

HOME HEALTH & HOSPICE
SUGGESTED SESSIONS**SUNDAY, NOVEMBER 05, 2023**

1:00 – 2:00 p.m.**28-A. Providing Equitable, Person-Centered Care for Veterans**

Understanding the unique experiences and needs of military Veterans is critical to providing them with equitable and quality care across all care settings. During this session, leaders from the Veterans Health Administration will outline how their agency is prioritizing the delivery of quality, person-centered care for all Veterans. Presenters will explore the unique needs of older adult Veterans experiencing post-traumatic stress disorder, those living with dementia, and suicide risks. They will also present strategies for creating affirming and welcoming environments for the growing number of older Veterans who identify as LGBTQ+. Participants will learn how to implement policies and procedures to help their organizations prepare for and provide inclusive, age-friendly care for our growing and changing older adult population, both Veteran and civilian.

- *Kimberly Church, Age-Friendly Systems National Lead, U.S. Department of Veterans Affairs*
- *Amanda Merski, National Program Manager, Community Nursing Home Quality & Oversight, U.S. Department of Veterans Affairs*

54-A. PACE and the Power of Partnerships

Nearly 26 million Americans aged 50 and older live alone, up from 15 million in 2000. This demographic trend points to the need for a new approach to supporting a growing population of older adults who are aging in the community. The Program of All-Inclusive Care for the Elderly (PACE) provides a viable way to support these older adults, especially when PACE providers work with community partners to ensure that PACE participants have access to quality housing and healthcare. This session will highlight the integral role that organizations providing housing support and assistance play in the success of PACE programs. You'll also learn how PACE programs work with healthcare providers to coordinate participant care, prevent unnecessary hospitalizations, and ensure that participants receive the support they need.

- *Stephen Gordon, CEO, Edenbridge PACE*
- *Aileen Tinney, CEO & President, Keswick Multi-care*

123-A. Policy Update: Providing Care At Home Through Medicare

According to AARP, nearly 90% of adults over 65 want to remain in their homes as they age. Much has been written about the strategies needed to address this preference. But are those strategies reflected in current federal policy? This session will answer that question by providing an update on Medicare payment and regulatory policies that shape the ability of home and community-based service agencies to care for older adults at home. Let the LeadingAge Policy Team brief you on their advocacy activities around home health, hospice program integrity, payment rules, and other opportunities to reform and expand the home health and hospice sectors. Listen while team members update you on what's happening in Congress and at the Centers for Medicare & Medicaid Services.

- *Mollie Gurian, VP Home-Based and HCBS Policy, LeadingAge*
- *Katy Barnett, Director of Home Care & Hospice Operations and Policy, LeadingAge*

2:45 – 3:45 p.m.

91-B. Why HCBS Providers Need a Performance Management System

Reimbursement for home and community-based services (HCBS) is shifting rapidly from a fee-for-service to a value-based care model. Given this sea change, HCBS providers must learn how to tell their stories to funders, consumers, payers, team members, and other stakeholders—and back up those stories with impactful, supporting data. This session will show you how to carry out data-informed performance improvement efforts. Learn the critical steps involved in building and implementing a successful performance management system. You'll quickly appreciate how tracking key benchmarks and identifying relevant outcomes and trends can help your organization manage its strategic planning, marketing, advocacy, clinical performance, and business operations. This session will focus on adult day services, but the information will also apply to other HCBS service lines.

- *Jed Johnson, Managing Director - Aging Services, CARF International*
- *Merle Griff, CEO, Sarah Day Care Centers, Inc.*

108-B. Ensuring Behavioral and Mental Health Across the Continuum

The Substance Abuse and Mental Health Services Administration reports that 20% of older adults will experience mental health issues, and up to 4.8% will have a serious mental illness diagnosis during their lifetimes. Clearly, behavioral and mental health must be a part of the conversation as we think about the future of aging services. During this session, you'll hear from providers across the continuum who have implemented interventions to serve older adults with behavioral and mental health needs, whether they live in the community, in residential care settings, or in affordable housing.

- *Jen Drake, Vice President of Business Development, Cascade Park Communities*

4:30 – 5:30 p.m.

