

***Celebrating Our Healthcare Heroes – Administrative Track***  
***PADONA's 34th Annual Convention***  
**March 29 – April 1, 2022 at The Hotel Hershey, Hershey, Pennsylvania**

**PRE-CONVENTION PROGRAMS**

**COVID-19 and Antimicrobial and Therapeutic Stewardship ... What have We Learned?**

**Presented by: Dr. Deborah Milito**

This presentation will highlight examples of core antimicrobial stewardship activities during the COVID-19 pandemic including long-term implications. A review of the current therapeutics and vaccines will also be included.

**Learning Outcomes:**

1. Review core antimicrobial stewardship activities of the COVID-19 pandemic.
2. Present information on current therapeutics/vaccines.
3. Provide examples: Infection Prevention & Control /Antimicrobial Stewardship Prog. deficiencies.

**Increasing Your Organizational Preparedness Through Effective Planning, Training and Drills**

**Presented by: Joe Tibbs**

Having an effective preparedness strategy is vital for today's healthcare providers, but it's hard to evaluate whether your preparedness efforts are bad, good, or great. This presentation is designed to help attendees better understand the importance of preparedness efforts, and to increase understanding of the hallmarks of a successful preparedness program. The presentation will discuss the three key elements of preparedness which are planning, training, and exercising, and will enable participants to improve their own facilities' preparedness capability.

**Learning Outcomes:**

1. Participants will gain understanding of the critical importance of a preparedness strategy.
2. Participants will be able to identify the hallmarks of a solid preparedness program.
3. Participants will gain insight that can be applied to their facility to improve readiness capability.

**CONVENTION PROGRAMS**

**It's Been a Year: Regulatory and Employment Law Update**

**Presented by: David Marshall and Andy Dollman**

Since 2020, the headlines have been dominated by the COVID-19 pandemic. The fight against the pandemic has impacted all areas of operation for skilled nursing providers. As we proceed through the third year of the pandemic, providers will need to understand the regulatory, statutory, and judicial changes that impact operational responsibilities, and employment issues. This session is designed to review the current legal issues confronted by providers and staff, and provide practical implementation guidance to navigate each issue, including those that have developed outside the COVID-19 area.

Presenters will provide updates on legal issues arising from the COVID-19 and beyond; address current regulatory requirements involving visitation, vaccination and other reporting obligations associated with COVID-19; and address ongoing immunity/liability issues for providers, administrative enforcement requirements, and the responsibilities and obligations associated with receiving federal and state financial payments. Participants will learn best practices under employment laws, rules, regulations, and guidance to successfully avoid legal pitfalls and potential litigation.

**Learning Outcomes:**

1. Attendees will be able to identify which COVID-19 rules and regulations apply to their organization, and how to comply with the same.
2. Attendees will learn how to implement new requirements and create applicable policies, procedures, and related documents to ensure compliance.
3. Attendees will learn to develop best practices to avoid employment pitfalls and litigation.

**Who Decides: The Ethical Limits of Individual Choice**

**Presented by: Michael Gillette**

This interactive session will examine circumstances in which service providers and recipients of services disagree about the details of a service plan. We will discuss the appropriate role of autonomy and define its limits. We will consider case studies in which individuals should be permitted a dignity of risk, cases in which paternalistic intervention is justified, and situations in which autonomy may be limited in order to protect others from harm or offense.

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1. To review the concepts of autonomy, paternalism and fairness.
2. To identify the limits of individual choice in order to protect those individuals from self-generated harm.
3. To identify the limits of individual choice in order to protect others from harm.
4. To clarify the ethical conflict between an individual's right to make potentially dangerous decisions and staff's obligation to protect individuals from harm.

**Managing the Complexities of Provider Partnerships With a Focus on Value and Outcomes**

**Presented by: Heather Meadows and Julie Belucci**

Provider partnerships collaborate efforts among carefully selected members with the goal of delivering high-quality efficient care to the patient. These partnerships are crucial to maintaining and improving referrals within this fluid provider market. This session describes a proven successful inter-disciplinary program that enables the SNF to gain entry to the group, and achieve desired value based results including minimal risk for re-hospitalizations for their patients and referring entities. Keys for achieving clinical outcome expectations, documentation, and details of how to facilitate the required mindset change will be highlighted.

