

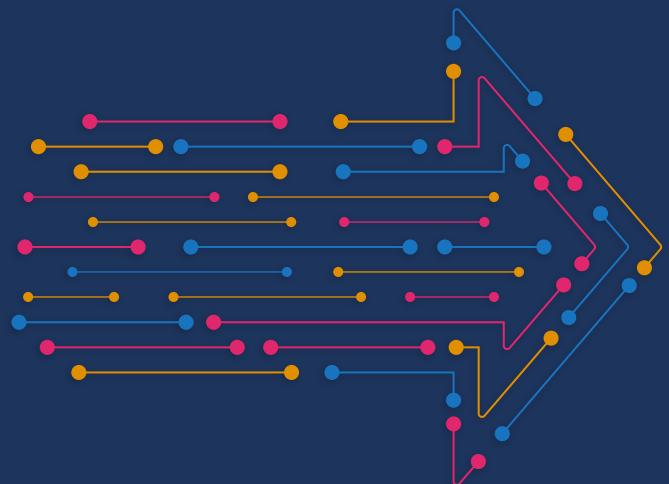
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QUALITY SUMMIT



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APRIL 13-15, 2026 • BALTIMORE, MD



Monday, April 13

11:00 AM – 5:00 PM

Registration Open and Visit with Sponsors

Note: Lunch on your own.

2:00 PM - 3:00 PM: Choose one of the concurrent sessions listed below.

Building and Executing Emergency Preparedness Exercises

Audience: SNF/AL

Category: Strategy



Speaker(s): Nick Gabriele (Vice President, Jensen Hughes); David Hood (Senior Advisor and Technical Fellow, Jensen Hughes)

Description: Historically, Emergency Preparedness (EP) education at Quality Summit has focused on managing and maintaining an EP plan. For the 2026 Summit, we're taking the next step. This intermediate-level session will guide participants through the process of designing, conducting, and documenting an Emergency Preparedness exercise, as required by 42 CFR § 483.73(d). Attendees will learn best practices for creating realistic scenarios, engaging stakeholders, and capturing lessons learned. The session will also include a sample tabletop exercise to provide hands-on experience and practical tools for implementation.

Driving Sustainable Quality Improvement in Long-Term Care

Audience: SNF/AL

Category: Operations



Speaker(s): Melissa Morgan, MSN, RN, CWCN (Clinical Solutions Manager, Medline Industries); Megan Darby, RN (Chief Nursing Officer, Rocky Mountain Care)

Description: This session provides a practical, step-by-step guide to implementing quality improvement initiatives in long-term care settings using the Plan-Do-Study-Act (PDSA) cycle. Attendees will learn how to identify improvement opportunities, engage stakeholders, measure outcomes, and sustain change. Real-world examples, including pressure injury prevention, will illustrate how data-driven strategies and collaborative partnerships can lead to measurable improvements in patient care and organizational performance.

Embedding Cultural Competence and Psychological Safety in Quality

Audience: SNF/AL

Category: Workforce



Speaker(s): Emily Scarbrough McFadden (VP, Compliance & Education, Showd.me)

Description: Cultural competence and psychological safety aren't just ideals; they're measurable parts of a quality system that directly impact communication, outcomes, and staff retention. This session explores how long-term care organizations can put empathy and inclusion into practice through QAPI, workforce development, and leadership systems. Participants will learn practical ways to embed trauma-informed and culturally responsive approaches into onboarding, training, and performance improvement processes. Through case studies and structured reflection tools, the session shows how to weave empathy, trust, and DEI principles into the fabric of quality systems that support both staff and residents. Attendees will leave with concrete strategies to build psychologically safe, culturally competent environments where person-centered care becomes a daily practice tied to accountability and measurable results.

3:00 PM – 3:30 PM
Marketplace Meetup

Monday, April 13

3:30 PM - 4:30 PM: Choose one of the concurrent sessions listed below.

