



## 2023 PADONA LEADERSHIP DEVELOPMENT COURSE

### **Session #1: Tuesday, September 26, 8:00 am – 10:00 am**

#### **Infection Prevention and Control and The Role of the Infection Preventionist**

**Professional Practice Gap and Session Description:** Infection prevention and control has become the leading deficiency during annual and complaint surveys. Vaccinations are part of the quality measures; COVID vaccinations are being reported and part of the survey evaluations and the administrators are now required to have infection prevention and control as part of their annual education for license renewal. Federal and state regulations, guidelines and directives are being revised as the situations require to provide the most appropriate care for our long-term residents while maintaining the safety of the staff. While much is changing and being adjusted, through the pandemic and currently, there are basic infection prevention and control information items that must be implemented. This session will provide information that lists the components of an infection prevention and control program in long term care; describe the membership of the infection prevention and control team as it relates to Act 52; review the requirements for the Infection Preventionist position in long term care facilities; discuss the importance of risk assessment and goal setting in infection prevention and outline how PA-PSRS analytics can assist in infection reporting at QAPI committee meetings.

#### **Presenter: JoAnn Adkins, BSN, RN, CIC, FAPIC; Senior Infection Preventionist - Pennsylvania Patient Safety Authority**

JoAnn Adkins is a registered nurse and senior infection preventionist for the Patient Safety Authority. In her role at the Authority, she works with Pennsylvania healthcare facilities to improve patient safety by initiating, developing, implementing, and monitoring new and existing infection prevention initiatives throughout the Commonwealth of Pennsylvania. Ms. Adkins has presented educational programs on infection prevention topics at the local, state, and national levels. Ms. Adkins is board certified in infection control and epidemiology (CIC), board certified in long-term care infection prevention (LTC-CIP) and is a Fellow of the Association for Professionals in Infection Control and Epidemiology (FAPIC). Ms. Adkins is the 2019 recipient of APIC's Heroes of Infection Prevention Award for Education. She is a member of the Association for Professionals in Infection Control and Prevention and has served on the Member Services Committee, the Sigma Theta Tau International Nursing Honor Society, and the Pennsylvania Association Directors of Nursing Administration Long Term Care.

**Support Organization:** The Patient Safety Authority (PSA) is an independent state agency that works with healthcare facilities to enhance resident and patient safety through education, collaboration, and guidance. PSA has formed collaborative partnerships with organizations and facilities to improve safety and quality and meet the PSA vision of "Safe healthcare for all patients."

## **Session #2: Tuesday, September 26, 10:30 am – 12:00 pm**

### **Role of the Attorney General's Office in Long Term Care Facilities**

**Professional Practice Gap and Session Description:** Nursing home resident abuse and neglect occurs, but when is it an opportunity for the state Attorney General's Office to get involved with the provider facility to investigate? What does that mean for the provider and what are the best routes to take when this is the case? The goal of the education is to engage with the management and administrative staff of skilled nursing facilities and healthcare entities and make them aware that the Attorney General's office is tasked with investigating and prosecuting abuse and neglect of care-dependent persons. Many of these cases result in the death of the victims. Frequently, paid caregivers are the very people who are responsible for abusing and/or failing to provide the care to these individuals for which they are being paid. The education will discuss the statutes including Medicaid Fraud, 62 P.S. §1407; Abuse of Care-Dependent Person, 18 Pa.C.S. §2713.1; Neglect of Care-Dependent Person, 18 Pa.C.S. §2713; and Financial exploitation of an older adult or care-dependent person 18 Pa.C.S. § 3922.1.; Abuse/Neglect – legal definition of caretakers, care settings, and injury/grading and investigation strategies for nursing homes. It will address how the AGs office works with nursing homes (what you can expect) – as cooperative witnesses as well as facility targets with a brief discussion of cases.

### **Presenters: Jennifer Snerr, MS Administration of Justice Director of Outreach - Pennsylvania Attorney General's Office and Kelly Baran, RN**

Jennifer Snerr has been employed by the Pennsylvania Office of Attorney General for 21 years, all of those years with the Medicaid Fraud Control Section. She started as a Special Agent working both care-dependent neglect cases and Medicaid fraud cases. In 2013 she was promoted to a Supervisory Special Agent position specifically for the Care-Dependent Neglect team with state-wide responsibility. Currently she is the Director of Outreach for the Section. As the Director of Outreach, she has the ability to travel across the state to speak on abuse and neglect in all care settings. She is able to meet with law enforcement and members of the County DA's Offices regarding specific cases to provide assistance and resources.

