

## Quality Summit Day One – Monday, April 7

**11:00 am – 5:00 pm**

**Registration Open and Visit with Sponsors**

Note: Lunch on your own

**2:00 pm – 3:00 pm Breakout Sessions**

*Attendees, please choose one session for this time block.*

**Collaboration Not Conflict: Communication Skills for High-Emotion Environments**

**Track: Leadership**

**Speaker: Leah Roe, CPA, CPCC, PCC - The Perk**

**Session Description:** In healthcare & assisted living, managing high-stress interactions while maintaining trust & respect is critical. This workshop equips caregiving professionals with essential tools for navigating conflict & fostering collaboration, even in emotionally charged situations. Participants will learn to recognize early signs of conflict & discover the core principles of conflict resolution—ensuring everyone feels seen, heard, & valued. In this high-energy, high-engagement session, participants will understand the impact of mindset on conflict situations & learn to apply The Thought Model to understand how thoughts influence emotions & actions. This powerful tool enhances self-awareness & promotes a constructive approach to resolving tensions & achieving the results that will serve your team, residents, & families best. Participants will walk away with three actionable skills to drive connection, create psychological safety, & master collaboration & communication: Courageous Curiosity, Level 3 Listening, & “Yes, &.” By reducing in-fighting & strengthening team cohesion, this workshop will positively impact employee retention, engagement, & ownership. It will also enhance the experience of residents & their families, fostering stronger relationships, retaining their business, & ultimately improving revenue. Get ready to gain fresh perspectives, learn new strategies to deepen connections, & unlock the full potential of your team to succeed in today’s workplace!

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## **Mastering QAPI using the AHCA Quality Award Program**

**Track: Measurement, Analysis and Knowledge Management**

**Speaker: Ralph R. Peterson, MSOL - The Core Fourteen**

**Session Description:** This session is specifically designed for senior care centers striving for excellence through their Quality Assurance and Performance Improvement (QAPI) program. While CMS mandates that all nursing homes have a QAPI program, it falls short of providing a clear framework for implementation. This is where the Quality Award Program becomes indispensable, offering the structure and guidance necessary to develop an effective QAPI program. This session is more than just navigating QAPI complexities—it's about leveraging the Quality Award Program to create a robust framework that fosters superior care and earns well-deserved recognition. By simplifying the dense QAPI guidelines into an actionable plan, this workshop addresses real-world challenges faced by senior care organizations, transforming the daunting task of QAPI management into an organized, step-by-step strategy. Participants will delve into the intricacies of QAPI, gaining insights into how the Quality Award framework can be seamlessly integrated to ensure compliance and excellence. The workshop will provide practical guidance on initiating QAPI efforts, identifying key areas of focus, and developing tailored solutions that meet the unique needs of each facility. Additionally, the session will highlight dynamic techniques for mobilizing staff, fostering a unified vision for quality improvement, and maintaining a proactive approach to overcoming obstacles. By the end of the workshop, attendees will be equipped with the tools and insights necessary to craft and lead a successful QAPI program, as well as the acumen to develop a compelling Quality Award application.

## **Strategies to Enhance Value-Based Outcomes through Live Analytics**

**Track: Strategy**

**Speakers: Lacey Erxleben, RN, CMAC - Touchstone Communities, Scott M. Rifkin, MD - Real Time Medical Systems**

**Session Description:** As all stakeholders in the healthcare continuum learn to embrace Value-Based Care (VBC), nursing facility care teams are swiftly becoming recognized as a key driver in the success of the “quality of care” model. Shifting the focus from quantity to quality, the approach ensures the prioritization of resident-centered outcomes – such as improving chronic disease management, reducing rehospitalizations, and enhancing the Quality of Life for residents. As nursing facilities continue to struggle with staffing issues, administrative overload, and regulatory burden – and with Centers for Medicare & Medicaid (CMS) seeking to have ALL Medicare/Medicaid patients in some form of a VBC program by 2030 – what can facility care teams do to ensure value-based care goals are being met and the best possible care is being provided? This session explores the integration of live data analytics and practical methodologies in managing long-stay residents within the VBC framework. Lacey Erxleben, VP of Clinical Reimbursement at Touchstone Communities, joins Dr. Scott Rifkin, founder and Executive Chairman, Real Time Medical Systems, to highlight how practical data has enhanced operational efficiency at both the facility and clinical levels for Touchstone's 30 communities and 4 Veterans Homes in Texas, particularly through the role of the Director of Nursing (DON). Key strategies and best practices will be shared that demonstrate how Nurse Practitioners, DONs, and nursing teams are utilizing live EHR data for chronic disease management, infection prevention, and advance care planning – along with identifying clinical changes as they occur, facilitating immediate care interventions, and reducing rehospitalizations. Furthermore, we will discuss the positive effect live clinical data has on reimbursement – including its impact, when used appropriately by nursing facility care teams, on Case Mix Index (CMI) and nursing scores.

