

**QUALITY & RISK
MANAGEMENT NETWORK**
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*

122-A. A Leaders Guide to Compliance and Process Improvement

Now that the updated Requirements of Participation are in place, it's time for your organization's nursing home administrator and director of nursing to work together on a system-by-system review of critical processes relating to your organization's compliance and quality outcomes. During this session, compliance experts will educate you about key strategies and tools for compliance and process improvement. They'll present three compliance systems for your review and discuss key leadership strategies for successful compliance outcomes. In addition, participants will take home a streamlined resource that includes leadership guidance for achieving compliance, a system implementation checklist, policies and procedures, and a training plan to help your team carry out compliance activities. Join this interactive session to learn key strategies for compliance and process improvement.

- *Susan LaGrange, Chief Nursing Officer, Pathway Health Services, Inc.*
- *Lisa Thomson, Chief Operating Officer, Pathway Health Services, Inc.*

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.*

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*

94-D. Monitoring Quality Outcomes to Protect Reimbursement

Reimbursement for post-acute care is more dependent on quality outcomes than ever before. What does that mean for providers? First, your quality outcomes will be closely scrutinized by accountable care organizations, Medicare managed care plans, consumers, and the Centers for Medicare & Medicaid Services. Second, that scrutiny will most certainly impact the reimbursements your organization receives. This session will offer a strategy to help you focus on quality outcomes related to reimbursement by maintaining clear communication between your reimbursement and quality teams. Leaders from Covenant Living Communities and Services, will share the collaborative program they use to monitor quality metrics and reimbursement data. Learn how they implemented their program so you can establish yours.

- *Peggy Connorton, AVP, Healthcare Regulation, Compliance, Quality, Covenant Living Communities and Services*
- *Elizabeth McLaren, Vice President of Reimbursement and Community-Based Services, Covenant Living Communities and Services*

110-D. Respect and Transparency: Communicating with Family Caregivers

Encouraging family members to advocate for the well-being of a relative is an important mission for providers of aging services, especially when residents cannot participate fully in their own care. However, some family members may have unrealistic expectations regarding the actions that staff members can take to resolve issues that arise. During this session, experts in family support services will share best practices for respectful and transparent communication with family care partners. Presenters will offer tips for working collaboratively with families to build trust, manage expectations, and create a team that is dedicated to the well-being of residents. Learn how to listen actively to families and respond to their concerns. Gain tips for coaching team members as they interact and work with family members.

- *Hollie Glover, Director of Education, James L. West Presbyterian Special Care Center*
- *Jaime Cobb, VP Dementia & Caregiver Education, James L. West Presbyterian Special Care Center*

111-D. Are You Ready to Implement an Evidence-Based Program?

Adopting evidence-based practices is essential to improving quality in senior living communities, but provider organizations are not always ready to implement these practices effectively. This session will highlight how a university and a multi-site senior living organization worked together to implement the Individualized Positive Psychosocial Intervention (IPPI). This evidence-based program has been shown to enhance the well-being of people living with dementia while reducing their negative emotional and behavioral responses. Presenters will explain how a university-based researcher engaged with staff, residents, and family members at nine nursing homes to ensure that IPPI would be implemented successfully. Discover the elements of organizational readiness to adopt an evidence-based program and learn how to improve program implementation by engaging with and soliciting input from people involved in the program.

- *Katy Abbott, Executive Director, Scripps Gerontology Center and Professor of Gerontology, Scripps Gerontology Center at Miami University*
- *Amy Kotterman, Director of Customer Experience, United Church Homes*

2:45 – 3:45 p.m.

113-E. Prepare for Health Emergencies with Collaborative Research

COVID-19 may have moved out of its emergency phase, but the lockdowns imposed in long-term care settings during the height of the pandemic left a lasting impression. This session will share the results of an 18-month research project aimed at helping residents, family members, providers, and staff at four senior living communities work together to better understand the impact of COVID-related social isolation so they could prepare for future health emergencies. Presenters will discuss education and research topics that researchers identified in collaboration with residents, families, and other partners. The session will include a discussion of how leaders in the field of aging services can plan for health emergencies, safety initiatives, and quality improvement programs in partnership with residents and families.

- *Sonya Williams, Director of Life Enrichment and Culture Change, A.G. Rhodes Health & Rehab Cobb*
- *Penny Cook, Chief Culture Officer, Center for Innovation*
- *Bev Johnson, President & CEO, Institute for Patient and Family Centered Care*

144-E. Evidence-Based Workforce Training: A Tool to Tackle Turnover

A well-trained team is a critical component of a healthy senior living community. Yet not all communities use evidence-based programs to train team members who interact with and support older adults throughout all stages and conditions associated with aging. This session will explore an interactive curriculum that gives trainees the skills they need to care for older adults living with behavioral health issues, dementia, and the adverse effects of ageism. Presenters will describe the skills training program, which teaches participants how to demonstrate respect, reduce the impact of stigma, and conduct purposeful communication. Hear results from three independent evaluations of the program and explore its impact on turnover, staff satisfaction, and older adults' perceptions of their caregivers.