Whole-Resident Care in Today's Long-Term Care: Expanding the Spectrum of Wellness and Nutrition

Audience: SNF

Category: Customers



Speaker(s): Jen Bruning, MS, RDN, LDN (Senior Director of Partner Education, Incite Strategic Partners); Linda Ricco, OT/L, FAOTA (Vice President of Healthcare Solutions, TCM Consulting and Management); Tara Lodi, DPT (Director of Rehab, Mountain Valley of Cascadia); Amy Luhn, RD, LDN (Senior Director of Member Success, Incite Strategic Partners)

Moderator: Hawley Hunt, LNHA, MBA, MHA (Senior Director of Regulatory and Quality Services, AHCA)

Description: As the next generation of modern seniors turns 80 in 2026, expectations around dining, movement, social connection, and purposeful engagement are rapidly evolving. What were once considered “nice-to-have” amenities are now essential components of quality care and resident satisfaction.

To remain competitive—and compliant—senior living operators must innovate now to meet these rising expectations. At the same time, a shifting regulatory landscape is placing increased emphasis on wellness, quality of life, and resident-centered outcomes. The message is clear: communities that modernize their approach to dining, technology, activities, and lifestyle programming will be best positioned as the community of choice—and better prepared at survey time.

Join us for this dynamic panel discussion as we explore emerging dining trends and resident expectations, evolving lifestyle amenities, and the growing regulatory focus on whole-person wellness.

How Do Electronic Health Records Help Your Quality – Now and in the Future?

Audience: SNF/AL

Category: Measurement, Analysis and Knowledge Management



Speaker(s): David Gifford, MD, MPH (Network Medical Director, AHCA/NCAL); Liz Burns, MD (Chief Medical Officer, AHCA/NCAL); Marzan Khan (Senior Biostatistician, Brown University School of Public Health)

Description: Your residents' electronic medical records (EMRs) are a rich source of information for operations and research. This session will highlight the early findings on how your EMR data is being used for clinical, research, and policy purposes. Numerous reporting functions, alerts, and now artificial intelligence (AI) models are utilizing EMR data. All of these uses depend on the quality and availability of the information in the EMR. We will discuss what data are frequently missing in EMRs, and how more comprehensive data in EMRs may become even more critical as predictive algorithms and programs using AI depend on that data. Currently, claims and Minimum Data Set (MDS) data dominate our setting. Future efforts will likely rely on EMR data instead; these efforts could include Centers for Medicare & Medicaid Services (CMS) public reporting, immunization tracking, and validating insurance claims. We will discuss how EHR data is and will be used by managed care plans, CMS, AI, and public health.

Additionally, we will give an overview of current uses of EMR data in AHCA/NCAL's LTC Data Cooperative, including preliminary results from policy analyses and research. The LTC Data Cooperative is a provider-led initiative funded by the National Institute on Aging that assembles EMR data from nursing centers and assisted living communities for the key purposes of health care operations, policy analyses, public health surveillance, comparative effectiveness research, and evaluation of clinical trials. Providers can join voluntarily by contacting LTCDataCooperative@ahca.org.

Quality Payments and Quality Care: The “Complicated” Relationship Between Medicaid VBP and Base Rate Adequacy

Audience: SNF

Category: Leadership



Speaker(s): John Kane (Senior Vice President for Reimbursement Policy, AHCA/NCAL)

Description: Medicaid Value-Based Purchasing is often expected to solve quality challenges that are fundamentally rooted in base rate inadequacy. When core Medicaid financing is insufficient, quality incentive payments created by carving off portions of these base rates can conflict with sustained clinical improvement. This session aims to explore the sometimes-complicated relationship between the pursuit of quality through value-based payment models and the need for base rate vibrancy.

From Chaos to Control: Building a Proactive Operations Framework

Audience: SNF/AL

Category: Operations



Speaker(s): Pamela Truscott, DNP/HSL, MSN/Ed, RN (Director of Quality Improvement, NCAL); Alexandra Shuell, MBA (Vice President of Health Strategy & Outcomes, Bickford Senior Living)

Description: Feeling overwhelmed by operational chaos? It's time to take control. This session explores the essential components of high-performing organizations and how they achieve operational excellence. Participants will learn to apply a systems perspective to management, integrate core values, and implement continuous quality improvement strategies. The discussion will highlight the critical role of data in driving informed decisions, monitoring performance, and fostering organizational learning. Through practical insights and systematic approaches, attendees will gain tools to strengthen operations and sustain success.