## **Thrive Under Fire: Communicating with Challenging Customers Like a Pro**

### **Track: Customers**

**Speaker: Kathleen D. Weissberg, MS, OTD, OTR/L, CMDCP, CDP, CFPS, CGCS - Select Rehabilitation**

**Session Description:** Customer service is the cornerstone of every business and is essential for a strong reputation. We learn about it, we talk about ... but do we actually deliver what we say? Customer service in long term care is different from other industries and must be addressed as such. In this session, the participant will begin by completing a brief self-scored inventory to identify the personality traits that apply to them. This trait score will be utilized to facilitate a better understanding of themselves and how they best relate with others (of similar or different personalities). An understanding of personality traits will be applied to both internal and external customer interactions (i.e., staff/colleagues and families/community). Because we each encounter “difficult” customers (staff, residents and families) in our daily work, the session will address the 10 different “difficult” personalities and offer specific skills, human interface and strategies to address each type so to bring out the best in people (even at their worst). Case examples and facilitated brainstorming will be utilized to enhance learning and engagement. Participants will be offered real-time strategies based on focus group results and best-available evidence that they can utilize in their daily work to heighten awareness of customer service with the end goal of improving satisfaction and outcomes.

**3:00 pm – 3:20 pm**

### **Marketplace Meetup**

**3:20 pm – 4:20 pm Breakout Sessions**

*Attendees, please choose one session for this time block.*

### **Care and Discharge Planning for SDOH Items**

#### **Track: Leadership**

**Speaker: Amy Stewart (she/her/hers), MSN, RN, RAC-MT, RAC-MTA, DNS-MT, QCP-MT – AAPACN**

**Session Description:** October 1, 2025, additional social determinants of health (SDOH) items will be added to the 5-day PPS MDS assessment. These items will be included in the FY2027 SNF Quality Reporting Program. Resident responses to these new current items will need to be care planned and may impact the discharge plan. Join this 60-minute session with Amy Stewart, chief nursing officer for AAPACN to learn more about how to care plan and prepare for discharge planning with these new SDOH items.

### **Empowering Assisted Living Workforce Through AI**

#### **Track: Workforce**

**Moderator: Pamela Truscott (she/her/hers), DNP/HSL, MSN/Ed, RN - AHCA/NCAL**

**Panelists: Alexandra Shuell – Vice President of HigherPath, Bickford Senior Living, Kiara Tuchscherer, MPH, LNHA – Administrator, Senior Living, Good Samaritan Society**

**Session Description:** Workforce challenges are not a new issue. Over the decades we have seen rise and fall of workforce entering the long term care and post-acute care, including assisted living, space. Workforce challenges can cause burnout and fatigue, high resident-to-staff ratios, workplace safety concerns, emotional strain, shift scheduling issues, and limits career growth opportunities. This session will explore how AI can help

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address these workforce challenges by streamlining administrative tasks, enhancing training and education, optimizing resident care, reducing physical and emotional strain, improving communication and coordination, all while creating flexible scheduling solutions, enhancing workplace safety, and providing career development opportunities.

**Five Star for Smarties: Data Driven Excellence**

**Track: Measurement, Analysis and Knowledge Management**

**Speakers: Monica Walsh, Physical Therapist, AANAC RAC Advanced Certification - Regency Integrated Health Services, Dahlia Kroth - Strategic Healthcare Programs**

**Session Description:** Frustrated by your CMS Five Star Rating despite your efforts? This session will take you from feeling like a 'data dummy' to a 'Data Smartie.' First, we'll cover the basics of the CMS Five Star Program, then identify practical improvement opportunities and show you how simple data-driven process adjustments will transform your outcomes. Learn innovative strategies to achieve Five Star excellence, including tips for survey preparation, quality measure forecasting, and strategies for impactful quality improvements. Join us to leverage your data for real Five Star results.

