

GRIT+GRACE

Virtual Spring Conference

MAY 6-31, 2021

Virtual Conference Explained

How is the education structured for the Virtual Spring Conference?

In two parts...

1. LIVE webinars

- **Opening Keynote**
Thursday, May 6, 11am-12pm
- **Panel Discussion**
Thursday, May 6, 2pm-3:30pm
- **Legislative Update**
Friday, May 7, 11am-12pm
- **Panel Discussion**
Friday, May 7, 2pm-3pm
- **Panel Discussion**
Monday, May 10, 11am-12pm

- #### 2. On-demand pre-recorded sessions
- that you can watch and complete at your own pace until May 31.

How do I register for the LIVE webinars?

You will be pre-registered for all LIVE webinars. Which means, you will receive (5) five different emails from GoToWebinar (customercare@gotowebinar.com) for each event. You should receive these emails by Friday, April 30 – the week before Spring Conference.

How do I join the LIVE webinars?

GoToWebinar (customercare@gotowebinar.com) will send you a reminder email (1) one hour before each daily event. You can click on the Join Webinar button in this email to access the LIVE webinar beginning each day at 11am CST. It will look like this:

Dear |
Stacey Ellis (sellis@arhealthcare.com) has invited you to be a participant for the following webinar.

Title of LIVE event
COVID-19 and Your Staff - Applying the Trauma Informed Care Framework to Care Providers

Date of LIVE event
Thurs., May 6, 2021 11am-12pm CST

Set reminder
Add to Calendar

Click to join
Join Webinar

Computer audio
TO USE YOUR COMPUTER'S AUDIO:
When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

Call in to use phone
--OR--
TO USE YOUR TELEPHONE:
If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.
United States: +1 (415) 655-0052
Access Code: 575-041-639
Audio PIN: Shown after joining the webinar

*Note: This link should not be shared with others; it is unique to you.
Before joining, be sure to [check system requirements](#) to avoid any connection issues.*

When will I get access to the on-demand pre-recorded sessions?

The channel for on-demand pre-recorded sessions will come to you in an email from AHCA at 9am on Thursday, May 6. The channel will include pre-recorded content, be sure to click on "Load More" to see all of the videos that are available. You will be asked to "register/login" before viewing – please put in your first and last name + the email address you used to register for Spring Conference. This is how we'll track the analytics and confirm your attendance of each session to provide you CEUs.

What if I don't receive the email with the on-demand pre-recorded session links?

The email will be sent to the email you provided when registering for Spring Conference. Please check your spam/junk mail – if it's still not there, please give us a call at 501-374-4422 and we will send you the email.

There are some facilities that we are unable to send information to. If this is the case we may need to use a personal email address for you.

How many on-demand pre-recorded sessions are there and how long can I view them?

We are still compiling content but all of the content will be available to you until May 31. We will pull the analytics to see who attended which sessions in entirety and will provide certificates accordingly.

Do I have to watch all of the sessions?

No, you can pick and choose which on-demand pre-recorded sessions you want to watch. You will only get CEUs for the sessions you complete in entirety.

What if I only watch 30 minutes of a 60 minute on-demand pre-recorded session?

You will not receive the CEUs for that session. Only those who watch 100% of the on-demand pre-recorded sessions by May 31 will receive credit for that session. Did we mention you had to watch the on-demand webinars in entirety?!

If I get 30 minutes into an on-demand pre-recorded session and have to close out, can I pick up where I left off to finish the education session?

Yes! You can close out and reopen the webinar as many times as you need to. It may ask you to register every time you reopen but just put the same information in every time so we can track your progress and provide you credit for that session.

Are CEUS being offered?

Yes! CEUs are offered for the LIVE webinars and all on-demand pre-recorded sessions.

Do I need to have any special software on my computer to view the LIVE and on-demand pre-recorded sessions?

You should be able to attend all LIVE webinars and view all on-demand pre-recorded sessions with only a good internet connection, web browser and audio capability.

Can I attend the LIVE webinars and view the on-demand pre-recorded sessions on my phone?

Yes! The process on your phone is the same as a desktop or laptop computer.

I registered for Spring Conference but my DON wants to watch the on-demand webinars with me. Can my DON receive CEUS too?

No, only those who registered for Spring Conference will receive CEUs for the LIVE and on-demand they complete in entirety.

What if I have questions after watching an on-demand webinar?

Email your questions to sellis@arhealthcare.com and we will happily get you an answer!

When will I receive my certificate for CEUS?

By June 15, 2021.

How do I provide feedback on the LIVE and on-demand pre-recorded sessions?

We will be sending out a survey monkey link to all attendees so you can provide feedback on your experience.

Will there be technical help?