Jen came to the Attorney General's Office from the Pennsylvania Department of State where she was employed in an investigative capacity and prior to that time from the Pennsylvania Office of Inspector General where she also worked as an investigator. Jen has a Bachelor of Arts in English and a Master of Science in Administration of Justice.

Kelly Baran has been a registered nurse for 19 years. She was most recently a case manager focusing on discharge planning prior to her employment with the Pennsylvania Office of Attorney General. Kelly is the Nurse Investigator with the Medical Fraud Control Section-Neglect Team. She reviews medical records in suspected cases. Kelly completed her RN education at Reading Hospital School of Nursing and her BSN from Penn State university.

**Support Organization:** The Pennsylvania Attorney General's Office is a state Criminal Justice Agency funded by federal and state tax dollars whose mission is to protect the integrity of the Medical Assistance Program and care-dependent Pennsylvania citizens.

The Medicaid Fraud Control Section is part of the Office's Bureau of Criminal Investigation. The Section has investigative and prosecutorial power and has the authority to conduct

- Medicaid Fraud, **62 P.S. § 1407**
- Neglect of a Care-Dependent Person, **18 Pa.C.S. § 2713**
- Abuse of a Care-Dependent Person, **18 Pa.C.S. § 2713.1**
- And crimes discovered through authorized investigations
- Anything else in the PA Crimes Code

### **Session #3: Tuesday, September 26, 1:00 pm – 2:30 pm**

#### **Long Term Care Survey Process, Readiness and the Post Survey Follow Up**

**Professional Practice Gap and Session Description:** CMS maintains oversight for compliance with the health and safety standards for nursing homes serving Medicaid and Medicare beneficiaries. Surveys are conducted to make sure that the long-term care facility is meeting state and federal standards which spell out very specifically how care must be provided to long term care residents. The areas looked at are quality of care and quality of life in the facility, whether residents' rights are observed and whether the facility meets environmental standards of cleanliness and is hazard free. Facilities that do not meet all these standards must correct these deficiencies or they face a variety of sanctions. This session will discuss the survey process, common citations and review the process to become survey ready.

**Presenter: Annette Sanders, MSN, RN, CLNC, Senior Consultant - LW Consulting, Inc.** who has more than 30 years experience in the healthcare industry. As a consultant, she dedicates her career to compliance, quality improvement, education, and improvement in the long-term care nursing profession. As a registered nurse, Annette has served in multiple roles throughout her career including clinical and quality oversight, risk mitigation, regulatory compliance, and financial compliance. Annette performs audits to assist facilities with regulatory compliance and survey performance surveys concerns through performing COVID-19 focused surveys, regulatory mock surveys and compliance reviews.

**Support Organization:** LW Consulting, Inc. is a recognized leader in providing reimbursement, operational and clinical consulting solutions across the full continuum of healthcare diversity. LW Consulting is backed by a strong team of industry experts who are dedicated to solving problems and generating opportunities for clients. They work with clients to reduce operational costs, increase efficiencies, and deliver better value for those served. LW Consulting navigates the challenges of payment reform, regulatory compliance, executive search and interim placement, coaching, training and education, litigation support, clinical advisory and business and financial advisory with consultants who possess the diverse and deep experience needed.

### **Session #4: Tuesday, September 26, 3:00 pm – 4:30 pm**

#### **Skilled Services in Long Term Care – Addressing Admissions and Reimbursement**

**Professional Practice Gap and Session Description:** Nurse leaders are often asked to review referrals for admission to the facility. They are the experts related to the clinical care needs of the residents and the capabilities of their clinical staff. However, how does the nurse leader know whether the services required by the referred resident are skilled services and that

the facility will receive the expected skilled reimbursement for the services? Additionally, how does the nurse leader know when the services being delivered to the residents are no longer skilled and may pose a challenge for billing if there is an audit and to ensure compliance with skilled services requirements? These are not items that are reviewed in nursing schools and often these skilled services items are only addressed with and taught to the MDS assessment nurses in the long-term care facilities. This session will provide a basic overview of the Medicare technical eligibility requirements and the skilled services included in the patient driven Payment Model (PDPM) for reimbursement.

