

# 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.

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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

11:00 am - 5:00 pm	<b>Registration Open</b>		
2:00 pm - 3:00 pm	<b>Creating a People Focused Culture</b> 	<b>The Links Between Population Health, Baldrige Criteria, and Quality Awards</b> 	<b>Behavioral Health: Addressing Mental Illness</b> 
3:00 pm - 3:30 pm	 <b>Marketplace Meetup</b>		
3:30 pm - 4:30 pm	<b>Leadership Development to Build Trust and Achieve Better Outcomes</b> 	<b>Caring for the New Generation in Assisted Living</b> 	<b>Supporting the Moral Concepts of Autonomy and Dignity</b> 
4:30 pm - 5:30 pm	<b>Hospitality Reception</b>		
	<b>Dinner on Your Own</b>		



Leadership



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Measurement, Analysis, and Knowledge Management



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# TUESDAY

MAY 21

7:30 am - 5:00 pm	<b>Registration Open</b>		
7:30 am - 9:30 am	<b>Full Breakfast Buffet</b>		
9:30 am - 10:30 am	<b>Opening General Session with Saul Paul</b>		
10:30 am - 10:45 am	 <b>Marketplace Meetup</b>		
10:45 am - 11:45 am	<b>Upgrade Your Leadership Resilience and Impact</b> 	<b>Looming Quality Changes: What Can SNFs Expect?</b> 	<b>Using Technology to Address Loneliness and Isolation</b> 
12:00 pm - 12:45 pm	<b>Association Update + Keynote with Glenn Van Ekeren</b>		
12:45 pm - 1:45 pm	<b>Networking Lunch</b>		
1:45 pm - 2:15 pm	 <b>Marketplace Meetup</b>		
2:15 pm - 3:15 pm	<b>A Systems Approach to QAPI</b> 	<b>The Survey-Ready Team: Team Building for Regulatory Success</b> 	<b>Data Speaks! What's Yours Telling You?</b> 
3:45 pm - 4:45 pm	<b>Utilizing Data to Enhance Clinical Decision Making</b> 	<b>Medication Reconciliation and Management Across Transitions of Care</b> 	<b>Risky Business: Risk Management Programs in Senior Living</b> 
4:45 pm - 5:45 pm	 <b>Marketplace Meetup Happy Hour Reception</b>		
	<b>Dinner on Your Own</b>		



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# WEDNESDAY

MAY 22

7:30 am - Noon	Registration Open		
8:00 am - 8:45 am	 Full Breakfast Buffet & Marketplace Meetup		
9:00 am - 10:00 am	<b>Leveraging AI to Support Clinical Decision Making</b> 	<b>Unconscious Bias Training</b> 	<b>Proactive Preparedness for Surveys</b> 
10:30 am - 11:30 am	<b>Decolonization in Nursing Homes: Prevent Infection and Hospitalization</b> 	<b>Building the Path: Creating Careers in Long Term Care</b> 	<b>Long-Term Care Emergency Preparedness and Exercise Development</b> 



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Sessions and speakers are subject to change without notice.

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