**Strategies for Effective Leadership in Long Term Care**

**Track: Leadership**

**Speaker: Darius McDonald, MSOL - Tennessee Health Care Association**

**Session Description:** In a rapidly evolving long-term care landscape, effective organizational leadership requires a transformational approach—one that harmonizes excellence with empathy and aligns innovation with top-tier care. This workshop, "Strategies for Effective Leadership in Long-Term Care," invites leaders to embrace a holistically equipped mindset, prepared not only to lead in title but to strategically develop leaders at every level. This session delves into reimagining workplace culture and redefines how leaders can cultivate environments of excellence that are both inspiring and resilient—rooted in collective value and purpose. The session will equip leaders with powerful, practical strategies to identify and develop both leaders and individual contributors within your organization, unlocking the potential that lies within every team member. We'll examine innovative, forward-thinking approaches to the pressing challenges being experienced in the long term and post-acute care profession today, emphasizing the necessity of adaptive solutions that nurture well-being and foster growth. By integrating holistic leadership principles, attendees will learn how to lead with integrity and insight, balancing operational excellence with the empathy needed in care environments. As leaders, you'll gain actionable insights to shift perspectives within your teams, ensuring that high standards of care go hand-in-hand with a supportive and empowering culture. This workshop isn't just about good management; it's about inspiring change, engineering solutions, and creating a sustainable framework for success in long-term care. Join us to rethink organizational leadership and to lead with excellence, empathy, and innovation!

**4:20 pm – 4:45 pm**

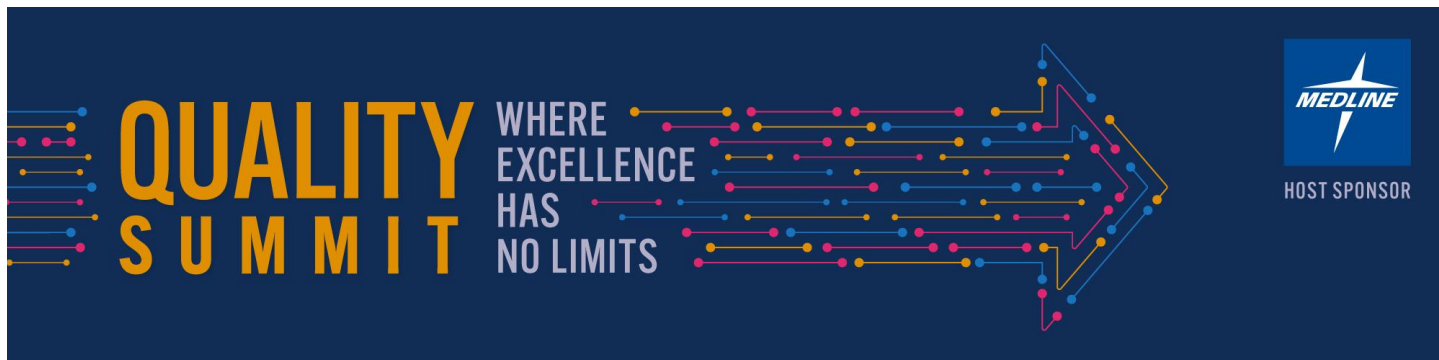
**Marketplace Meetup**

**4:45 pm – 5:45 pm Quality Awards Ceremony**

**5:45 pm – 6:45 pm**

**Hospitality Reception**

Note: Dinner on Own



## Quality Summit Day Two – Tuesday, April 8

**7:30 am – 9:30 am**  
**Breakfast**

**7:30 am – 5:00 pm**  
**Registration Open**

### **9:30 am – 10:30 am Opening General Session featuring Joann Sternke**

Where excellence has no limits, leadership thrives. Dr. JoAnn Sternke is a dynamic speaker, experienced leader, and National Quality Award Examiner. She has helped organizations nationwide drive measurable improvements through Evidence-Based Leadership<sup>SM</sup> practices and the Baldrige Performance Excellence framework. Passionate about helping organizations “get better at getting better,” she makes complex strategies simple and guides teams toward meaningful progress.

**10:30 am – 10:45 am**  
**Marketplace Meetup**

### **10:45 am – 11:45 am Breakout Sessions**

*Attendees, please choose one session for this time block.*

#### **Care of the Resident with Mental Illness**

##### **Track: Customers**

**Speaker: Michelle Stuercke (she/her/hers), RN, MSN, DNP, MPH, LNHA, QCP - Transitional Care Management**

As the number of individuals with mental illness continues to increase, facilities are finding that residents are being admitted who have a diagnosis of severe mental illness. This session will focus on the care of the resident with mental illness through an interdisciplinary team approach. This session will provide information on behavioral care programming that will increase resident quality of life through education and training that leads to a successful discharge back to the community. This session will also provide billable therapy interventions for the care of residents with mental illness.