**Presenter: Sophie Campbell, MSN, RN, CRRN, RAC-CT, CNDLTC Executive Director Educational Programming and Services – PADONA** most recently worked as the Director of Clinical Advisory Services for Baker Tilly US, LLP a national accounting and advisory firm. She has extensive experience as a consultant with for and not for profit post-acute providers as well as in operations working in positions from CNA through Chief Nursing Officer. Sophie is approved by the PA Department of Health as a Directed In-Service provider.

**Support Organization:** Pennsylvania Association of Directors of Nursing Administration (PADONA) provides support and education for nurse leaders and administrators in Pennsylvania post-acute facilities. PADONA has been assisting nurse leaders and administrators for 35 years through education, information, networking and resources.

## **Session #5: Wednesday, September 27, 8:00 am – 9:30 am**

### **Conducting a Thorough Investigation**

**Description of the Professional Practice Gap:** Nurse leaders in long term care are required to conduct investigations following resident events. Regulations require the completion of thorough investigations, but they don't provide the steps required for the completion. We will explore the complexities of conducting a thorough, good faith investigation that includes: establishing the facts of the situation, understanding and analyzing causal factors to implement meaningful interventions and identifying opportunities to improve care and services, and mitigating further safety, legal, and compliance risks

**Presenter:** Angela Huffman, RN, WCC, Clinical Program Specialist at RealTime Medical Systems brings over 30 years of experience in the healthcare and long-term care areas. Angela began her career as a Quality Assurance State Surveyor and moved to focus on ensuring resident care quality and overseeing clinical operations as a Director of Nursing and nurse manager. She gained over ten years' experience as a Clinical Services Consultant providing regulatory compliance services and clinical training. Angela also served a region of 68 long term care facilities across 8 states as a Compliance Field Investigator. Immediately prior to joining RealTime Medical Systems Angela worked at Affinity Health Services, Inc as Vice President Clinical Services. Angela was a specialized paralegal conducting comprehensive medical record reviews and analysis for defense council in a large law firm prior to joining Affinity Health Services.

**Support Organization:** Real Time Medical Systems is a company that provides an interventional analytics cloud-based platform. It offers infection risk assessment and readmission risk scoring tools, clinical improvement, reimbursement, care management, and other solutions. The company serves healthcare organizations. Real Time Medical Systems is

the KLAS Rated Interventional Analytics solution that turns post-acute EHR data into actionable insights. Serving healthcare organizations nationwide, Real Time improves value-based outcomes by reducing hospital admissions, accurately managing reimbursements, detecting early signs of infectious disease, and advancing care coordination through post-acute data transparency.

## **Session #6: Wednesday, September 27, 10:30 am – 12:00 pm**

### **Legal Aspects in Long Term Care**

**Professional Practice Gap and Session Description:** Nurse leaders are not taught legal implications or aspects of their roles, their departments or in the management of the care of residents. This includes the legal aspects of interviewing, hiring, working with unions, addressing family members and resident representatives, resident care items and many others. Unless the nurse leader has a post graduate degree, legal aspects is not addressed in nursing school – except often to remind nurses that they should avoid lawsuits. This session will provide the nurse leaders with general information related to legal aspects that apply to and are part of daily operations in the nursing department and the role of the nurse leader.

**Presenter: Candace McMullen, RN, NHA, MHA, CLNC, CNDLTC, Vice President Business Development and PADONA Board Chair – PADONA** currently serves as the Executive Vice President of Business Development and Consulting with Affinity Health Services, Inc. In this role, she oversees sales and marketing and leads the consulting division in providing individualized services to meet consulting client objectives and expectations. Candace also provides consulting services to clients in a variety of operational, clinical, and financial capacities. Prior to re-joining Affinity, she served as Chief Operating Officer over the past 13 years overseeing campus operations within various corporate structures. Her experience, as both a provider and consultant, includes working with organizations of varying ownership, operating, and size structures, with her strengths in operations, clinical services, and regulatory management.

Candace's degrees from Pennsylvania State University include a BS in Nursing and a Master of Health Administration. She holds licensure as both a Registered Nurse and Nursing Home Administrator. She is also a Certified Legal Nurse Consultant and Certified Nursing Director Long Term Care. She currently serves as Executive Director/Board Chair of the Pennsylvania Association of Directors of Nursing Administration (PADONA). She frequently serves as faculty for a variety of professional trade associations.