93-C. Prepare to Thrive in Accountable Care

The Centers for Medicare & Medicaid Services wants to enroll 100% of original Medicare beneficiaries and most Medicaid beneficiaries in accountable care relationships by 2030. How will this goal impact your organization? This session will bring you up to speed on the changes we are likely to see as Medicare fee-for-service ceases to exist in its current form. Find out why you should pay attention to CMS pilot programs like the Value-Based Insurance Design Model for Hospice, the Medicare Shared Savings Program, and the Accountable Care Organization (ACO) Realizing Equity, Access, and Community Health (REACH) model. Dig deeper into one innovation that uses end-of-life doulas to bridge the gap between hospice services and curative medical treatment. Take this opportunity to prepare to thrive in accountable care.

- *Mary Hsieh, CEO, Consultant, Transpectus Health*
- *Dana McHugh, Executive Director FAHA H&S, LeadingAge Florida*

140-C. Reducing Turnover Through Recognition and Appreciation

Lack of recognition and appreciation are among the top reasons for high turnover. This session will focus on the types of recognition and appreciation employees want and how these preferences can be incorporated into an organization's culture. Presenters will review key labor statistics related to turnover in aging services and share cost-effective, proven retention strategies, including career ladders and professional development. Learn how to create a fun-filled work environment where team members are connected and their ideas are respected. Delve into generational differences in recruitment and retention so you'll know how to involve each generation in a person-centered recognition program. Tap into your creativity and compassion so you can appreciate and recognize the unique skills of your clinical team.

- *Dr. Kathleen Weissberg, Director of Education, Select Rehabilitation, LLC*
- *Sara Elizabeth Hamm, Chief Clinical & Public Health Officer, Lifespace Communities, Inc.*

MONDAY, NOVEMBER 06, 2023

11:00 a.m. – 12:00 p.m.

31-D. Culturally Responsive Person-Centered Practices

Person-centeredness has become a hallmark of state and federal policy governing aging services. Still, providers of aging services need more information about the direct impact person-centered practices can have on older adults receiving long-term services and supports. This session will fill that information gap. Presenters will cite recent research examining the connection between person-centered support and quality-of-life outcomes. In addition, they'll explore the role that organizational culture plays in person-centered practices for older adults who identify as LGBTQ. Participants will gain a new appreciation for the need to honor an individual's culture while providing person-centered services, and how state systems can advance person-centered approaches with an eye toward equity and diversity.

- *Kate Brady, Project Manager, Human Services Research Institute*
- *Stephanie Giordano, Co-Director National Core Indicators, Human Services Research Institute*
- *Rosa Plasencia, Director of National Core Indicators-Aging and Disabilities, ADvancing States*
- *Elise Hernandez, Director, Research and Impact, SAGE | Advocacy and Services for LGBT Elders*

126-D. HCBS and Aging Services: The New Medicaid Rules and You

It's been a big year for providers of home and community-based services (HCBS). The home and community-based settings rule took effect, states began unwinding the Medicaid continuous enrollment provision, and the administration released proposals to improve the Medicaid system. This session will feature a conversation about Medicaid HCBS that centers on providers of aging services and why they should be treated differently under the HCBS settings rule. Members of the LeadingAge Policy team will offer updates on how the proposed Medicaid rules could impact your organization. They'll describe the most recent activity around unwinding, and report on legislative efforts to expand HCBS, achieve integrated care for dually eligible individuals, and improve the Program of All-Inclusive Care for the Elderly.

- *Georgia Goodman, Director, Medicaid, LeadingAge*
- *Mollie Gurian, VP, Home Based & HCBS Policy, LeadingAge*

2:45 – 3:45 p.m.

62-E. Expanding Access to Aging Services in Rural America

A national collaborative led by Lutheran Services in America is working to make sustainable community-based services and supports more widely available to underserved older adults in rural communities of Minnesota, Montana, North Dakota, and South Dakota. This session will provide an overview of the Rural Aging Action Network and how it builds partnerships with local organizations to connect low-income older adults with services and supports in their homes and communities of choice so they can age in place with dignity and respect. Join researchers from the LeadingAge LTSS Center @UMass Boston and the director of aging initiatives at Lutheran Services in America for a close-up look at this grassroots initiative.