4:30 PM – 5:30 PM

Marketplace Meetup/Welcome Reception

Note: Dinner on your own.

Tuesday, April 14

7:30 AM – 9:30 AM
Marketplace Meetup/Breakfast Buffet

7:30 AM – 5:00 PM
Registration Open

9:30 AM – 10:30 AM: Opening General Session

Provider
LED Talks
Lead. Engage. Discover.

Description: Day two opens with an inspiring series of **LED Talks** presented by *Provider* magazine. Modeled after TED-style talks, these short, powerful presentations - designed to **Lead, Engage, and Discover** - spotlight innovative ideas, leadership strategies, and real-world solutions in the long term care community. Each talk is crafted to deliver fresh perspectives that attendees can immediately apply in their organizations.

10:30 AM – 10:45 AM
Marketplace Meetup

10:45 AM – 11:45 AM: Choose one of the concurrent sessions listed below.

Data, Deadlines, and Dollars: Mastering the SNF QRP

Audience: SNF

Category: Results



Speaker(s): Amy Miller (Director of Clinical and Regulatory Services, AHCA/NCAL)

Description: The Skilled Nursing Facility Quality Reporting Program (SNF QRP) plays a critical role in regulatory compliance, public reporting, and Medicare reimbursement for nursing homes. This session provides participants with a foundational understanding of the SNF QRP, including its purpose, structure, and

impact on facility operations and payment. Attendees will review the primary data sources used within the program and how each contributes to quality measurement and reporting accuracy. The presentation will also explain the three compliance thresholds skilled nursing facilities must meet to avoid Medicare payment penalties. Finally, participants will identify practical, actionable steps nursing homes can implement to effectively monitor ongoing compliance, support accurate reporting, and reduce financial and regulatory risk.

Owning Your Narrative: Media Strategies for Providers

Audience: SNF/AL

Category: Leadership



Speaker(s): Claire Krawczyn (Senior Director of Media Relations, AHCA/NCAL)

Description: Interacting with the press is an important way to tell our story, but it can also be intimidating. During this session, AHCA/NCAL Public Affairs staff will review best practices for creating and executing an effective media strategy. From ideas to interviews, we will help equip providers with the information they need to feel confident about building a media strategy, delivering the message, and building high-impact relationships with the press.

Informal Dispute Resolution Success: From Citation to Celebration

Audience: SNF

Category: Strategy



Speaker(s): Michelle Wallace, RN-BC, CRRN, CDP (Director of Clinical Services, Vetter Senior Living); Terri Ernesti, RN (Director of Clinical Services, Vetter Senior Living)

Description: This presentation explores how proactive engagement, effective communication, and strategic use of the Informal Dispute Resolution (IDR) process can turn potential setbacks into success stories. The information presented will focus on

three pillars of success: Preparation, Collaboration, and Communication. Preparation involves gathering accurate documentation, understanding the regulatory framework, and developing a clear, evidence-based response. Collaboration emphasizes teamwork between administrators, clinical leaders, and frontline staff to ensure alignment and shared accountability. Communication—both with regulators and within the organization—is key to transparency and trust.

Real-world examples demonstrate how our organization has successfully used the IDR Process to remove or revise citations while also strengthening their internal processes. These successes showcase that even challenging findings can lead to celebration when approached with professionalism, integrity, and a commitment to improvement. Informal dispute resolution success is about strategic engagement, not argument. It's about transforming deficiencies into learning experiences, ensuring regulatory alignment, and strengthening trust with CMS and residents alike. Organizations that embrace this proactive approach position themselves for long-term success, sustained compliance, and excellence in care delivery.

Payroll-Based Journal Compliance and Reporting Tips

Audience: SNF

Category: Measurement, Analysis and Knowledge Management



Speaker(s): Olga Gross-Balzano, NHA, MS, PMP, CPA (Principal/Partner, BerryDunn); Lisa Trundy-Whitten, CPA (Principal/Partner, BerryDunn)

Description: SNFs nationwide are striving for the trifecta – providing superb resident care, achieving and maintaining Five-Star ratings, and staying in the black – a quest proving to be increasingly difficult. Balancing patient needs, staffing requirements, and organizational efficiency is not an easy task. Priorities stem from an organization's mission and are affected by multiple challenges.