**Support Organization:** Affinity Health Services Inc. has been serving senior living providers for over 25 years, providing advisory, consulting, and management services. Affinity customizes its service plan based on the unique needs of each customer, providing responsible support in balancing resident care and financial profitability. We take great pride in the success of our clients. Affinity provides revenue cycle management, operational support, financial advisory, regulatory, and clinical support, marketing and referral development, and directed in-service training.

## **Session #7: Wednesday, September 27, 1:00 pm – 2:30 pm**

### **Top Three Regulatory Risk Areas**

**Professional Practice Gap and Session Description:** Nurse leaders are consistently in survey preparedness mode and required to submit reportable incidents to the department of Health with an expected follow up survey. There are many regulations – both federal and state but some are cited with deficient practices more frequently and regularly than others. These are also the regulations and areas that frequently result in resident and representative complaints and non-compliance findings. It is important to focus on all regulations when providing resident care and educating caregivers but there are a few that have a wider scope of coverage and should attract more of the nurse leader's attention. This session will address those areas and focus on what nurse leaders can implement to protect and assist their facilities from deficiencies, complaints, and non-compliance.

**Presenter: Candace McMullen, RN, NHA, MHA, CLNC, CNDLTC, Vice President Business Development and PADONA Board Chair – PADONA** currently serves as the Executive Vice President of Business Development and Consulting with Affinity Health Services, Inc. In this role, she oversees sales and marketing and leads the consulting division in providing individualized services to meet consulting client objectives and expectations. Candace also provides consulting services to clients in a variety of operational, clinical, and financial capacities. Prior to re-joining Affinity, she served as Chief Operating Officer over the past 13 years overseeing campus operations within various corporate structures. Her experience, as both a provider and consultant, includes working with organizations of varying ownership, operating, and size structures, with her strengths in operations, clinical services, and regulatory management.

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## **Session #8: Wednesday, September 27, 3:00 pm – 4:30 pm**

### **Nursing Department Budget in Long Term Care Facilities**

**Professional Practice Gap and session Description:** While attending nursing school to prepare for their careers in nursing, nurses did not learn and there never were (and still are not) classes in budgeting. Unless a nurse leader has received a post graduate degree, budgeting was not included in the education. Many nurse leaders in long term care are given the

responsibility and accountability of the nursing department budget with little if any education of the process and the items involved. The nursing department is the largest department in the long-term care facility with the greatest number of employees and the highest number of variables. This session will outline the basics of budgeting for the nursing department to ensure the nurse leader can address this function and feel competent.

**Presenter: Candace McMullen, RN, NHA, MHA, CLNC, CNDLTC, Vice President Business Development and PADONA Board Chair – PADONA** currently serves as the Executive Vice President of Business Development and Consulting with Affinity Health Services, Inc. In this role, she oversees sales and marketing and leads the consulting division in providing individualized services to meet consulting client objectives and expectations. Candace also provides consulting services to clients in a variety of operational, clinical, and financial capacities. Prior to re-joining Affinity, she served as Chief Operating Officer over the past 13 years overseeing campus operations within various corporate structures. Her experience, as both a provider and consultant, includes working with organizations of varying ownership, operating, and size structures, with her strengths in operations, clinical services, and regulatory management.

Candace's degrees from Pennsylvania State University include a BS in Nursing and a Master of Health Administration. She holds licensure as both a Registered Nurse and Nursing Home Administrator. She is also a Certified Legal Nurse Consultant and Certified Nursing Director Long Term Care. She currently serves as Executive Director/Board Chair of the Pennsylvania Association of Directors of Nursing Administration (PADONA). She frequently serves as faculty for a variety of professional trade associations.

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## **Session #9: Thursday, September 28, 8:00 am – 9:30 am**

### **The Age Friendly Nursing Home and the 4 M's of Care**

**Professional Practice Gap and Session Description:** Nurse leaders are consistently interested in methods to more effectively engage residents and representatives as well as staff in the resident care while also ensuring the residents are receiving what they need medically, psychosocially and physically. Age-Friendly Health Systems (AFHS), a collaborative initiative by The John A. Hartford Foundation, the Institute for Healthcare Improvement (IHI), the American Hospital Association, and the Catholic Health Association of the United States, care for older adults prioritizes evidence-based practices known as the 4Ms: What Matters, Medication, Mentation, and Mobility: The 4Ms incorporated together, provide a framework to accomplish the goals of providing person centered age friendly care. This session provides an overview of the AFHS framework, and practical steps on how to design or adapt workflows that align with the 4Ms for each resident. Discover how to engage

existing staff champions for each of the 4Ms, and build upon your nursing home's existing practices, to consistently spread age-friendly care throughout your system.