- *Verena Cimarolli, Health Services Research and Partnerships, LTSS Center, LeadingAge*
- *Robyn Stone, SVP, Research/Co-Director, LTSS Center, LeadingAge*
- *Ashley Washington, Director, Aging Initiatives, Lutheran Services in America*

127-E. Thriving in the New World of Medicare Advantage

Medicare Advantage programs enrolled 50% of all Medicare beneficiaries in 2023. This significant growth triggered troubling trends, including rising care denials for enrollees and declining payments for providers. The Centers for Medicare & Medicaid Services is trying to address issues related to Medicare Advantage coverage determinations, prior authorizations, and deceptive marketing and communication practices. But questions remain about the agency's ability to turn the tide. This session will explore the impact of Medicare managed care on providers of aging services and Medicare beneficiaries. Presenters will explore regulatory and Congressional activity designed to address challenges within Medicare Advantage. Several providers will be on hand to share their strategies for combatting those challenges and thriving in the new world of Medicare Advantage.

- *Nicole Fallon, VP, Integrated Services and Managed Care, LeadingAge*
- *Todd Lacy, President, Masonic Homes Kentucky, Inc.*
- *Anthony Evans, President, Pure Healthcare*

4:30 – 5:30 p.m.

47-F. Career Pathways for Frontline Caregivers in Aging Services

Most frontline professional caregivers in the field of aging services want to advance in their careers. But only some of these caregivers are interested in becoming registered nurses. Fortunately, there are alternative career pathways they can pursue. This session will explore those pathways. Team members from the LeadingAge LTSS Center @UMass Boston, and a leader at Rush University Medical Center's Social Work and Community Health department, will explore how providers of aging services can create career pathways to help frontline professional caregivers pursue jobs in social work or other social services roles, including care managers and service coordinators. You'll hear from providers who created non-traditional career pathways and from direct care professionals who have followed those pathways.

- *Robyn Stone, SVP, Research/Co-Director, LTSS Center, LeadingAge*
- *Bonnie Ewald, Managing Director, Center for Health and Social Care Integration, Rush University Medical Center*
- *Natasha Bryant, Senior Director of Workforce Research & Development, LTSS Center, LeadingAge*
- *Jenna Kellerman, Director of Workforce Strategy & Development, LeadingAge*

64-F. Insights from Continuing Care at Home Pioneers

Older adults want to age in their own homes, and more organizations are interested in establishing continuing care at home (CCaH) programs to meet this need. What does it take for an organization to succeed in offering the 30-year-old CCaH model? During this session, CEOs from some of the first CCaH programs will answer that question. They'll tell you about their experiences establishing, managing, and growing CCaH. They'll share their insights about the key drivers of successful CCaH programs and their visions for the future of those programs. They'll also discuss how technological advances can help accelerate the growth of continuing care at home and how CCaH programs complement traditional brick-and-mortar life plan communities rather than competing with them.

- *Carol Barbour, CEO/President, VigR Health*
- *Lynne Giacobbe, CEO, Kendal at Home*
- *Jonathan Cook, President/CEO, LifeSpire of Virginia*
- *Lisa Hoffman, Executive Director, Pathstones by Phoebe*
- *Scott Stevenson, President/CEO, Phoebe Ministries*
- *Anthony Argondizza, President/CEO, Springpoint Senior Living*

TUESDAY, NOVEMBER 07, 2023

8:30 – 9:30 a.m.

66-G. Your Accountable Care Future: Strategies for Success

The Centers for Medicare & Medicaid Services is making progress in pursuing its goal to enroll all Medicare beneficiaries in accountable care relationships by 2030. As of 2023, 22% of all Medicare fee-for-service beneficiaries—about 13.2 million people—have been assigned to an Accountable Care Organization (ACO). This session will provide an overview of the different types of ACOs and their varied waivers and expectations. Hear from providers of aging services who are taking unique and collaborative approaches to working with ACOs. Learn how to avoid potential ACO-related pitfalls and seize the opportunities ACOs can present.