Nationally recognized senior living experts, Lisa Trundy-Whitten and Olga Gross-Balzano will discuss (1) Perspectives on balancing resident needs, operations and star ratings, (2) the Centers for Medicare and Medicaid Services staffing star rating methodology; (3) Payroll-Based journal (PBJ) reporting challenges, including implications of incomplete reporting, and (4) staffing data trends.

We will encourage participants to consider their organization's priorities (such as patient care, compliance, and bottom line), and share easy to use, practical approaches and resources available to providers to help strengthen staff knowledge of the Star

Ratings program, PBJ, CASPER, and other areas. BerryDunn has been assisting clients coast to coast with exploration of the industry's best practices and identification and implementation of organization-specific practical and lasting solutions focused on improvement of outcomes. Through our work with SNFs, we discovered that, in addition to consistent staffing, strong star ratings rely on timely and accurate reporting. Favorable ratings are based on appropriate staffing levels and three key reporting components:

1. knowledge of the Star Ratings program principles and methodology,
2. effective PBJ data gathering and reporting process, and management oversight,
3. and leveraging software capabilities, utilizing software reporting tools to a full extent.

We will allow time for the session participants to ask questions.

2026 Silver and Gold Quality Award Examiner Masterclass

Speaker(s): Cathy Bergland, MBA, LNHA (Owner and Primary Consultant, CB Leadership Group); Tammy Kelly, PT, LNHA, RAC-CT, RAC-CTA (Director of RAI & Clinical Reimbursement, CCR, Inc.)

Description: *This session is only for 2026 Silver and Gold Quality Award Examiners. This focused session will provide Examiners insights into critical factors such as evaluation and improvement, levels of effective systematic processes, and results. The session will feature a discussion on the practical application of the concepts reviewed. Ample opportunities will be provided to ask questions and offer clarification on specific queries.

11:45 AM – 12:00 PM

Marketplace Meetup

12:00 PM – 2:00 PM

Marketplace Meetup/Networking Lunch

Tuesday, April 14

2:00 PM – 3:00 PM: Choose one of the concurrent sessions listed below.

Operationalizing QAPI: Harnessing Data to Prevent Resident Harm

Audience: SNF/AL

Category: Measurement, Analysis and Knowledge Management



Speaker(s): Jean Harpel, MSN, RN, GCNS (Operations Manager Aging Services, ECRI); Georgia Reiner, MS, CPHRM, CPASRM (Senior Consultant Senior Care, ECRI)

Description: Unlock the power of your data to drive meaningful change in quality and safety! This dynamic session will show you how to transform raw incident and near miss reports into actionable insights that fuel smarter decision-making and targeted performance improvement. Discover how utilizing a culture of safety and systems safety approach can elevate your organization's quality assurance/performance improvement (QAPI) and risk management efforts.

This session provides an overview of how to operationalize purposeful collection and use of data in your organization's QAPI activities. Throughout this session, we will engage participants in discussions that emphasize the importance of turning data into information so it can be used in decision-making. We will introduce the role that a culture of safety and a blame-free environment play, where individuals are empowered to report incidents and near misses without fear of reprimand. Presenters will then discuss methods to prepare, structure, and organize raw incident and near miss data for the purpose of analyzing and trending patterns of potential resident harm (e.g., falls, elopements, medication errors) and identifying areas of focus for data-driven quality improvement through performance improvement projects (PIPs). Key concepts include a systems safety approach to data collection including reporting, compilation, analysis, and interpretation.

Evolution of Excellence: The CMS QIN-QIO Program Transition from the 12th to 13th Statement of Work

Audience: SNF

Category: Results



Speaker(s): Traci Archibald, OTR, MBA (Acting Group Director of the Quality Improvement and Innovation Group, CMS)

Description: The Centers for Medicare & Medicaid Services (CMS) Quality Innovation Network Quality Improvement Organization (QIN-QIO) program has undergone a major

transformation with the launch of its 13th Scope of Work (SOW). This evolution represents a comprehensive reimagining of healthcare quality improvement methodology, moving from fragmented approaches to an integrated, partnership-based model that aligns with national healthcare priorities.