**Learning Outcomes:**

1. The participant will be able describe the goals, characteristics, and critical measures of a successful hospital partner.
2. The participant will be able to describe an IDT approach to reducing risk of re-hospitalization, achieving desired clinical outcomes measures, and the documentation required to develop and maintain partnerships.

**New Era of Annual Surveys related to Infection Control**

**Presented by: Patty Klinefelter**

Nursing facilities must maintain a coordinated facility wide program for surveillance, identification, prevention, control and investigation of infections and communicable diseases. Residents are at high risk of developing severe illnesses from COVID-19 and other diseases. This presentation will review infection control regulation, the most common CMS citations related to infection control and strategies and best practices to implement and maintain compliance with infection control standards.

**Learning Outcomes:**

1. Understand the tool the Department of Health uses to survey skilled nursing infection control practices.
2. Analyze the national and state data related to infection control deficiencies.
3. List strategies to ensure compliance with the infection control regulations.

**Engaging Family Members: Powerful Tools to Connect, Inform and Defuse!**

**Presented by: Edward Leigh**

To keep residents safe and satisfied, they must be actively engaged in their care. However, to enhance this goal, another group of people must be actively engaged in the resident's care, the family members. This engagement process must occur the moment family members enter the organization through an expression of welcoming. We often focus so much attention on the resident we sometimes forget about including the family members, who are vital to the resident's compliance. The focus of this session will be to enhance communication between the resident, family members and LTC professionals. Specific tools will be discussed to keep family members informed of every aspect of their loved one's care, including effective family meetings, and dealing with angry family members. A variety of family activities (virtual and in-person) are also included in this high content and engaging session. Family members are trusted advisors and allies. Help move them from feeling apart from their loved one's care to part of their loved one's care.

**Learning Outcomes:**

1. Apply methods of having successful family meetings.
2. Demonstrate empathic & caring behaviors with family members, including challenging family members.
3. Employ techniques for educating family members.

**A Deep Dive into the Most Frequently Cited Clinical Areas**

**Presented by: Candace McMullen and Sophie Campbell**

The outcome of your state survey inspections is so important to many aspects of your operations.... insurability, Five Star rating, resident and family satisfaction and confidence, employee morale, and occupancy are directly linked to your regulatory compliance. This session will examine the most frequently cited regulations, outlining the deficient practice(s) most often identified through the survey process. We will explore the high-risk areas for non-compliance that pose the greatest threat to providers in today's environment.

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1. Identify the most frequently cited deficient practice(s) identified in Pennsylvania nursing facilities.
2. Explore the root cause(s) of the deficient practice(s) and identify the gap(s) in regulatory compliance.
3. Discuss best practices in clinical care delivery systems to avoid non-compliance.

**Professional Liability Of Healthcare Providers After Covid -19**

**Presented by: John Bass and Allison Erndl**

A discussion of legal liability protections afforded nursing homes and skilled facilities, or lack thereof, and the Courts' interpretations of those protections for litigation involving the care of Covid-19 residents.

**Learning Outcomes:**

1. Learners will describe COVID-related liability issues that long-term care providers face as the pandemic continues to evolve.
2. Learners will acquire understanding of the liability protections that currently exist related to the COVID pandemic.
3. Learners will describe the Courts' interpretations of COVID-related litigation care complaints.

**Living the Website Life – Not Your Parents' Diversity Training**

**Presented by: Christopher Ridenhour**

The trouble started on the very first day of employment. Do you remember Human Resources encouraging us to bring our “whole selves” to work during New Team Member Orientation? We obliged by showing up with our worldviews, life-histories, perspectives, passions, and personalities as part of the package (or is it “baggage”?). We ALL have issues and blind spots! It comes with being human.

The quality of resident care rests solely on our success at harmonizing hundreds of differing beliefs, behaviors, and individual cultures. Welcome to an honest and safe experience about all aspects of Diversity, Equity and Inclusion without blame, shame, or guilt. How confident are you in your ability to understand and manage tricky situations with others whose life-story wildly differ from your own? Are there differences among us that matter more than others? Are there similarities that don't matter as much? As a 20-year healthcare professional and national diversity trainer, you can expect the stories and tools that promise immediate change and a new understanding. I'm seeking partners, participants, explorers, and skeptics who are honest enough to admit to ever feeling, even slightly, uncomfortable when dealing with any aspect of diversity, equity, and inclusion.