- *Anthony Evans, President, Pure Healthcare*
- *Andy Edeburn, Managing Partner, Elder Dynamics*
- *Andrea Osborne, SVP, ACO Operations & Delegated Services, VillageMD*

146-G. Attracting Purpose-Driven People to Your Purpose-Driven Organization

Did you know that today's employees, regardless of age, are focused on finding purpose and giving back? This workforce revolution puts providers of aging services in a great position to use their purpose-driven cultures to attract purpose-driven employees. During this session, a workforce consultant and two providers of aging services will use data, research, and case studies to describe and help you tap into the new purpose-driven economy. Learn how your community's culture can help it stand out as a purpose-driven organization and attract a workforce similarly focused on purpose. You'll think differently about the "staffing crisis" when you discover how to position your organization to attract and retain the best employees in this new era of purpose-driven work.

- *Denise Boudreau, President, Drive*
- *Jayne Keller, Chief Operating Officer, Christian Living Communities*
- *Carol Silver-Elliott, President & CEO, Jewish Home Family*

2:45 – 3:45 p.m.

68-H. Hospital at Home: Acute Care Reimagined

During the COVID-19 pandemic, the Centers for Medicare & Medicaid Services and state health officials eased some regulatory restrictions to help healthcare organizations build their capacity, increase access to care, and reduce burdens on a strained workforce. These regulatory changes paved the way for a new program that provides acute-care services to patients in their homes. This session will present the story of Nascentia Health, a home care provider based in Syracuse, NY, which worked with a hospital partner to develop an Acute Hospital Care at Home (AHCaH) program. Presenters will explain how the AHCaH program works and the steps necessary to create and execute the program. Learn how to weigh the benefits and risks of an AHCaH program, choose the right partners, and measure outcomes.

- *Andrea Lazarek-LaQuay, Chief Clinical Officer, Nascentia Health*

131-H. Advocacy Messages: Telling Your Story to the Right People

Despite the global pandemic, nationwide staffing shortages, and legislative mandates, senior living organizations continue to provide high-quality care, offer meaningful employment opportunities, and meet vital community needs. That's why providers of aging services must tell their stories to elected officials, policymakers, and community leaders who can help them continue offering high-quality services and supports to older residents and clients. This session will provide practical guidance for organizations seeking to build an effective advocacy program that reaches the right people with the right messages at the right time. Representatives of one LeadingAge member organization will share their approach to advocacy communication. Learn how to develop and deliver an effective advocacy messaging program that doesn't require significant time and resources.

- *Sallie Williams, Vice President of Advancement, Heritage Ministries*

4:30 – 5:30 p.m.

69-I. Your Recipe for a Successful Home Care Business

Access to home-based services and supports gives older adults more choice in how and where they will spend their later years. That's why consumers prefer home care services and why those services often represent the starting point of an older adult's care path. This session will give you a head start on developing a home care business that offers your organization a competitive advantage in its market. Presenters will explain the basics of the home care model and detail the financial, operational, and leadership structures most conducive to success. You'll head home with a new appreciation for how a successful home care business can give you a prominent position in your market's continuum of care.

- *Annette Greely, CEO, American Baptist Homes of the Midwest*
- *Mark Goetz, President/CEO, HomeCare Advocacy Network*

134-I. Washington Update: Policy Insights from LeadingAge

You don't have to be a "policy wonk" to stay current on federal policy issues. You just need to spend an hour with the LeadingAge Policy Team. During this session, those team members will tell you what you need to know as we enter election season and the second session of the 118th Congress. Presenters will fill you in on new guidance from the Centers for Medicare & Medicaid and the U.S. Department of Housing and Urban Development, recent executive orders and fact sheets from the White House, and the latest news about pending legislation and Congressional hearings. You'll walk away knowing what's going on in the White House, on Capitol Hill, and in federal agencies—and what it all means for you and your organization.

- *Nicole Fallen, Vice President, Integrated Services and Managed Care, LeadingAge*
- *Mollie Gurian, Vice President, Home Based and HCBS Policy, LeadingAge*
- *Janine Finck-Boyle, Vice President of Regulatory Affairs, LeadingAge*
- *Linda Couch, Vice President, Housing and Aging Services Policy, LeadingAge*
- *Ruth Katz, Senior Vice President of Public Policy/Advocacy, LeadingAge*

WEDNESDAY, NOVEMBER 08, 2023

8:30 – 9:30 a.m.

12-J. Generative AI in Aging Services: ChatGPT and Beyond

Does AI have a role to play in your organization? This session will help you answer that question. Participants will hear from providers already using Generative AI. These presenters will discuss the potential challenges of implementing Generative AI in aging services, including the need to balance AI with human interaction and the importance of governance to ensure that AI is used responsibly and ethically. They will also share best practices for ensuring transparency, accountability, and stakeholder engagement when implementing this new technology.