Project First Escape Room - Crack the Code on Infection Control

Audience: SNF/AL

Category: Operations



Speaker(s): Melony Spock (Director of Membership, Grants, Special Projects, NYS Health Facilities Association, NYS Center for Assisted Living); Tarrah Quinlan, RN, BSN (Director, Education Program Development & Member Operations, NYS Health Facilities Association, NYS Center for Assisted Living)

Description: The New York State Project Firstline Escape Room is an interactive, game-based training experience designed to teach and reinforce core infection-prevention practices for long-term care and healthcare staff. Participants work together in teams to solve puzzles, navigate realistic workplace scenarios, and stop a fictional “villain” spreading germs, all within a timed, escape-room format. The session blends fun, collaboration, and hands-on learning to make infection-control concepts memorable and practical for staff across all roles.

AHCA/NCAL Workforce Updates & Provider Panel

Audience: SNF/AL

Category: Workforce



Speaker(s): Bre Gregory, RN LNHA (Administrator, Nottingham Health and Rehab, Gold recipient in 2025); Dawn Hummel (Senior Executive of Resident Care—Skilled Operations, Bethany Retirement Living, Silver recipient in 2023); Dana Ritchie, CAE (Associate VP of Workforce & Constituency Services, AHCA, Moderator)

Description: Hear from AHCA/NCAL's Dana Ritchie on the association's Caregivers for Tomorrow nationwide effort to drive policy change to strengthen and expand the long-term care workforce through innovative, sustainable solutions. These solutions will attract new caregivers, support current staff, and ensure every older adult and individual with disabilities has access to the high-quality care they deserve for years to come.

There will also be an opportunity to explore workforce ideas with both an AHCA/NCAL Quality Award Gold and Silver recipient. Hear from these industry peers of Dawn and Bre on how their organizations identify and design. Bre will share more on the importance of engagement surveys, referral bonus, gold shifts system and the importance of Hill advocacy – amongst other ideas. Leave this session with actionable advice on a variety of practical workforce concepts for your own organization.

3:00 PM – 3:30 PM
Marketplace Meetup

Tuesday, April 14

3:30 PM – 4:30 PM: Choose one of the concurrent sessions listed below.

From Hype to High Value: A Playbook for Responsible AI Adoption

Audience: SNF/AL

Category: Results



Speaker(s): Allison Rainey (Head of Nursing and Clinical Informatics, MatrixCare)

Description: Solutions underpinned by AI can unlock measurable improvements across care are quality, safety, and operations—but only when it is chosen responsibly, aligns with strategy, and is deployed in a way that endures. In this session, we move beyond buzzwords and basics to discuss a framework for deciding when AI fits, how to keep it compliant and safe, and strategies to earn real organizational buy-in and adoption. You'll learn to map AI opportunities to clinical and business goals without introducing unnecessary risk; understand the federal approach to AI oversight, state implications, and the impact on validation for quality; and design engagement tactics that bring clinicians, operators, and leadership along the adoption journey. The session will close with sustainability, covering governance, outcomes tracking, and lifecycle management so AI solutions continue delivering value after go-live. If you're ready to move from promises and pilots to durable impact—while protecting patients, empowering staff,

and leveling up your organization—this session is your playbook for deploying responsible, scalable AI.

Mitigating Transfer Trauma in the Nursing Home Setting

Audience: SNF

Category: Strategy



Speaker(s): Amy Stewart, MSN, RN, RAC-MT, RAC-MTA, DNS-MT, QCP-MT (Chief Nursing Officer, AAPACN)

Description: Transitions can be among the most challenging experiences for nursing home residents. “Transfer trauma,” also known as relocation stress syndrome, refers to the physical, emotional, and psychological distress that residents often experience when moved from one environment to another—such as from home to a facility, between units, or even to a hospital and back.

This presentation explores the causes, symptoms, and consequences of transfer trauma for older adults in long-term care. Attendees will gain insight into how relocation affects residents’ sense of security, identity, and autonomy, often leading to anxiety, depression, confusion, or functional decline.