**Learning Outcomes:**

1. Identify the phenomena within organizational structures and cultures that prevent institutionalizing “Acceptance” and honoring “Difference” in positive and productive ways.
2. Experience and practice the skills necessary to influence leaders to embrace change and thrive during chaos and challenge as well as create higher functioning inclusive teams.
3. Review and commit to a “Change Project” from a menu of individual, departmental, and organizational goals resulting in greater inclusivity, cooperation, and cross-cultural understanding.

**Survey Survival Strategies**

**Presented by: Paula Sanders**

CMS has announced new survey initiatives that include a heightened focus on infection control, staff competencies and stricter enforcement at the same time that almost every facility in the country is confronting significant staffing challenges. There are simple things that you can be doing to relieve some of the survey pressure that all of you are facing. This session will help you be better prepared to weather the survey storms that are heading your way.

**Learning Outcomes:**

1. Understand implications of new CMS survey initiatives, including combining revisits with complaints.
2. Develop action plans for survey preparedness.
3. Reexamine better ways to compose incident reports and plans of correction.

**Department of Health Update**

**Presented by: Susan Williamson**

This session will include a review and discussion of Statewide Facility and Survey statistics, including frequently cited deficiencies and frequently filed complaints. Following this session, the attendee will have an understanding of all the recent updates from The Department of Health.

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**Learning Outcomes:**

1. Provide data and statistics related to PA Department of Health annual and complaint surveys.
2. Provide responses to attendee questions related to state and federal surveys and regulations.
3. Provide information related to the survey process and federal and state regulations.

**PRESENTERS**

**Dr. Milito** is the Director of Clinical and Consultant Services: Long-Term Care Division and Chief Antimicrobial Stewardship Officer for Diamond Pharmacy Services. She is responsible for overseeing the education of the Skilled Consultant Pharmacists in Pennsylvania and Ohio. She has Acute Care, Correctional, and Long-Term Care (LTC) experience. Deborah is certified in Anticoagulation, Medication Therapy Management (MTM) and has completed certification in Antimicrobial Stewardship with the Society of Infectious Disease Pharmacists (SIDP) and the American Society of Consultant Pharmacists (ASCP). She recently became certified in Immunizations through ASCP and APhA.

She serves as chairman for the Antimicrobial Stewardship and Infection Prevention and Control Committee of ASCP and received the President's Award for Education at ASCP's National Conference in 2017 and an award for Excellence in Antimicrobial Stewardship in 2018.

Dr. Milito received her B.S. in Pharmacy and her Doctorate in Pharmacy from Duquesne University in Pittsburgh PA. She is also a Board Certified Geriatric Pharmacist and is a Fellow in ASCP. She team teaches "Selected Topics in Senior Care Pharmacy" at Duquesne University. Finally, Deborah has published her first book – *What You CAN Do When You Lose a Loved One*.

**Joe Tibbs** is the President of HAPevolve and is responsible for its strategy, operations, and growth. HAPevolve is a subsidiary of the Hospital and Health System Association of Pennsylvania (HAP) which is focused on extending expertise to hospitals in Pennsylvania and beyond. Joe leads the HAPevolve team in working to address some of the many challenges facing health care today, including a special focus on healthcare emergency preparedness and management. Tibbs has more than two decades of experience in healthcare supply chain, operations, and consulting

Joe received a bachelor's degree in economics from the University of Utah, and his master's in business administration in strategy and management from Western Governors University.

**David C. Marshall** is a member of the American Health Lawyers Association and the Pennsylvania Bar Association. He has lectured before LeadingAge, LeadingAge Pennsylvania, LeadingAge New Jersey, the American Health Care Association, the Pennsylvania Health Care Association, the American Health Lawyers Association, and the American College of Health Care Administrators. His primary area of practice is health care law, focusing on long term and post-acute care providers and providing guidance in areas including Medicare and Medicaid reimbursement, HIPAA, fraud and abuse, corporate compliance, regulatory and licensure matters, real estate tax exemption matters and transaction and corporate issues. He has helped long-term-care providers develop successful corporate compliance and HIPAA plans and address corporate and regulatory compliance matters. He has guided providers through numerous transactions, handling the regulatory and licensure issues involved in health care transactions. He has been involved in numerous Medicare/Medicaid reimbursement appeals involving a broad spectrum of reimbursement issues confronting providers, as well as tax exemption appeals for nonprofit health care providers.