**Presenter:** Maureen Saxon-Gioia, MS, HSA, BSN, RN, is a nurse project manager for aging initiatives at the Jewish Healthcare Foundation. She is a passionate advocate for professional nursing education and practice, actively fostering academic relationships between schools of nursing and nursing homes in the PA Teaching Nursing Home Collaborative, and the PA Long Term Care Learning Network, both who aim to enhance healthcare quality, safety, and the overall strength of the careforce. Ms. Saxon-Gioia's focus is on improving the education and training of nurses to deliver high-quality care and achieve positive healthcare outcomes. Her combination of clinical and quality improvement experience fuels her passion for helping others promote change in health care.

**Support Organization:** The Jewish Healthcare Foundation (JHF) has a strong commitment to improving the overall well-being of older adults, considering their physical, mental, and social health. As part of this commitment, JHF, along with The John A. Hartford Foundation, both support the second phase of the Revisiting Teaching Nursing Home Initiative, known as the PA Teaching Nursing Home Collaborative (TNHC). This initiative aims to transform nursing education and enhance the nursing home workforce, ultimately improving the quality of care for older adults in Pennsylvania and beyond. JHF supports educational sessions that focus on evidence-based strategies to enhance the quality of care and outcomes for nursing home residents.

## **Session #10: Thursday, September 28, 10:00 am – 11:30 pm**

### **MDS: What Matters for Management and Impact of the Revised Version 1.18.11**

**Professional Practice Gap and Session Description:** The MDS has a critical role in long term care. It determines reimbursement for skilled residents and is a factor in the long-term care reimbursement. MDS item coding results in the quality measures that also impact the 5-star quality rating. Surveyors consistently refer to the MDS assessment coding when reviewing for deficiencies and document the MDS coding findings in the 2567 report of deficiencies. The MDS also drives the care plan. But there is always an assessment nurse(s) in the long-term care facility. Why do nurse leaders need to know anything about the MDS assessment when they have expert nurses completing the work of the MDS assessment process? This session will review the MDS assessment from a larger perspective with information that relates to nursing systems and processes that impact the MDS process and assist the nurse leader to better understand the role of the MDS assessment nurse. October 1, 2023 brings the implementation of a revised MDS assessment that will not only impact coding but will require documentation support revisions, as well as the new Optional State assessment being used at the state level for the Medicaid reimbursement through the Case Mix Index. This session will address these and the correlation to nurse leadership.

**Presenter:** Brian Stever, RN, BSN is a Clinical Nurse Consultant at Stever Advisors, LLC with a focus on MDS assessment coding accuracy and reimbursement. He has been a Vice President of Clinical reimbursement for Panacea Health Corporation, and the Clinical Corporate Reimbursement Manager for Presbyterian SeniorLiving Services.

**Support Organization:** Stever Advisors, LLC and PANAC. Stever Advisors, LLC provides clinical consulting related to MDS and clinical reimbursement in addition to MDS and quality



measure education as well as auditing, contract assistance and MDS coordinator education. PANAC is the Pennsylvania Association of Nurse assessment coordinators providing education for assessment nurses.

## **Session #11: Thursday, September 28, 12:30 pm – 2:00 pm**

### **Review of Federal Pharmacy Regulations and Collaboration with the Pharmacy Through the Role of the Consultant Pharmacist**

**Professional Practice Gap and Session Description:** Nurse leaders are required by federal regulation to collaborate with the consultant pharmacist. There are also regulations that are frequently cited related to medications from storage, to labeling and administration. In addition, quality measures include medications and measures that may be affected by medications. The consultant pharmacist is required to attend the facility QAPI committee meetings. With all the regulatory requirements, the nurse leader has questions about what to expect from the consultant pharmacist and measures to be compliant with regulations. During this session, we will take a comprehensive look at pharmacy related regulations found primarily in the State Operations Manual. We will discuss what you may expect from the provider pharmacy, from a regulatory and preferential perspective. We will also discuss the role of the consultant pharmacist and how they integrate into your team and help your facility improve compliance.