Navigating Medication Safety Challenges: An Interactive Discussion on Best Prescribing Practices in Long-Term Care

Audience: SNF/AL

Category: Operations



Speaker(s): Morgan Katz MD, MHS (Associate Professor of Infectious Disease, Johns Hopkins University School of Medicine, Director of Antimicrobial Stewardship, Johns Hopkins Bayview Hospital); Nimalie D. Stone, MD, MS (Director, Medication Safety Program, Division of Healthcare Quality Promotion, Centers for Disease Control and Prevention)

Description: Safe use of medications and monitoring for adverse events related to medications are important resident safety opportunities in long-term care settings. Complex care needs and overarching expectations about the role of medications among clinical staff, families, and residents contribute to challenges with balancing medical care needs with safety. This session will highlight common medication safety challenges encountered in long-term care and use antibiotic stewardship examples to identify strategies for navigating these issues.

From Institution to Home: Applying Small House Principles in Skilled Nursing and Assisted Living

Audience: SNF/AL

Category: Customers



Speaker(s): Maureen Carland (Director of Quality and Regulatory Affairs, Maine Health Care Association); Jacob Anderson, OT (Chief Operating Officer, Maine Veterans' Homes)

Description: Providers across the long-term care continuum are facing shared challenges, including workforce instability, rising expectations for personalization, and increased scrutiny around quality and resident experience. While regulatory requirements differ between nursing homes and assisted living, the core principles of the Small House model—relationship-based care, empowered teams, consistent staffing, and resident-directed daily life—offer a flexible, high-impact approach to advancing person-centered care across both settings.

This session explores how skilled nursing centers and assisted living communities can adapt Small House concepts within their existing operational and regulatory environments. Participants will examine practical strategies for embedding person-centered practices into daily workflows, team structures, and leadership approaches without the need for new construction or major renovation. The session also introduces a systems-based lens, informed by the Baldrige Health Care Criteria, to help organizations align leadership, strategy, workforce practices, and operations around shared person-centered goals. Through real-world examples, attendees will see how Small House–informed practices can be implemented in a way that is systematic, sustainable, and measurable—leading to improvements in resident experience, staff engagement, and overall quality performance across the continuum of care.

4:30 PM – 5:30 PM

Marketplace Meetup/Happy Hour Reception

Note: Dinner on your own.

Wednesday, April 15

7:30 AM – 11:30 AM

Registration Open

8:00 AM – 9:00 AM

Marketplace Meetup/Breakfast Buffet

9:00 AM – 10:00 AM: Choose one of the concurrent sessions listed below.

CMS Fireside Chat - Survey & Enforcement: Challenges, Changes, and What's Ahead

Audience: SNF

Speaker(s): CMS Speakers invited – confirmation pending

Description: This fireside-style session provides an in-depth look at the evolving nursing home survey and enforcement landscape. Designed as a conversational and highly informative discussion, the session will explore national trends, recent policy developments, and shifting enforcement priorities that directly impact providers.

The conversation will draw on federal-level regulatory perspectives, offering attendees a clear and practical understanding of what is happening in surveys across the country. Topics will include citation patterns, immediate jeopardy trends, documentation and investigation practices, and lessons learned from recent survey activity.

Assisted Living at a Crossroads: National Trends, Challenges, and Opportunities Ahead

Audience: AL

Speaker(s): LaShuan Bethea (Executive Director, NCAL); Sarah Silva (NCAL Board of Governors Chair)

Description: Assisted living is evolving faster than ever before. Over the past decade, demographic shifts, regulatory changes, and consumer expectations have transformed the landscape—and the pace of change is only accelerating. This session will explore

national trends shaping assisted living today, highlight the hottest issues impacting providers, and share actionable insights on how organizations can position themselves for success in the years ahead. Join LaShuan Bethea, NCAL Executive Director, and Sarah Silva, NCAL Board of Governors Chair, for a forward-looking discussion that blends data, policy perspectives, and real-world provider experiences to help you navigate what's next.

10:00 AM – 10:30 AM
Marketplace Meetup

Wednesday, April 15

10:30 AM – 11:30 AM: Choose one of the concurrent sessions listed below.

