

PADONA

LTC LEADERSHIP DEVELOPMENT PROGRAM

October 10-13, 2017

CROWNE PLAZA READING

1741 Paper Mill Road

Wyomissing, PA 19610

LTC Leadership Development Program - 2017

DAY 1 Tues. Oct. 10, 2017

Continental breakfast: 8:00 a.m.-8:30 a.m.

FULL DAY PROGRAM IS 8:30 a.m.-4:30 p.m.

Refreshment Breaks: 10:00 a.m.-10:15 a.m., 3:00 p.m.-3:15 p.m.

Lunch: 12:00 p.m.-1:30 p.m.

QAPI: Quality Assurance Performance Improvement – A Process for Operational Performance Management

- Review the organizational culture required for effective QAPI
- Outline information provided by CMS for program implementation
- Discuss advantages of an effective QAPI process
- Summarize what should be included in an effective QAPI program and plan

Medical Record Documentation: Show Your Work

- Overview of the areas supported by medical record documentation
- Review of the regulatory requirements for medical record documentation
- Outline areas that should be included in medical record documentation to prevent denials, support care and reimbursement

Skilled Services/Medicare/PPS (Prospective Payment System): Technical Eligibility through Billing

- Overview of the Medicare technical eligibility criteria
- Outline of the support documentation required to assure compliance
- Discussion of nursing management role in review of criteria
- Outline of the PPS skilled criteria used by Medicare and managed Medicare

DAY 2 Weds. Oct. 11, 2017

Continental breakfast: 8:00 a.m.-8:30 a.m.

FULL DAY PROGRAM IS 8:30 a.m.- 4:30 p.m.

Refreshment Breaks: 10:00 a.m.-10:15 a.m., 3:00 p.m.-3:15 p.m.

Lunch: 12:00 p.m.-1:30 p.m.

MDS: What You Need to Know for Reimbursement and Denial Prevention

- Overview of the MDS 3.0 Assessments currently used
- Review the multiple uses of the MDS assessment: internally and externally
- Describe the various types of MDS assessments
- Analyze the required support documentation for the MDS assessment coding

DAY 2 Weds. Oct. 11, 2017, Continued

CMS 5 Star Quality Rating System: Knowing is Critical

- Overview of the 5 Star Quality Rating System
- Discussion related to the uses of the clinical metrics included
- Outline of the Quality Measures

The Survey Process – You Can be Ready

- Review entrance conference and exit conference
- Discuss communication with survey team members
- Outline on-going preparation
- Discuss advantages of mock surveys

Restorative Nursing Services: Make it a Viable Program

- Requirements for including on the MDS assessment
- Hallmarks of restorative vs. general nursing care
- Outline of the programs

DAY 3 Thurs. Oct. 12, 2017

Registration/Continental breakfast: 8:00 a.m.-8:30 a.m.

FULL DAY PROGRAM IS 8:30 a.m.-4:30 p.m.

Refreshment Breaks: 10:00 a.m.-10:15 a.m., 3:00 p.m.-3:15 p.m.

Lunch: 12:00 p.m.-1:30 p.m.

ATTAINING & SUSTAINING COMPLIANCE - THE FINAL ENFORCEMENT REGULATIONS

1. Describe the survey process as defined by CMS Federal Certification Regulations and PA Department of Health Licensing Requirements
2. Review the types of surveys and differentiate among them
3. Outline the scope and severity levels
4. Discuss Informal Dispute Resolution process
5. Review the sanctions from survey process

Legal Aspects of Long Term Care Management

Overview of the various plaintiff allegations against senior living providers in legal complaints

1. Impact of a facility's policy, procedures, practices, and performance measures in evaluating the provider's defensibility in professional liability claims
2. Insight into the most common challenges posed in defending senior living providers in the legal arena
3. Summary of provider practices that will assist them with improving their defensibility

DAY 4 Fri. Oct. 13, 2017

Continental breakfast: 8:00 a.m.-8:30 a.m.

FULL DAY PROGRAM IS 8:30 a.m.-3:30 p.m.

Refreshment Breaks: 10:00 a.m.-10:15 a.m., 2:30 p.m.-2:45 p.m.

Lunch: 12:00 p.m.-1:00 p.m.

Financial Management for Nurses

1. Payer Source and Revenue Streams in the Skilled Nursing Facility
 - Medicare / Medicare Advantage Plans
 - Medicaid
 - Private Pay
 - Ancillary Services
2. Expense Management
 - Labor
 - Supplies/Equipment
 - Ancillary Services
 - Capital Purchases
 - Operating vs. Non-operating Expenses
3. Financial Management Reports
4. Benchmarks for Nursing Department Operations

Managing RAC Audits

Overview of various oversight agencies

1. Best Practice strategies for handling record requests
2. Options for responding to overpayment determinations
3. Outline of appeal processes
4. Common elements of overpayment determinations
5. Operational considerations for improved outcomes

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FACULTY

Days 1 and 2:

Sophie A. Campbell, MSN, RN, CRRN, RAC-CT, CNDLTC

Sophie Campbell, is the Director, Clinical Advisory Services at Baker Tilly Virchow Krause, LLP formerly ParenteBeard, LLC and accounting and consulting firm and brings 35 years of operational and consulting experience in the healthcare industry, with a focus on long-term care, and experience in acute care and acute rehabilitation. Her expertise includes clinical operations for long term care providers, including staff development, Minimum Data Set (MDS) accuracy and training, documentation compliance, management training and monitoring, Omnibus Budget Reconciliation Act (OBRA) survey preparation and response, development of performance improvement and clinical compliance programs, preparation of responses to Recovery Audit Contractor (RAC) audit requests and findings and development of Quality Assurance Performance Improvement (QAPI) programs. Sophie also has experience in admissions management, care planning and management, restorative nursing program development and management, infection control program management, short-term rehabilitation unit conversions and hospital based Transitional Care Units (TCUs). She has also assisted with Electronic Health Record (EHR) implementations. Sophie has her Master of Science in Nursing Administration degree from the University of Pittsburgh and is certified as a rehabilitation nurse and registered nurse assessment coordinator.

Days 3 and 4:

Candace McMullen, RN, NHA, MHA, CLNC, CNDLTC

Candace currently serves as the VP of Operations for Homewood Retirement Centers where she oversees the operations of five (5) senior living communities caring for a total of 1881 elderly residents. Prior to joining Homewood, she was the Sr. VP of Operations/COO at Affinity Health Services where she was responsible for overseeing the overall operations of seven (7) senior living communities. Candace has several years of experience in long term care as an RN, director of nursing, staff development coordinator, quality assurance nurse and nursing home administrator. Additionally, Candace has worked for Pennsylvania's quality improvement organization, Quality Insights of Pennsylvania, where she assisted nursing facilities with quality improvement principles. Candace also has experience as an operational nurse consultant and a manager working with ParenteBeard. Candace holds both a Bachelor of Science and Master's degree in Health Administration from Penn State University and is a Certified Legal Nurse Consultant. She is also a past member of the Nurse Reviewer Unit for the Pennsylvania State Nurses Association and a current member of the PADONA Board of Directors. She frequently serves as faculty for a number of local, state, and national trade organizations.