- *Amanda Krisher, Senior Director, Engage With*
- *Coley Rainbolt, Nursing Home Administrator, Wind Crest*

TUESDAY, NOVEMBER 07, 2023

8:30 – 9:30 a.m.

100-G. Moving Forward: An Update on Nursing Home Quality

During last year's Annual Meeting, leaders of the Moving Forward Nursing Home Quality Coalition reported on their early efforts to prioritize recommendations for improving nursing home quality from a 2022 National Academies of Sciences, Engineering, and Medicine report. This year, Coalition leaders will return to the Annual Meeting to share their action plans to advance those recommendations and the work they've done to execute them. The Coalition's 9 action plans include efforts to expand financing physical plant transformations, build robust CNA career pathways, develop new targeted survey approaches, and increase the person-centeredness of care through innovative tools, measures and processes. Learn more about specific Coalition action plans, catch up on the Coalition's goals for 2024, and discover how you can get involved.

- *Ruth Katz, SVP of Public Policy/Advocacy, LeadingAge*
- *Isaac Longobardi, Director, Nursing Home Coalition, LeadingAge*
- *Sumire Maki, Program Manager, Moving Forward Coalition, LeadingAge*

2:45 – 3:45 p.m.

132-H. Policy Update: Nursing Homes

Nursing homes have spent more than three years fighting COVID-19. At the same time, nursing home executives have been navigating a severe workforce crisis, regulation changes, supply-chain challenges, and a variety of nursing home-related proposals on Capitol Hill. This session will help nursing home providers take a deep breath and consider how they will transition from "What We've Been Through" to "What Comes Next." Presenters will review the policies and market forces shaping nursing home operations and explore the steps you can take to position your nursing home for the journey ahead. You'll walk away with a better understanding of survey trends, regulatory changes, and how you can make a difference at the federal level.

- *Evan Shulman, Director, Division of Nursing Homes Survey and Certification Group, Centers for Medicare and Medicaid Services*
- *Jodi Eyigor, Director, Nursing Home Quality and Policy, LeadingAge*

4:30 – 5:30 p.m.

36-I. Help Your Community Become Dementia Friendly

Aging services providers can play a pivotal role in helping their local communities become “dementia friendly.” How? Through Dementia Friends, a no-cost education and awareness program designed to change how communities think, act, and talk about dementia. During this session, you’ll discover how the Dementia Friends program can help your organization become a leader of dementia-inclusive initiatives in your community. Find out how you can work with local partners to develop dementia-inclusive activities that are culturally responsive, feature cross-sector collaboration, and help families and professionals understand and anticipate the changing needs of individuals living with dementia. Presenters will report on program outcomes and share practical ways providers can implement the Dementia Friends program and adapt it for use with diverse communities..

- *Salli Bollin, Executive Director, MemoryLane Care Services*
- *Marty Williman, Program Director, Ohio Council for Cognitive Health*

133-I. SNF Regulations: Get the Clarity You Need to Succeed

To ensure the future of their care settings, licensed senior living providers need a clear understanding of the regulatory changes and survey trends that impact their operations. Participants in this session will gain that clarity when presenters review and evaluate key regulatory developments from the past year, including the implementation of Phase 3 of the Requirements of Participation and updated surveyor guidance. This is your chance to review current survey trends, including the top citations issued nationally and regionally. Delve into the status of rules mandating that skilled nursing facilities (SNF) report COVID-19 vaccination status through the National Healthcare Safety Network. Discuss common regulatory challenges and learn how to anticipate and prepare for future regulatory developments and surveys.

- *Sean Fahey, Attorney, Hall Render Killian Health & Lyman (IN Office)*
- *Maddie Spearman, Attorney*

WEDNESDAY, NOVEMBER 08, 2023

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*

120-K. All In: A Team-Based Approach to Dementia Care

The more people you welcome to your dementia care team, the more successful that team will be as it strives to provide person-centered care for people living with memory challenges. This session will show you how to foster collaboration among team members, residents, and families and create a proactive, person-centered approach to dementia care. Learn how to use “neighborhood huddles” to ensure that all team members—from your housekeeping, dining, life enrichment, nursing, environmental, and administrative departments—can work with residents and families to create an environment where life has a purpose and every voice matters. Take home the tools you need to develop a team-based approach to dementia care.

- *Ann Patterson, VP of Health Services, Broadmead*
- *Stacey Young, Director of Lifestyle and Dementia Programs, Broadmead*