SNF Quality Audits: Plan, Prepare, Succeed!

Audience: SNF

Category: Measurement, Analysis and Knowledge Management



Speaker(s): Maureen McCarthy, RN, BS, RAC-MT, QCP-MT, DNS-MT, RAC-MTA
(President, CEO, Celtic Consulting)

Description: CMS has officially launched the new SNF QRP Validation Program, and skilled nursing facilities are starting to see just how much this next-level audit can shake things up. Unlike past reviews, this isn't a "quick check"; the validation process digs deep into MDS accuracy, coding, and supporting documentation to make sure your data is rock-solid. Even small mistakes can carry big consequences, including up to a 2% hit to next year's Annual Payment Update. In other words, everyone on the team has a stake in being audit-ready.

This session is designed for the full interdisciplinary team, because audit readiness isn't just one person's responsibility. We'll break down what's new in QRP validation, show you where the biggest risks are, and highlight emerging audit trends from 2025. Plus, attendees will get a sneak peek at upcoming changes to QRP and the SNF Value-Based Purchasing Program (VBP) that could affect reporting and reimbursement in 2026.

Attendees will leave with practical, actionable strategies to tighten documentation, streamline workflows across disciplines, and make the most of your facility data to protect both revenue and performance metrics. Through real-world examples, tips, and expert insight, your team will see how a collaborative, proactive approach keeps you

ahead of CMS expectations. By the end of this session, your interdisciplinary team won't just be ready for audits; they'll be prepared to tackle them confidently, knowing exactly how to safeguard compliance, optimize performance, and protect your bottom line. Think of it as turning what could be a stressful audit into an opportunity to shine.

Reducing Rehospitalizations: Transforming Claims-Based Measures into Lasting Outcomes

Audience: SNF

Category: Results



Speaker(s): Lisa Chubb, MSN, RN (Chief Clinical Officer, Brickyard Healthcare)

Description: Reducing rehospitalizations requires more than process improvement it demands a shift in mindset, metrics, and multidisciplinary accountability. This session explores how healthcare leaders can transform claims-based rehospitalization measures into actionable strategies that elevate quality outcomes, strengthen financial performance, and build a culture of clinical excellence. Participants will review real-world data trends, discover proven frameworks for root cause analysis, and learn how to leverage predictive insights, post-acute partnerships, and team alignment to sustain progress. Attendees will leave with a renewed sense of purpose and a roadmap to turn data into sustainable, patient-centered results.

Elevating Assisted Living: The Power of Quality, Integration, and Value-Based Care

Audience: AL

Category: Operations



Speaker(s): Julie Simpkins (Co-CEO, Gardant Management Solutions)

Moderator: Pam Truscott, DNP/HSL, MSN/Ed, RN (Director of Quality Improvement, NCAL)

Description: As assisted living communities navigate the evolving healthcare landscape, integrating value-based care and building strong networks are essential for improving outcomes and elevating resident experiences. This session explores how quality

improvement initiatives, supported by robust data strategies, can drive success in value-based models and foster collaboration across integrated networks. Attendees will gain practical insights into leveraging data to enhance care delivery, strengthen partnerships, and position their organizations for long-term sustainability.

From CMS Goals to Facility Action: Achieving the 13th scope of Work in SNFs

Audience: SNF

Category: Workforce



Speaker(s): Jana Broughton, LNHA, BA, MA, CQP (Quality Improvement Advisor, Superior Health Quality Alliance)

Description: This session bridges CMS national quality priorities with practical, facility-level action in skilled nursing facilities. Participants will explore how the CMS 13th Scope of Work can be operationalized through effective QAPI strategies, data-driven decision-making, and proven best practices to improve resident outcomes, compliance, and sustainability.

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The seven Baldrige criteria categories listed below 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: Sets 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 to align resources and efforts toward achieving desired outcomes.

Customers: Understanding and meeting customer needs is essential for organizational success. High-performing organizations build strong customer relationships, 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 enable shared decision-making and foster transparency.

Workforce: A skilled, motivated workforce is critical to 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 with relevant benchmarks to provide an assessment of organizational performance.