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## **Elevating Employee Engagement with Authentic Communication**

**Track: Workforce**

**Speaker: Hattie Hunter (she/her/hers), M.A. IOP - Integrated Leadership Systems**

We know that recruitment and retention challenges persist in the current economic environment; however, employee engagement stands out as a powerful and long-term strategy to combat these issues. Defined by Gallup as the involvement and enthusiasm of employees in their work and workplace, employee engagement is recognized as a competitive advantage supported by extensive research. To achieve greater involvement and enthusiasm, leaders must focus on fostering agency and dignity among their employees. By providing autonomy and generating alignment, leaders can empower their teams to take an active role in shaping their work. Creating a culture of psychological safety and offering genuine feedback further enhances feelings of dignity. Effective communication is a cornerstone of engagement, encompassing not just the words we use but also our tone and body language. Leaders must balance between passive-aggressive and aggressive communication, and leaders must embrace assertiveness. Authentic communication necessitates vulnerability, honesty, and presence, guided by considerations such as timing, tone, technique, and a commitment to truth. By embracing these principles, leaders can truly engage and empower their employees, ensuring a more fulfilled and committed workforce in the long term.

## **Taking QAPI to the Next Level**

**Track: Measurement, Analysis and Knowledge Management**

**Speaker(s): Andrew Wismer, MBA, LNHA - Vetter Senior Living, Katie Frederick, LNHA - Vetter Senior Living, Andy Fuston, MPA, LNHA - Vetter Senior Living**

Are you feeling like you've been spinning your tires with QAPI and not gaining any traction? Are you just going through the motions to meet regulations? In day-to-day operations it's sometimes easy to just check the box to get things done. Quality Assurance and Performance Improvement shouldn't be one of them. The team at Vetter Senior Living has created a Morning Kickoff & QAPI agenda that not only encourages collaboration from your team but also creates a process for tracking and trending data for easy evaluation that assists with improving outcomes. The data captured here has allowed for improved regulatory compliance, quicker response time to non-favorable trends, improved quality outcomes, shown areas for performance improvement, and gathers data for ACHA Quality Awards. This has been implemented at all VSL locations and we've seen an improvement in many areas related to Quality Measures, rehospitalizations, anti-psychotic use, and more. Come along as we show you a tool that can help you Make QAPI Great Again.

## **Wellness Practices in Action: Elevating Resident Care Through Restorative Nursing**

**Track: Strategy**

**Speaker: Maureen McCarthy (she/her/hers), RN, BS, RAC-MT, QCP-MT, DNS-MT, RAC-MTA - Celtic Consulting**

Wellness is at the heart of resident care, and restorative nursing practices offer a dynamic approach to fostering improved health and functionality for residents across skilled nursing facilities (SNFs) and assisted living (AL) communities. This session explores how restorative nursing programs (RNPs) can serve as a cornerstone for holistic resident wellness—promoting mobility, independence, and engagement while simultaneously benefiting regulatory and quality outcomes. The presenter will offer practical strategies for optimizing your existing resources and building a collaborative model that fully leverages the skills of the interdisciplinary team. Through actionable steps, attendees will learn how to implement an effective RNP, without any additional expense to the facility, that not only improves resident engagement and functionality but also addresses regulatory and reimbursement priorities. For SNFs, restorative nursing goes beyond wellness by serving as a critical driver of quality measures. Learn how specific metrics—such as mobility, self-care, and the discharge function score—are directly impacted by RNPs. By optimizing these measures, facilities can improve quality ratings, strengthen their compliance standing, and position themselves for better reimbursement opportunities. This session will explore how restorative practices can be seamlessly aligned with quality measure priorities to deliver exceptional care and meet organizational goals. This session also highlights the importance of resource optimization and interdisciplinary collaboration, offering practical guidance for creating



sustainable models of restorative care. Whether you're working to enhance wellness in AL or drive measurable improvements in SNF quality metrics, these approaches provide a pathway to success. Through hands-on strategies and real-world examples, attendees will leave equipped to implement or enhance restorative nursing practices in their communities—boosting resident wellness, engagement, and quality of life while aligning with evolving quality measures.

#### **Examiner Masterclass**

**Speaker: Cathy Bergland, MBA, LNHA, Owner and Primary Consultant, CB Leadership Group**

\*This session is only for 2025 Silver and Gold Quality Award Examiners. This focused session will provide Examiners insights into critical evaluation factors such as learning (evaluation and improvement), approach (levels of effective and systematic processes), and results. This session will feature discussion on the practical application of the concepts discussed and ample opportunities will be provided for questions/scenarios to offer clarification on specific queries.

#### **12:00 pm – 12:45 pm Keynote and Association Update**

AHCA Board Chair Phil Scalo, AHCA President and CEO Clifton J. Porter, II and NCAL Executive Director LaShuan Bethea will take the stage to share key insights on the future of long term care. They will discuss top priorities, emerging challenges and groundbreaking innovations shaping the profession. This is your chance to hear directly from AHCA/NCAL's leadership on the issues that matter most. Don't miss this opportunity to stay informed and engaged in the future of quality care.

