast Buffet & Marketplace Meetup			
9:00 am - 10:00 am	Leveraging AI to Support Clinical Decision Making 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	Understanding Unconscious Bias and the Hidden Brain Speaker: Cathy Bergland, MBA, LNHA - Owner and Primary Consultant, CB Leadership Group	Proactive Preparedness for Surveys 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	
10:30 am - 11:30 am	Decolonization in Nursing Homes: Prevent Infection and Hospitalization Speaker: Loren Miller, MD, MPH - Professor of Medicine, David Geffen School of Medicine at UCLA, Chief - Division of Infectious Diseases, Harbor-UCLA Medical Center	Building the Path: Creating Careers in Long Term Care 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.	Using Technology to Address Loneliness and Isolation Speaker: Janean Kinzie, BA - Director of Social Wellness and Enrichment, American Senior Communities	









Measurement, Analysis, and Knowledge Management



Leadership

Operations



Page 1 Sessions and speakers are subject to change without notice.

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