

MEDICAID, HCBS & PACE

SUGGESTED SESSIONS

SUNDAY, NOVEMBER 05, 2023

1:00 – 2:00 p.m.**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.

42-B. Support, Elevate, and Inspire Your Frontline Caregivers

Frontline professional caregivers are resilient, innovative, and hardworking. Yet, many of these caregivers have complex and challenging lives outside of work and need individual encouragement and support to envision and attain their goals. Unfortunately, few organizations in the field of aging services have clear and equitable systems to provide this support. During this session, staff from the LeadingAge LTSS Center @UMass Boston and executives of two Minnesota-based provider organizations will help you discover how peer mentors, workforce development experts, and quality improvement models can help you support, elevate, and inspire every team member in your community.

- *Robyn Stone, SVP, Research/Co-Director, LTSS Center, LeadingAge*
- *Natasha Bryant, Senior Director of Workforce Research & Development, LTSS Center, LeadingAge*
- *Jenna Kellerman, Director of Workforce Strategy & Development, LeadingAge*
- *Christy Brinkman, Senior Administrative Leader, Essentia Health Oak Crossing*
- *Amanda Gruber, Director of Life Enrichment, Three Links Care Center*

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.*

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*

141-C. Blame-Free Learning: How to Create a Culture of Safety

Researchers and safety experts emphasize the significant role that organizational culture plays in the success of resident and workforce safety initiatives. This session will share lessons learned from a multisite aging services organization that recently completed a “Culture of Safety Assessment” adapted from the Agency for Healthcare Research and Quality. The survey tool helps organizations identify opportunities for safety improvement and develop action plans to lift employee morale and improve the quality and outcomes of resident care. Presenters will describe how a safety culture creates a learning environment where all employees participate in problem-solving and learn from their mistakes. You’ll discover how to respond to team member involvement in unintended resident harm through nonjudgmental dialogue, genuine care for staff members, and a blame-free learning environment.

- *Celena Romero, Senior Risk Management Analyst, ECRI Institute*
- *Tom Garberson, General Counsel, Eskaton*

MONDAY, NOVEMBER 06, 2023

11:00 a.m. – 12:00 p.m.

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*

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.

6-E. Preserving Independence Through Remote Monitoring

Living independently for as long as possible is a clear preference for residents of life plan communities and participants in the Program of All-Inclusive Care for the Elderly (PACE). It is also the preference of providers seeking to help residents and clients avoid disruptive moves to more expensive levels of care. Remote monitoring solutions can address both preferences by increasing the safety, well-being, and independence of older adults. This session will explore how a remote monitoring solution positively affected health outcomes for participants in a Maryland-based PACE program. Presenters will describe their implementation process, offer an overview of the latest remote monitoring products, and detail the technology infrastructure needed to support them.

- *Shaun Smith, President of Integrated Services, Asbury Communities, Inc.*
- *Nick Patel, President of ThriveWell Tech*
- *Madj Alwan, Chief Strategy and Growth Officer, ThriveWell Tech*

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, LeadingAgeRobyn Stone, SVP, Research/Co-Director, LTSS Center, LeadingAge*
- *Ashley Washington, Director, Aging Initiatives, Lutheran Services in America*

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*

114-F. Adult Day: Using Art to Reduce Boredom and Isolation

Looking for ways to enhance quality of life and spark joy for older adults living with cognitive and physical challenges? Check out this session, featuring an innovative program that significantly reduces isolation and boredom among clients of four “Day Clubs” managed by Oakwood Creative Care (OCC) in Mesa, AZ. Learn how visual artists, musicians, dancers, historians, storytellers, poets, and fitness instructors offer workshops, classes, and community engagement opportunities at OCC’s licensed adult day health programs. Presenters will explain how OCC’s Day Clubs have helped 65% of members increase their cognitive function in the first six months of attendance and how the program has helped 96% of family caregivers reduce their stress.

- *Tara Krantzman, COO, Oakwood Creative Care Town Center*
- *Sherri Friend, President/CEO, Oakwood Creative Care Town Center*

TUESDAY, NOVEMBER 07, 2023

8:30 – 9:30 a.m.

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*

84-H. You Can Evolve from Media Naysayer to Expert News Source

Do you break out in a cold sweat when a reporter calls? Secretly wish you could dodge that interview with the local radio station? You're not alone. Engaging with reporters is frequently viewed as unpleasant and even distasteful by many providers of aging services. But there's no need to fret. Instead, learn to view your encounters with the press as worthwhile activities that can have positive outcomes. During this session, you'll hear from LeadingAge members whose attitudes toward media engagement have evolved from negative or passive to positive and proactive. Presenters will tell you how they evolved from media naysayers to expert news sources—and how you can follow in their footsteps.

- *Dorothy Davis, CEO/President, Visiting Nurse Health System, Inc.*
- *Tina Sandri, CEO, Forest Hills of DC*
- *Stuart Almer, President/CEO, Gurwin Jewish Nursing & Rehabilitation Center*
- *Lisa Sanders, Senior Director, Media Relations and Editorial, LeadingAge*
- *Jatrice Martel Gaiter, Executive VP of External Affairs, Volunteers of America*

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*

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*

MEMBER SITE VISIT

Tuesday, November 7 | 2:00 – 5:30 p.m.

161-TI. Adult Day Services, CJE Senior Life (co-located with affordable housing)

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*