Yes, you can email sellis@arhealthcare.com or call our office at 501-374-4422 and we'll be happy to assist.

Cancellation/No-Show Policy

There are no refunds for AHCA/AALA 2021 Virtual Spring Conference. The on-demand pre-recorded sessions with CEUs offered are available to attendees until May 31, allowing time to complete even if surveyors are in the building.

2021 LIVE PRESENTATIONS

Thursday, May 6

11am-12pm

OPENING KEYNOTE:

What's Next? The power of COVID Conviction to Advance Senior Healthcare Leadership

Jerald Cosey BA, HFA, CAN



This keynote presentation delivered by Empowerment Speaker and fellow Healthcare Facility Administrator, Jerald Cosey, is designed to Rehydrate participants

2pm-3pm

Division of Provider Services & Quality Assurance (DPSQA) / Office of Long-Term Care (OLTC) Panel Discussion

Martina Smith, Director, DPSQA

Sarah Schmidt, Assistant Director, DPSQA

Melody Jones, Director, OLTC

- Updates from the Division of Provider Services & Quality Assurance and the Office of Long-Term Care
- Review the I&A process
- Review Top Cited Deficiencies cited in Arkansas for the last 12 months

Friday, May 7

11am-12pm

Legislative Update

Rachel Bunch, AHCA/AALA Executive Director

- A review of the 2021 Legislative Session

“Education is for improving the lives of others.” – Marian Wright Edleman

2pm-3pm

Online Scams and Privacy in Long Term Care Setting

**Arkansas Attorney General's Office
DPSQA/OLTC**

- Discuss uptick in scams, like online dating, affecting long term care residents
- Review residents' right to privacy and safety

Monday, May 8

2pm-3pm

Breakdown of F880

Lisa Collier, RN, CIC

Infection Preventionist, HAI Program, Arkansas Department of Health

Melissa Green, RN

HAI Program, Arkansas Department of Health

Kelley Garner, MPH, MLS(ASCP)^{CM}

Program Coordinator/Epidemiology Supervisor, HAI Program, Arkansas Department of Health

- Discuss important topics of infection control and their application in the long-term care setting

Pre-recorded content will include:

- Quality Assurance
- Abuse & Neglect
 - Trusts
- Air & Surface Technology
- Customer Service
- Fall Investigation & Interventions
 - Documentation
 - Infection Control
- Developing a 5 Star COOP
- Crisis & Emergency Risk Communications
 - CMS EP Exercise Requirements

On-Demand Recordings



Air & Surface Cleaning Technologies for Indoor Environments

Presented by Trane

Scott Cummis, Col, MD, MPH – *Ex Chief, Clinical Services White House; Physician of Occupational and Preventative Medicine to the White House*

Nick Hysmith, MD, MS, FAAO – *Director of Infection Prevention, Le Bonheur Children's Hospital & Assistant Professor, University of Tennessee Health Science Center*

Mary Margaret Fill, MD – *Deputy State Epidemiologist, State of Tennessee*

Chad Kahl, MD, SFS, DMA, FAAFP – *Clinical Assistant Professor, Uniformed Services University of the Health Sciences at Walter Reed*

Don Guimera, MSN, RN, CID, FAPIC – *Manager of Infection Prevention, Le Bonheur Children's Hospital*

A candid discussion on how to safely operate facilities amid rising concerns over indoor air quality during the pandemic and beyond. In this discussion, you will: - Hear from medical experts and federal and state officials on the comprehensive strategies and technologies they are leveraging in their facilities - Learn about the panelists' research, findings and experiences in augmenting technologies to meet today's environmental cleanliness concerns currently deployed in schools, hospitals and government facilities - Gain an understanding of the different technologies and solutions available for cleaner building operation

Crises and Emergency Risk Communications – Keeping Staff, Families and Partners in the Loop

Andrew Lawless – *Coordinated Consulting Services*

Key elements of CMS Emergency Preparedness Rules of Participation for Communication Planning including strategies for plan development and maintenance.

Objectives:

Describe the Communication Plan requirements in the context of an all-hazards emergency response and explore best practices for documenting required information.

- Define key roles and responsibilities for communication professionals at long-term care facilities during crises and emergencies.
- Explain strategies for documenting CERC concepts and principles into an organization's Communication Plan.
- Identify tools and resources that assist organizations in developing robust Communication Plans that support emergency response planning, continuity planning, and drills and exercises.

Infection Control: Seeing Both the Forest and the Trees

Derrick Denis – *Clark, Seif, Clark, Inc.*

Gain confidence by examining universal infection control broad principles and practices through real world examples and case studies.