**Presenter: Anastasia Sidor, PharmD, BCGP Clinical Pharmacist Director - Brockie Pharmatech** received her Doctor of Pharmacy degree from the University of Pittsburgh and achieved the designation of Board-Certified Geriatric Pharmacist in 2017. She has practiced geriatric pharmacy at Brockie Pharmatech for 12 years, where she currently serves as the Consultant Pharmacist Director. In addition to serving as a preceptor for her alma mater, she is Adjunct Faculty at Harrisburg Area Community College where she teaches the pharmacy module of the Nursing Home Administrator course. She is passionate about achieving optimal medication use through safe and effective medication management while assisting SNFs to meet regulatory requirements.

**Support Organization:** Brockie Pharmatech is a family-owned long-term care pharmacy. They built their business by surpassing the expectations of staff, residents and families over the last 39 years. Brockie's growth has been fueled by a dedicated team of geriatric specialists and LTC trained professionals that remain on the cutting edge of both clinical and regulatory issues. As an independent pharmacy with 5 locations over PA and MD, they can customize offerings to meet your needs while still offering competitive pricing. "Always at your service!"

## **Session #12: Thursday, September 28, 2:30 pm – 4:00 pm**

### **Medical Record Documentation Compliance and Effectiveness**

**Professional Practice Gap and Session Description:** Medical record documentation is always at the forefront of discussion for nurse leaders. Concerns for representation of care delivered, support for the MDS assessment and ensuring surveyors know what has been delivered to residents are all part of the considerations. From format to regulatory requirements and audit support, medical record documentation usually requires a significant amount of nurse leader time to audit, review, evaluate and develop systems and processes about. This session will outline what is required in supportive medical record documentation along with some recommendations for how and when this should be completed.

**Presenter: Sophie Campbell, MSN, RN, CRRN, RAC-CT, CNDLTC Executive Director Educational Programming and Services – PADONA** most recently worked as the Director of Clinical Advisory Services for Baker Tilly US, LLP a national accounting and advisory firm. She has extensive experience as a consultant with for and not for profit post-acute providers as well as in operations working in positions from CNA through Chief Nursing Officer. Sophie is approved by the PA Department of Health as a Directed In-Service provider.

**Support Organization:** Pennsylvania Association of Directors of Nursing Administration (PADONA) provides support and education for nurse leaders and administrators in Pennsylvania post-acute facilities. PADONA has been assisting nurse leaders and administrators for 35 years through education, information, networking and resources.

## **Session #13: Friday, September 29, 8:00 am – 9:30 am**

### **Quality Measures and the Five Star Quality Rating System**

**Professional Practice Gap and Session Description:** Quality measures are used by the surveyors to determine many aspects of the annual licensure and certification survey. They are also used in the PA quality improvement program as well as being a part of the 5-star quality rating program. Managed care payors require a specific 5-star rating prior to contracting with a provider. The information related to the 5-star quality rating is included on the internet in the Care Compare Medicare website for consumers and other providers to review. But how does the nurse leader understand the 5-star quality rating and how does the nurse leader know what nursing can do to address changes in the rating? This session will assist nurse leaders to recognize how the Care Compare Five Star Rating is calculated, with increased understanding of the three components of the Five Star Rating (Survey, Staffing, and Quality Measures). The session will also review the impact quality measures have on the 5 Star Rating and outline how the Quality Measures are calculated, and how to monitor and manage the measures.

**Presenter: Tammy Coleman RN, CNDLTC, RAC-CTA, is Vice President of Clinical Reimbursement for Affinity Health Services,** works with both managed and consulting clients on improving documentation and clinical delivery practices as related to quality measures, five-star rating, and third-party and government reimbursement. Tammy's experience in nursing department operations spans 18 years, including a long-term care RN, a Nursing Supervisor, Assistant Director of Nursing, and a Director of Nursing for a skilled nursing facility.

Tammy holds an Advanced Certification as a Resident Assessment Coordinator, is a Certified Nursing Director for Long Term Care, an INTERACT Champion, and has achieved a Certificate of Training in Infection Prevention in the Long-Term Care Setting. She is a member of The American Association of Post-Acute Care Nursing (AAPACN) and is also on the Nursing Advisory Committee for the Pennsylvania College of Technology.