#### **12:45 pm – 1:45 pm Networking Lunch**

#### **1:45 pm – 2:15 pm Marketplace Meetup**

#### **2:15 pm – 3:15 pm Breakout Sessions**

*Attendees, please choose one session for this time block.*

##### **Leverage Live Data to Inform Quality Improvement Strategies**

**Track: Measurement, Analysis and Knowledge Management**

**Speakers: MaryPat R. Carhart, MHA, BS, RN - Upstate Services Group, LLC, Kathy Derleth (she/her/hers), RN, BSN - Real Time Medical Systems**

According to the Center for Disease Control (CDC), falls are the leading cause of injury for adults ages 65 years and older. A recent analysis of nearly 10,300 closed claims by the global insurance broker and risk advisor, Marsh, revealed that falls in long-term care account for nearly 50% of claims paid by facilities—amounting to an estimated \$448.8 million annually! Despite these staggering numbers, falls among the senior population are preventable through appropriate screening and interventions in care. This session will examine how nursing facilities can leverage Quality Assurance and Performance Improvement (QAPI) plans to reduce fall-related injuries and deaths. Utilizing the PLAN-DO-STUDY-ACT framework, we will delve into how live clinical data can be harnessed to identify risk factors and inform actionable prevention strategies. To serve as a guiding case study throughout the session, MaryPat Carhart, Vice President Clinical Services at Upstate Services Group (USG), will share her insights on Root Cause Analysis (RCA) and illustrate the steps required to identify the underlying factors of falls. She will also review the application of a 4-point QAPI planning approach, showcasing how 7 of USG's facilities in New York have been able to create effective plans that

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mitigate fall risks. Joining MaryPat will be Kathy Derleth, RN, BSN, Clinical Program Director at Real Time Medical Systems. Kathy will discuss how the use of live EHR data analytics can be incorporated into daily operations to help nursing facility care teams identify high-risk patients, reduce avoidable hospitalizations due to falls, highlight the potential for medication-related fall risk, achieve regulatory compliance, and improve overall quality of care provided. Drawing on insights and lessons learned from USG's experience, participants will gain a comprehensive understanding of how live data analytics can reduce fall rates in nursing facilities, improve patient outcomes, and prevent costly claims.

### **Servant Leadership as a Model for Nursing Home Performance Excellence – A Study of AHCA National Quality Award Recipients**

**Track: Leadership**

**Speaker: Wayne M. Sanner, DBA - Prestige Healthcare**

Nursing homes confront a myriad of challenges impacting organizational performance outcomes. An anticipated growth in demand for nursing home services, coupled with recent trends and forecasts of increased nursing home closures, compels the need and opportunity to expand research on nursing home leadership and organizational performance excellence. As nursing homes continue to adapt to growing consumer needs and expectations and strive for competitive advantages in a dynamic, service-driven business environment, studying contemporary values-based leadership theories within an established business performance construct offers insights and implications for nursing home leadership and organizational performance excellence. Join Dr. Sanner in this educational session to learn about evidenced-based research findings supporting servant leadership as a model for nursing home performance excellence and review implications for practical application.

### **Tools to Promote Healthcare Recommendations in Assisted Living**

**Track: Operations**

**Speakers: Sheryl Zimmerman, PhD - University of North Carolina at Chapel Hill, Pamela Truscott (she/her/hers), DNP/HSL, MSN/Ed, RN - AHCA/NCAL, Camille Jordan (she/her/hers), MSN, APRN, FNP-C, CDP - Brookdale Senior Living, Jennifer Svoboda (she/her/hers), BSW, MHA, CHCC - Arete Living**

The medical and mental health care needs of assisted living (AL) residents have increased over the last decades, raising concern about the suitability of services to address those needs. In 2022, the Journal of the American Medical Association (JAMA) published "Recommendations for Medical and Mental Health Care in Assisted Living Based on an Expert Delphi Consensus Panel." This first-ever set of 43 recommendations launched the national Be Well in AL coalition, led by the Center for Excellence in Assisted Living at the University of North Carolina at Chapel Hill (CEAL@UNC) in collaboration with numerous organizations. The goal of Be Well in AL is to effect change in AL practice and policy based on the recommendations. In this panel, tools and resources related to the recommendations will be presented, addressing staff and staff training (e.g., training in person-centered care); nursing and medical/mental health services (e.g., weight measurement and recording); and resident assessment, care planning, and care coordination (e.g., formal cognitive assessments). These tools/resources include (1) a simple checklist for providers and consumers of all 43 recommendations; (2) examples of tools/resources; and (3) examples of current practice and policy. The tools/resources are informed by three criteria: applicability to AL; feasibility of implementation; and quality. Panel members representing research, provider/association, and policy perspectives will discuss the evolution of the tools/resources, their implementation in practice, their relevance to policy, and next steps for widespread dissemination and uptake.