**Andrew P. Dollman** is a member of the firm's Employment and Labor Law Group, Litigation Group, and the Workers' Compensation Defense Group. He counsels clients on day-to-day employment matters and routinely litigates employment discrimination claims, unemployment compensation matters, and workers' compensation claims. Mr. Dollman also handles all other varieties of clients' litigated matters from collections to landlord-tenant disputes.

**Dr. Michael Gillette** is an ethics expert who has presented numerous keynotes and workshops nationally and internationally over the past two decades. Additionally, he contracts with dozens of healthcare organizations and other agencies to provide ethics case consultations and policy work. His energetic and interactive style engages his audiences and helps them think critically about ethical decisions in their work and beyond.

Dr. Gillette graduated magna cum laude from Brandeis University, with majors in philosophy and classical Greek, where he was elected to Phi Beta Kappa. He earned his Master's and Ph.D. in philosophy at Brown University. He has taught at colleges and universities, published articles in the field of clinical ethics and has received several teaching awards. In 2004, he was elected to the City Council in Lynchburg, Virginia, and subsequently served two terms as Mayor of the City.

Dr. Gillette's wide range of clients include healthcare organizations, social service agencies, long-term care facilities, state, local and county government agencies, EAP organizations, HR professionals, attorneys, physicians, nutritionists, secondary and higher education, business firms, leadership organizations, and more.

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**Heather Meadows** has been in the rehabilitation field for over 25 years with focused attention in Aphasia and Alzheimer's management along with clinical results yielding financial impact. Heather has earned the designation of Certified Dementia Practitioner. Heather has exceptional experience and expertise for Medicare and Medicaid reimbursement. She has developed into Premier Therapy's Pennsylvania CMI and PDPM consultant. She has been instrumental in a paradigm shift for a successful turnaround of numerous Pennsylvania skilled nursing facilities' rehab programs. She joined Premier Therapy as a staff therapist in January 2001, advanced to a Facility Rehab Director to Program Director to Area Director to Regional Director of Operations and currently holds the position of Premier Therapy Executive Director of Pennsylvania.

**Julie Bellucci, M.S., CCC-SLP** is Premier Therapy's Director of Clinical Development. She is active with federal and state agencies to stay abreast of all upcoming rules and regulation changes. Additionally, industry association websites are monitored weekly for updates to be sure Premier is proactive with any changes. Julie leads monthly "Insight" seminars with focuses; monthly chart audits, "Lunch and Learns", compiles CEUs for all disciplines, as well as oversees denial management/trends.

Julie graduated from Edinboro University of Pennsylvania with a B.A. in Speech and Hearing Disorders, and from Clarion University with a M.S. in Speech/Language Pathology. She has over 20 years of clinical experience in geriatrics, specializing in dysphagia, aphasia and cognitive-linguistic disorders. Julie has significant work experience in both clinical and operational management including preparing and processing all levels of appeals for denial management. Julie has been recognized as a **Keynote Speaker** at both the **State** and **National Convention** levels and she is considered to be a leading industry authority.

**Patty Klinefelter** is LWCI's Director overseeing quality deliverables for skilled nursing facility engagements. She leads a team of RN Consultants with deep leadership and operational skills in each of these provider settings. Typical engagements include documentation, coding and billing audits, appeals support and position development; supporting counsel defense in litigation support; mock surveys, strategic planning, acquisition support, agency/facility turnaround, telehealth implementation, new agency development, infection preventionist support, plan of correction consultation, and education including directed in-services.

In her consulting role as Director of Clinical Skilled Nursing, Patty's experience includes: engagement director for infection control focused mock surveys with follow up plan of correction support and education; engagement director for education/training and development of policies and procedures to meet the CMS Conditions of Participation and Payment requirements. This included development of SNF nursing orientation program, directed in-services, QAPI program, infection control processes/procedures. Project manager for survey readiness for skilled nursing facilities.

**Edward Leigh, MA**, is the Founder & Director of The Center for Healthcare Communication. He is a national expert on resident and employee engagement. He focuses on creating productive healthcare environments through dramatically improving communication between professionals and residents / patients as well as helping professionals communicate more effectively with each other. He presents high-energy and informative programs for long-term care facilities, hospitals, medical practices, and healthcare associations. His expertise makes him an in-demand media guest with appearances on many national television shows, including The Oprah Winfrey Network, The Today Show, MSNBC News, The Learning Channel, and the Discovery Channel. Katie Couric and Montel Williams have interviewed him.