**Support Organization:** Affinity Health Services Inc. has been serving senior living providers for over 25 years, providing advisory, consulting, and management services. Affinity customizes its service plan based on the unique needs of each customer, providing responsible support in balancing resident care and financial profitability. We take great pride in the success of our clients. Affinity provides revenue cycle management, operational support, financial advisory, regulatory, and clinical support, marketing, and referral development, and directed in-service training.

## **Session #14: Friday, September 30, 10:00 am – 11:30 am**

### **Powerful Partnerships: Rehabilitation Therapy in Long Term Care**

**Professional Practice Gap and Session Description:** Nurse leaders and rehabilitation therapists are required to work together daily for the benefit of the residents. But how does that happen? Therapists and nurse leaders assist residents from different perspectives and generally believe that the other department “does not understand” the other. The presentation on “Powerful Partnerships” focuses on best practices in leadership and facility partnerships from the perspective of a therapy manager. Strategic planning is outlined to relay positive results from therapy and nursing collaboration for positive outcomes with resident care in the skilled nursing facility. Key focus on nursing and therapy working together for positive resident and facility success.

**Presenter:** Nichole Shadle, COTA/L, AdvantageCare Rehabilitation Central PA has 25 years of experience working in the healthcare industry and has spent nearly half of her career with AdvantageCare Rehabilitation. She began her career as an OT Team Leader in a Long-Term Care Facility and has fulfilled many different management roles throughout the years. Nichole oversees all of the operations in Central PA, works hands on with Advantage's Core Program Training and Staff Development Training. She utilizes her passion for the healthcare industry and diverse leadership skills to ensure that clinical best practices are put in place to focus on Advantage's philosophy of "clinical drives the operations."

**Support Organization:** AdvantageCare Rehabilitation, Advantage Home Health Services, and Care Coordination Management comprise the Advantage group of companies, which together deliver a wide range of contract health care, nursing, therapy, and social services to patients in their homes or outpatient settings. The consultants, practitioners, and health care providers at Advantage work together to achieve one mission: *to help people get healthier and achieve independence to improve their outlook and quality of life.* We combine deep experience and high-quality care with innovative technologies to strengthen and improve the health and capabilities of patients and care facilities alike.

## **Session 15: Friday, September 29, 12:30 pm – 2:00 pm**

### **Managed Care Organizations Meaningful Partnerships and the Role of the Service Coordinator**

**Professional Practice Gap and Session Description:** Since the implementation of the revised Medicaid reimbursement system in Pennsylvania including the three managed care organizations of the Community Health Choices there have been Service Coordinators. The role of the Service Coordinator has not been well or clearly defined for providers and especially for the nurse leaders who are intimately involved in resident care and services in the facility. In this session, the 3 CHC Managed Care Organizations will provide an overview on the history of CHC, the role of the Nursing Facility Service Coordinator in Nursing Facilities, a review of what Nursing Home Transitions entail and how to partner to support these efforts, and additional information on how to best foster relationships with the CHC MCOS. The format of the education session will be a panel presentation with a PowerPoint and question/answer at the end.

**Presenters:** Renee Abbs, Senior Statewide Manager NF Service Coordination, has been with UPMC Health Plan for 18 years, first as a supervisor in Utilization Management and later as a Quality Improvement Coordinator. She joined UPMC CHC as a manager of service coordination in 2018 and was promoted to the role of statewide Sr. Manager Nursing Facility Service Coordination in August of 2022. Her focus is on the management of UPMC CHC Western Region Nursing Facility Service Coordinators, and she oversees the nursing facility service coordination policies, procedures, and projects across the state.

Tiffany Bloom, Program Manager, UPMC CHC, joined UPMC four years ago after working in a Nursing Facility in different leadership roles for almost 13 years. Her focus is on the Nursing Home Transition program in Southeast PA, the PA LTC Learning Network activities, as well as supporting Service Coordination and other teams in Nursing Facility strategy development.

Jennifer Burnett, Senior Director of LTSS, PHW, has more than 30 years of experience working with publicly funded long-term services and supports, with expertise in Medicaid long-term care, public policy, and health care reform. Jennifer was formerly the Deputy Secretary of the Office of Long-Term Living, DHS, and a Division Director at the Centers for Medicare & Medicaid Services (CMS).