### **Utilizing Systems-Based Quality Improvement to Reduce Rehospitalizations and Increase Staff Retention**

**Track: Leadership**

**Speakers: Maryruth Butler, MBA, NHA, RCA - Cascadia Healthcare, Kate Hawkins, Chief Nursing Officer, Cascadia Healthcare**

Reducing rehospitalizations and increasing staff retention are key outcome measures for long term care providers. During this session, Quality Award recipients will share how they have been able to make sustainable gains in these



two measures utilizing systems-based quality improvement. The speakers will provide actionable steps that can be implemented to positively impact these two outcomes. Furthermore, they will share insights on how systems-based quality improvement serves as the foundation for achieving high performance.

**3:15 pm – 3:45 pm**  
**Marketplace Meetup**

**3:45 pm – 4:45 pm Breakout Sessions**  
*Attendees, please choose one session for this time block.*

**Data to Success: Using CoreQ to Advance Excellence**  
**Track: Measurement, Analysis and Knowledge Management**

**Speakers: John J. Vander Meer (he/him/his), MPA – Carefeed, Jennifer Leatherbarrow, RN, BSN, RAC-CT, RAC-CTA, QCP, IPCO, CIC - Complete Care Management**

CoreQ satisfaction surveys offer an effective framework for evaluating resident and family satisfaction - a primary factor people use when considering long-term or post-acute care options. The CoreQ platform is already used in numerous states as a quality measure in pay for performance and quality reporting programs and is under consideration for use by more state agencies. CoreQ measurements are endorsed by the National Quality Forum, and CMS's consensus-based entity, the Partnership for Quality Measurement. Bottom line: Providers who successfully implement strategies using CoreQ as a key indicator will be better positioned not only to increase reimbursement, but advance care quality, realize operational efficiencies, and achieve brand and market position goals. This presentation will offer participants practical and effective strategies to use CoreQ survey data within their care settings on a daily basis. Participants will be guided through real-world ways providers have developed action plans based on CoreQ data to enhance facility reputation and address areas for improvement. They will also explore how to leverage CoreQ results as a differentiator, strategically positioning their community or company as a leader in quality care. Overall, this presentation will provide insights into how CoreQ surveys can drive quality advancement and improve financial performance in skilled nursing and assisted living facilities.

**Effectively Managing Your Emergency Preparedness Program**  
**Track: Operations**

**Speakers: David Hood (he/him/his), BA - Jensen Hughes, Nick Gabriele (he/him/his), CFPS - Jensen Hughes, Jason Belden – California Association of Health Facilities**

Emergency preparedness plans and programs require ongoing evaluation and revision. Updates are often driven by lessons learned, changing risks, and new regulations. This program will examine emerging factors in emergency preparedness, including climate change and technology. The program will also address effective training and testing mechanisms to ensure all staff, from leadership to front-line workers, are engaged and prepared. Discussion will apply to both skilled nursing and assisted living facilities.

**Cultivating a Culture for Employee-Centered Engagement**  
**Track: Workforce**

**Speakers: Jessica Burkard, Division Director, Community and Provider Engagement, Avamere Health Services,**

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**Santosh Chitalia, Chief HR Officer, National Health Care Associates, Mary Adams, Vice President of DEI and Clinical Risk Management, Genesis HealthCare**

This session will bring together leaders to discuss proven strategies for creating an organizational culture that fosters belonging and enhances staff engagement. The session will highlight real-world examples, practical tools, and actionable insights that audience members can take and adopt in their own organizations.