- *Scott Code, VP, CAST, LeadingAge*
- *Rama Chellappa, Bloomberg Distinguished Professor, Johns Hopkins*
- *Joe Velderman, VP of Innovation, Cypress Cove at HealthPark Florida*
- *David Lindeman, Director, Center for Technology and Aging, University of California, Berkeley*

135-J. Policy Update: Workforce Solutions and Strategies

The staffing crisis affecting the continuum of aging services has reached epic proportions. While the future is uncertain, we know one thing for sure: If Congress and the executive branch do nothing to mitigate the workforce crisis, our current challenges are unlikely to abate. This session will provide details about policy proposals and initiatives aimed at opening domestic and international worker pipelines through a variety of strategies, including immigration reform. Presenters will also explore efforts to professionalize the direct care workforce through increased wages, enhanced training, and robust opportunities for advancement. Join the LeadingAge Policy Team for this review of the latest workforce-related policy updates. Find out what's ahead and what you can do to make a difference at the federal level.

10:00 – 11:00 a.m.

105-K. Enhance Care Transitions with Handover Communications

What's the difference between a handover and a handoff? You'll find out during this session, which will explore why care transitions are more successful when clinical teams carefully hand over a resident's care to other care teams instead of sending them the equivalent of an end-of-shift handoff report. Discover how North Hill, a life plan community in Needham, MA, improved care transitions and decreased falls and medication errors by increasing communication between its home health and skilled nursing care teams. Discover why older people are especially vulnerable to fragmented, inconsistent, and poorly planned handovers. Learn important lessons about the positive outcomes that result from clear, concise communication during care transitions.

- *Kathleen Sousa, HCBS Administrator, North Hill*

152-K. Let AmeriCorps Help You Grow Your Workforce

In 2022, AmeriCorps and the Centers for Disease Control and Prevention established Public Health AmeriCorps to support the recruitment, training, and development of the next generation of public health leaders. The AmeriCorps initiative addresses the public health needs of local communities by advancing more equitable health outcomes for underserved residents and creating pathways to high-quality public health-related careers through onsite experience and training. During this session, presenters will describe how Public Health AmeriCorps is helping to build a pipeline of professional caregivers in the field of aging services. You'll learn the benefits and challenges of working with Public Health AmeriCorps and discover how your community can tap the talents of AmeriCorps workers.

- *Jenna Kellerman, Director of Workforce Strategy and Development, LeadingAge*
- *Todd Schmiedeler, CEO, Thumbprint Consulting LLC*

11:30 a.m. – 12:30 p.m.

137-L. Aging in Community: A Growing Focus for Section 202 Housing

The Section 202 Supportive Housing for the Elderly Program is more focused than ever on offering older adults the supportive services and design elements they need to remain independent for as long as possible. This session will provide an overview of the program's new requirements for supportive services in Section 202 communities, including building-design components that address fall prevention, universal design, technology, health and wellness, resource efficiency, and climate resilience. Housing providers interested in pursuing a new Section 202 capital advance, and other providers seeking new ways to support older adults, will take home a host of ideas for implementing successful, supportive service models and measuring their outcomes.

- *Mark Oswanski, Vice President, Hampden Park Capital & Consulting, LLC*

153-L. What Your Organization's Cultural IQ?

An organization's success depends on its ability to establish a culture that promotes the full engagement of residents, staff, and board members. During this session, a resident board member and leaders from The Admiral at the Lake in Chicago will explain how their organization is working to increase its cultural intelligence so it can carry out high-quality communication, achieve effective recruitment and retention, and create an atmosphere of respect and safety. Presenters will share their commitment to ensuring The Admiral's continued vibrancy through more than 40 committees, an extensive Residents' Council structure, and strong partnerships among residents, organizational leaders, and board members. You'll return home with tips and tricks for using consensus-building strategies to strengthen your community and ensure greater stakeholder engagement.

- *Nadia Geigler, CEO, The Admiral at the Lake*
- *Brit Vipham, Director of Project Management, The Admiral at the Lake*
- *Toni Smith, Resident and Board Member, The Admiral at the Lake*