- Introduction to the requirements of respirators and other PPE
- Introduction to the principals of effective isolation.
- Establish a foundation related to the cast of common infectious agents impacting UHCA facilities. For example:
 - Our current COVID-19 pandemic
 - Various other seemingly forgotten “cooties” (viruses, etc.) that are still with us
 - Acquire practical tips and tricks to maximize the prevention and control of infections in facilities. Recognize the commitment, vigilance and extreme ownership required by all occupants in any facility at every level from the resident, to the staff, to the transient.

Developing a Five Star Continuity of Operations Plan (COOP)

April M. Lawless MPH – *CEO/Owner Coordinated Consulting Services*

Key components of a COOP and how it supports the emergency operations plan. Including steps to building a COOP and some of the unexpected benefits of the planning process.

- Describe the purpose of a COOP and how it is different from but supports the emergency operations plan.
- Review the key sections of a COOP plan and discuss how the plan guides the continuation and resumption of essential functions
- Discuss specific examples of how a COOP would be used in an emergency
- Describe how to test and exercise your COOP along with your other emergency plans

CMS EP Exercise Requirements & Tutorial on How to Conduct a Tabletop Exercise

Stan Szpytek – *President, Fire and Life Safety, Inc.*

- Identify the drill and exercise requirements enforced by CMS and its contractors at licensed health care facilities in accordance with federal Emergency Preparedness requirements (E-tags)
- Explain how to plan and prepare a facility-based tabletop exercise
- Describe the importance of implementing and facilitating a meaningful tabletop exercise at an individual
- Define the critical significance of conducting a good debriefing or “hotwash” immediately following the completion of the tabletop exercise
- Recognize the importance of developing a comprehensive After Action Report (AAR) to identify strengths, vulnerabilities, gaps and opportunities for improvement in a facility’s emergency management program as well as properly document the execution of tabletop exercise for compliance purposes

Customer Service for Direct Care Providers

Cathy Knopf, BSN, RN, NPD Practitioner, RAC-CT

How to recognize critical deliverables to promote a positive customer service experience.

- *Describe critical deliverables and how each deliverable can be met
- *Provide examples of both positive and negative communication
- *Identify concerns and problems that have been identified with the admission process

Focus on Fall Investigation & Interventions

Cathy Knopf, BSN, RN, NPD Practitioner, RAC-CT

Identifying prevalence of falls and the importance of appropriate interventions through investigations.

- Identify prevalence of falls in LTC
- Identify the importance of implementing appropriate interventions in preventing falls and repeated falls
- Describe the fall risk assessment and investigation process through the use of root cause analysis

RMS Guide to Quality Assurance

Cathy Knopf, BSN, RN, NPD Practitioner, RAC-CT

Overview of federal regulations regarding quality assurance, five elements of QAPI, performance improvement and more.

- Explain the federal regulations regarding quality assurance and performance
- Describe the five elements of QAPI
- Describe essential elements of a QA/Performance Improvement meeting

Today’s Documentation...Tomorrow’s Defense

Cathy Knopf, BSN, RN, NPD Practitioner, RAC-CT

Overview of the purpose of medical records, nursing documentation, review of federal and state regulations. Guidelines to improve documentation; situations that require incident reports; avoiding misconduct; guidelines for correcting medical entry and completing late entries.

- Discuss common forms and methods of nursing documentation
- Discuss documentation guidelines to improve nursing documentation
- Describe situations requiring an incident report and how to document it in the medical record.

Freedom from Abuse, Neglect and Exploitation

Cat Hamilton – *Director of Member Services, AHCA/AALA*

Discussion on Abuse, Neglect and Exploitation in LTC.

- Define Abuse & Neglect
- Walk thru the reporting process of incidents
- Review exploitation, maltreatment and how to prevent the mistreatment of residents.

Are You a Peak PDPM Performer or Falling Behind?

Juli C. Pascoe, CPA

Sherri L. Robbins, RN, BSN, CLNC, RAC-CTA, LNHA

Real life examples, benchmarks and resources to help your organization with its PDPM process. As well as, discuss the effects of Covid-19 and the use of emergency waivers.

- Identify current issues and challenges the industry is facing post PDPM implementation
- Learn how to improve your PDPM performance
- Discuss benchmark data and case studies

LTC Resident Trust Funds & Surety Bonds

Amy Wilbourn, Partner – *Conner & Winters, LLP*

Discussion on Resident Trust Funds and Surety Bonds in LTC

- Understand the sources of law for LTC Resident Trust Funds
- Explanation of the Federal Regulations
- Overview of Arkansas laws
- Explanation of Assisted Living Facilities Resident Trust Fund Requirements





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THEN & NOW Fall
Convention
and Trade Show **Nov. 9-10, 2021**

Tuesday, November 9, 2021 and
Wednesday November 10, 2021

Hot Springs Convention Center