### **Using Technology to Improve your Continence Management Outcomes**

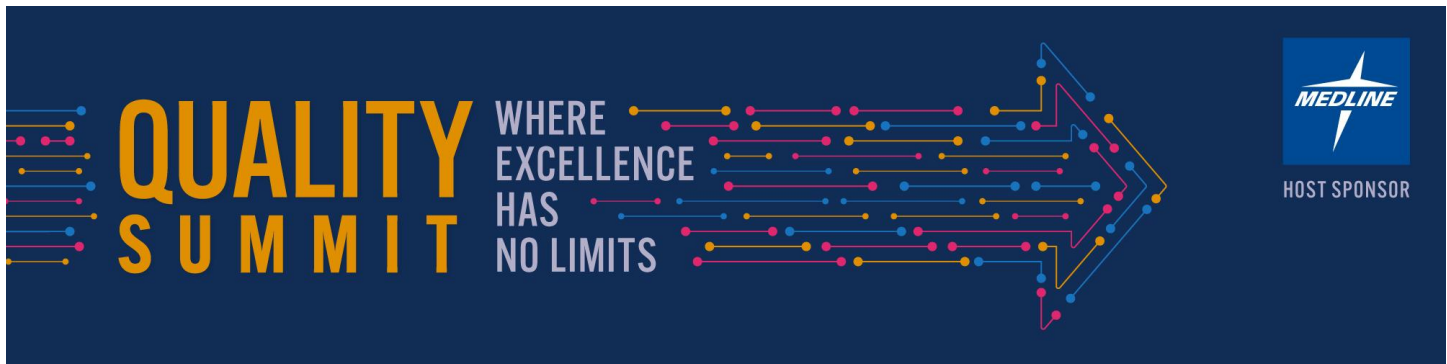
**Track: Operations**

**Speaker: Michelle Christiansen, MA PA CNE CCDS VABC RACCTA QCP - Medline Industries LP**

Are your surveyors conducting incontinence rounds? Do you worry about what they will find and how frontline caregivers, residents and family members will respond to their questions? Are residents sitting in wet briefs for extended periods unable to recall the last time they were changed? Are your staff double-diapering, putting everyone in larger sizes? Urinary incontinence presents a significant issue in all corners of healthcare. It's not just about the financial burden, but also its impact on the staff. Research shows that frontline caregivers spend, on average, 56% of their time tending to continence care needs, changing an average of 36.6 products per shift, with the majority of changes being unnecessary, and assisting with 25.5 toileting episodes, often unsuccessfully. This constant demand leads to low morale, burnout, high turnover rates, and decreased resident and family satisfaction. Current adult incontinence management products have a wetness indicator in the form of a color-changing strip that changes color with the brief becomes soiled. Although these indicators have been used for some time, briefs still need to be manually observed by the caregiver and require undressing to see the wetness indicator, making this task highly inefficient, disruptive, labor intensive, and emotionally and physically intrusive for the residents and staff. To further complicate matters, residents are highly dependent on the caregivers' availability, often resulting in residents spending hours in a wet brief, thereby increasing their risk of UTIs, falls, IAD, and developing sacral PIs. This demands a solution that assists caregivers by notifying them of incontinence episodes and providing a desirable level of continence management. In this session, we will discuss how new technology is helping to address all of these challenges.

**4:45 pm – 5:45pm**

**Marketplace Meet Up Happy Hour Reception**



## Quality Summit Day Three – Wednesday, April 9

**7:30 am – 11:30am**  
**Registration**

**8:00 am – 8:45 am**  
**Breakfast & Marketplace Meetup**

**9:00 am – 10:00 am Breakout Sessions**  
*Attendees, please choose one session for this time block.*

### **Artificial Intelligence and the Senior Care Industry**

**Track: Strategy**

**Speaker: Albert Munanga (he/him/his), DrBH, MSN, RN, MBA, HC - Serengeti Care**

Let's delve into the transformative power of artificial intelligence (AI) and its potential to revolutionize the senior care industry. With the senior population steadily growing, it is essential to explore innovative and efficient ways to meet their unique needs and enhance their quality of life. Artificial intelligence has emerged as a game-changer, offering unprecedented opportunities to optimize care delivery, personalization, and overall senior well-being. Through this conference, we aim to bring together industry leaders, healthcare professionals, and technology experts to explore the current and future impact of AI on senior care. Attendees will gain valuable insights into cutting-edge AI technologies and their practical application in senior care. We will showcase real-life case studies, success stories, and best practices from leading organizations that have already harnessed the power of AI to improve the lives of older adults.

### **Addressing Resident-to-Resident Bullying and Aggression**

**Track: Customers**

**Speakers: Pamela Truscott, DNP/HSL, MSN/Ed, RN – AHCA/NCAL, Tracy Lichti – New Cassel Retirement Center & Franciscan Adult Day Center**

Long term care facilities, including assisted living communities, serve millions of seniors across the country. It is critical that providers ensure the safety and wellbeing of their residents. This includes recognizing and resolving bullying behaviors from individuals residing in the center. Long term care facilities offer a wonderful opportunity for seniors to socialize with others facing similar needs, but we cannot assume that everyone will get along, or that victimization will

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not occur. We also must not accept this behavior as a normal process. This webinar will discuss what bullying is, how to identify bullying, how to create a positive environment, and how to respond to incidents of bullying.

### **Innovations in Assisted Living Reduces Risk of Social Isolation**

**Track: Customers**

**Speaker: Barbara F. Speedling (she/her/hers), BS Health Administration - Innovations for Quality Living**

Social isolation and loneliness are serious yet largely unrecognized public health risks that affect significant numbers of disabled and older adults. Many of these adults are socially isolated or lonely in ways that put their health at risk. Assisted living communities often represent a more desirable lifestyle and may insulate residents from the realities of dementia, social isolation, and more advanced physical dependency. This discussion offers innovative ways to improve the social culture, while offering support for the independence and autonomy that is so vital to quality of life.