Olivia Martin, Sr. Director of LTSS & Service Coordination, PHW, has over 20 years' experience as a master's prepared RN in Pennsylvania, currently specializing in PA's LTSS Medicaid population with a mission to ensure our participant's get the services that they need to allow them to experience an overall better quality of life.

Jeannie McCoy: Director of Service Coordination, PHW, has a Master's in Nursing, with over 13 years of experience in case management, nursing, and nursing facility operations. Her professional goal is to make a difference and improve outcomes for every participant we can.

Dominique Oputa is a Licensed Professional Counselor (LPC) with over 18 years of experience servicing youth, adult and geriatric populations within agency, residential and managed care settings. Her current concentration includes supporting the Long-Term Service & Supports (LTSS) business at AmeriHealth Caritas PA CHC/Keystone First CHC.

Jocelyn Saggese, Manager of Service Coordination, AmeriHealth Caritas PA CHC, joined AmeriHealth PA CHC approximately 4 years ago and has over 16 years of experience working with at-risk youth and LTSS populations within Pennsylvania. Her focus is on Southwest PA HCBS and Nursing Facility populations, and she has contributed to internal policy and process development around home modifications as well as audit policy and procedure.

**Support Organization:** **Community Health Choices MCO and PA DHS** is a Medicaid managed long-term services and supports program, serving over 400,000 Pennsylvanians who need long-term care or are dually eligible for Medicare and Medicaid. The DHS contracts with three managed care organizations:

- **AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC)**, a member of AmeriHealth Caritas, is a mandatory managed care health plan for dually eligible individuals and individuals with physical disabilities who qualify for the Department of Human Services' Community HealthChoices program. For more information, visit AmeriHealth Caritas PA CHC.

- **Keystone First Community HealthChoices (CHC)** is a mandatory managed care health plan for dual-eligible individuals and individuals with physical disabilities who qualify for the Department of Human Services' Community HealthChoices program. Keystone First CHC currently serves recipients in Pennsylvania's Bucks, Chester, Delaware, Montgomery, and Philadelphia counties. For more information, visit [Keystone First CHC](#).
- **PA Health & Wellness** is a subsidiary of Centene Corporation and has operated in Pennsylvania since 2016 when it was awarded the contract to participate in CHC. PHW is a Medicaid managed care plan with extensive background and experience in managing the long-term Services and supports population. For more information, visit [PA Health & Wellness](#)
- **UPMC Community HealthChoices** is a managed care plan that provides coverage for medical care and long-term services and supports (LTSS) for eligible individuals who qualify for Medical Assistance and also qualify for Medicare or require a nursing facility level of care. For more information, please visit [UPMC CHC](#).

## **Session #16: Friday, September 29, 2:30 pm – 4:00 pm**

### **Restorative Nursing Services: Doing More with Less and Enhancing Reimbursement**

**Professional Practice Gap and Session Description:** Nurse leaders are consistently being challenged to do more with less. The reimbursement for the facility is rarely impacted by nursing measures. However, the nursing treatment services of restorative nursing services are not only positive related to the functional mobility and safety status of the resident but also have a positive impact on the skilled and Medicaid reimbursement for the provider. Workforce challenges have resulted in eliminating restorative nursing services in many long-term care facilities. This has the potential to negatively impact the residents and reimbursement. The negative impacts of immobility have been widely documented and as residents age it becomes more of a concern. This has the potential to negatively impact resident quality of care, quality of life, safety and function while also negatively impacting the quality measures, the 5-star quality rating and the surveys. This session will provide an overview of the restorative program components and services. It will also review the requirements for restorative nursing to be coded on the MDS assessment and in that way positively impact the case mix index for Medicaid and the PDP reimbursement for skilled reimbursement.

**Presenter: Sophie Campbell, MSN, RN, CRRN, RAC-CT, CNDLTC Executive Director Educational Programming and Services – PADONA** most recently worked as the Director of Clinical Advisory Services for Baker Tilly US, LLP a national accounting and advisory firm. She has extensive experience as a consultant with for and not for profit post-acute providers as well as in operations working in positions from CNA through Chief Nursing Officer. Sophie is approved by the PA Department of Health as a Directed In-Service provider.

**Support Organization:** Pennsylvania Association of Directors of Nursing Administration (PADONA) provides support and education for nurse leaders and administrators in Pennsylvania post-acute facilities. PADONA has been assisting nurse leaders and administrators for 35 years through education, information, networking and resources.