**Candace McMullen** 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 Directors of Nursing Association. She frequently serves as faculty for a variety of professional trade associations.

**Sophie Campbell** is the Director, Clinical Advisory Services at Baker Tilly US, LLP brings greater than 30 years of operational and consulting experience in the healthcare industry, with a focus on long-term care. Her expertise is focused on all factors related to clinical operations in long term care.

Sophie has a Master of Science in Nursing Administration degree from the University of Pittsburgh in Pittsburgh, PA and also received her Bachelor of Science Degree in Nursing from the University of Pittsburgh. Sophie is certified as a rehabilitation nurse, registered nurse assessment coordinator and certified nursing director for long term care. Sophie currently serves as the Executive Director of Educational Programming with PADONA and previously served on the Board of Directors.

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**John A. Bass** is a Member of the Healthcare and Long-Term Care Group at Burns White, focusing his practice on medical malpractice and nursing home defense. An experienced trial attorney, Mr. Bass has successfully defended hospitals, physicians, and other healthcare providers in a wide range of matters in both common pleas and appellate courts of Pennsylvania.

Mr. Bass is actively involved in the legal community in many ways. He is an appointed member of the Academy of Trial Lawyers of Allegheny County, as well as a former board member of the Neighborhood Legal Services Association, a nonprofit, public interest law firm serving individuals and families in Allegheny, Beaver, Butler, and Lawrence Counties. In addition, Mr. Bass is a former member of the Allegheny County Bar Association's Civil Division Council.

Outside of the legal community, Mr. Bass serves on the Board of Directors of Hope Network, an organization that provides education and athletic activities for handicapped youth and adults. He also is on the board of the Lee W. Bass, M.D., Community Pediatric Lecture Series Endowment, which supports programs on behalf of the Children's Hospital of Pittsburgh.

Mr. Bass graduated from Duquesne University School of Law in 1988 and received a B.A. in History from Emory University in 1984.

**Allison "Alli" Erndl** is an attorney with Burns White focusing her practice on Healthcare and Long-Term Care law. Her clients include physicians, hospitals, and long-term care health facilities in medical malpractice and liability matters. Ms. Erndl is admitted to practice law in the Commonwealth of Pennsylvania, the Western District of Pennsylvania, and West Virginia.

**Christopher Ridehour** has spent the last 20 years functioning as an Organizational Development Executive and Chief Learning Officer for 2 multi-site healthcare organizations. Additionally, since 2004, he's traveled the country as a featured Human Performance Improvement Keynote and Thought-Leader. He considers himself blessed by amazing opportunities to consult with scores of organizations seeking strategies to maximize efficiencies and revenues through inspired corporate training. The areas of expertise for which he is most known include Elevated Employee Engagement, Best-In-Class Team Member Retention, Transforming Leaders to Legends, Diversity, Equity, and Inclusion, among other critical workplace competencies.

**Paula Sanders** is a Principal and Co-Chair of Post & Schell's national healthcare practice. She focuses her practice exclusively on healthcare law. Ms. Sanders represents clients on both substantive and procedural aspects of health facility regulation and compliance, such as licensure and certification, Medicare/Medicaid; compliance; payer audits; fraud and abuse; OIG investigations; and voluntary disclosures. She is skilled in dealing with multiple regulatory and law enforcement agencies and coordinating an integrated response to their issues. Ms. Sanders' clients include continuing-care retirement communities (CCRCs), long-term-care facilities, assisted living providers, hospitals, hospices, home health agencies, rehabilitation providers, institutional pharmacies, clinical laboratories, and adult day care centers, as well as intellectual and developmental disability providers. Ms. Sanders has written and lectured extensively on the topics affecting the health care industry. She speaks regularly before international, national and statewide organizations. Ms. Sanders is an appointed member of Leading Age's legal committee and also serves on the American Health Care Association's legal committee.

**Susan Williamson, RN** currently holds the position of Director of the Division of Nursing Care Facilities for the Pennsylvania Department of Health. She is a registered nurse with many years' experience in the long-term care arena. Prior to becoming the Director, she held the assistant director position as well as supervisor of the licensure and certification unit within the division. Susan has over 12 years' experience with the Department of Health and has spent nearly 20 years in the long-term care setting functioning as nurse aide, staff nurse, and Director of Nursing before coming to the Department of Health.