### **Winning with Reimbursement and Clinical Outcomes**

**Track: Leadership**

**Speaker: Lisa Chubb, MSN, RN - Brickyard Healthcare**

This session focuses on the importance of a strong, collaborative relationship between the MDS (Minimum Data Set) Coordinator and the Director of Nursing (DON) in skilled nursing organizations. Recognizing that these roles are pivotal to maintaining compliance, ensuring quality care, and optimizing reimbursement, participants will learn best practices for fostering synergy between these two roles. Through real-world examples, case studies, and interactive discussions, attendees will explore the dynamics of communication, role clarity, and shared responsibilities that contribute to a successful partnership. One example encompasses both a reimbursement and clinical start up meeting as one to drive outcomes simultaneously while capturing acuity and changes of condition timely. Teaching and training the reimbursement or MDS team member's key competencies to all clinical leaders facilitates further understanding and collaboration among all team members, leading to positive outcomes. Outcomes impacted by these examples are timeliness of MDS assessments, less regulatory risk for noncompliance with MDS and other regulations, and demonstration of key quality indicators on publicly reported data sources. Key topics include defining clear roles and responsibilities, establishing regular communication channels, and setting shared goals for quality improvement and regulatory compliance. Additionally, the session will address common challenges—such as balancing clinical and financial priorities—and will offer strategies for mutual problem-solving and decision-making. By the end of this session, participants will have actionable strategies to strengthen the relationship between MDS Coordinators and DONs, ultimately enhancing both care quality and operational efficiency within their organizations.

**10:00 am – 10:30 am**

**Marketplace Meetup**

**10:30 am – 11:30 am Breakout Sessions**

*Attendees, please choose one session for this time block.*

### **Chasing Innovation**

**Track: Measurement, Analysis and Knowledge Management**

**Speakers: Heather Herlyn (she/her/hers), MS, RN, CPHQ, LSSGB - Sanford Health | The Evangelical Lutheran Good Samaritan Society, Kristin Thrun, LNHA, MBA, MPH - Jordan Healthcare Group**

Organizational learning, evaluation and improvement, enables an organization to continuously improve, adopt best practices, and make breakthrough changes (innovate). Innovation enables an organization to stay on the cutting edge and provides a competitive advantage. In this session, attendees will be provided with strategies for implementing

systematic proactive evaluation and improvement of current organizational processes. Insights will also be provided on how to evaluate and implement best practices, share refinements, and create opportunities for innovation.

#### **Complying with OSHA's Respiratory Protection Standard**

**Track: Operations**

**Speaker: Michael Arther, BS, LNHA - MCA Consulting, LLC**

Skilled nursing and assisted living facilities are required to meet OSHA standards for respiratory protection and planning. This session will review OSHA's training and testing standards, identify respiratory hazards and provide guidance on using practical tools and training materials for implementing respiratory protection plans and programs.

#### **Payroll Based Journal - Best Practices for Reporting and Utilizing CASPER Reports to Ensure Accuracy**

**Track: Workforce**

Skilled nursing facilities submit staffing data via the Payroll Based Journal (PBJ). Submitting timely and accurate data is imperative as this data is utilized in Five-Star. This training provides best practices for submitting staffing data to PBJ, including how the PBJ Casper Reports can be utilized to review and validate submitted data. Additionally, strategies to prepare for a PBJ audit will be shared.

#### **Using LTC Trend Tracker and the LTC Data Cooperative Results to Inform Performance Improvement for Operational Excellence**

**Track: Results**

**Speakers: Lonnita Myles, Director, Data Sharing Cooperative • Integrated Networks & Research – AHCA, KeShawn Franklin Manager, LTC Trend Tracker & Quality • Integrated Networks & Research - AHCA, Jennifer Svoboda, Director of Quality and Compliance – Arete Living, Pamela Truscott, DNP/HSL, MSN/Ed, RN – Director of Quality Improvement NCAL**

Anecdotal information was okay in the 1990's, but in today's world we must prove our value, our quality, and our worth. Data to support the quality of care and services provided is becoming increasingly important. Unfortunately, data tracking and trending is still a newer, and sometimes scary, process for long term and post-acute care, including Assisted Living, providers across the country. Organizational success depends on data analytics that informs your operational performance improvement. This session will explore the benefits, rationales, and importance of tracking, analysis, and use of data through LTC Trend Tracker and the LTC Data Cooperative to inform performance improvement efforts for operational excellence.

*Thank you to our sponsors and thank you for attending!*

#### **SAVE THE DATE**

**Next year's Quality Summit will be held in Baltimore, MD, April 13-15.**

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