



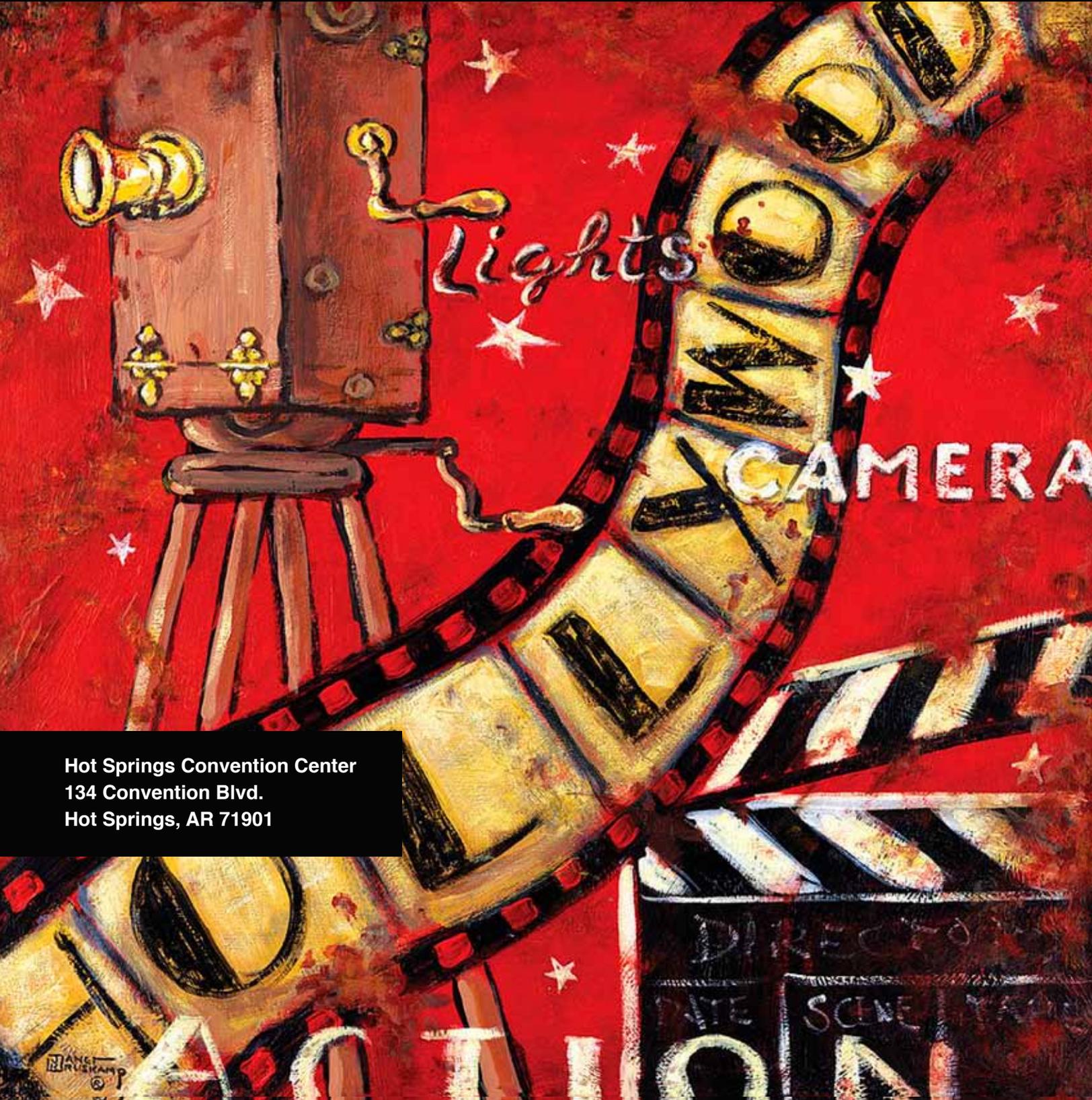
AGENDA

SPRING CONVENTION

AND TRADE SHOW



April 26-27, 2022



Hot Springs Convention Center
134 Convention Blvd.
Hot Springs, AR 71901

SCHEDULE OF EVENTS

Tuesday, April 26, 2022

7:30 a.m.	● Attendee Check-In/Registration	North Concourse/ Lobby
8:00 a.m. – 12:00 p.m.	● Exhibitor Set Up	Hall B
8:00 a.m. – 9:00 a.m.	● Breakout Sessions Nursing Documentation and PDPM <i>Sherri Robbins, RN, BSN, CLNC, RAC-CTA, LNHA, Senior Managing Consultant, BKD</i>	207
	● Workforce Wake-Up Call: How Many Must Leave Before Retention is a True Priority? <i>Courtney Ramsey, Retention Statigist, Magnet Culture</i>	104-105
	● Falls – What You Need to Know! <i>Pamela Truscott, MSN, RN, DNS-CT, QCP, Senior Manager, Clinical and Regulatory Services, American Health Care Association</i>	208
8:15 a.m. – 10:15 a.m.	● Active Shooter Threat Training <i>Ed Monk, Lieutenant Colonel, US Army (Retired), Last Resort Firearms Training</i>	209
9:00 a.m. – 9:15 a.m.	● Break	
9:15 a.m. – 10:15 a.m.	● Breakout Sessions Harnessing the Power of Social Media <i>Kristen Nicholson, APR, VP of Public Relations, MHP/Team SI Mary Claire Hill, Public Relations Director, MHP/Team SI</i>	104-105
	● Lateral Workplace Violence – Creating a Safe Place for Staff and Residents <i>Pamela Truscott, MSN, RN, DNS-CT, QCP, Senior Manager, Clinical and Regulatory Services, American Health Care Association</i>	207
	● Cost Reports and Reimbursement <i>Chris Murphy, Partner, CPA, Healthcare Consultant, BKD Lori Brunholtz, Managing Director, CPA, Healthcare Consultant, BKD</i>	208
10:15 a.m. – 10:30 a.m.	● Break	
10:30 a.m. – 11:30 a.m.	● Breakout Sessions Reducing Readmissions – Clinical Strategies for Operational Success <i>Karolee Withers, RN, RAC-CT, Pathway Health Services</i>	209
	● New Strategies for New Hires: Improving Recruiting, Onboarding, & Training <i>Courtney Ramsey, Retention Statigist, Magnet Culture</i>	207
	● The Common-Sense Approach to Abuse and Neglect <i>Catherine R. “Cat” Selman, BS</i>	208
	● To IPA or NOT IPA – A Very Important Question <i>Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.</i>	104-105
	● AHCA Board of Directors Meeting <i>Updates including cost report manual and upcoming rule changes.</i>	102-103

SCHEDULE OF EVENTS

11:45 a.m. – 12:45 p.m.	Lunch & Keynote Session – Leading and Living with Soul <i>Denise Boudreau, MHA, LNHA</i>	HORNER HALL
12:45 p.m. – 1:00 p.m.	Break	
1:00 p.m. – 2:00 p.m.	General Session Provider Update from the Division of Provider Services and Quality Assurance (DPSQA) <i>Sarah Schmidt, Deputy Director, DPSQA, Arkansas Department of Human Services</i> <i>Lee Honorable, J.D., Assistant Director, DPSQA, Arkansas Department of Human Services</i> <i>Mary Franklin, Director, Division of County Operations, Department of Human Services</i>	207-209
2:00 p.m. – 5:00 p.m.	Trade Show	HALLS A-B
8:00 p.m. – 11:00 p.m.	Dueling Pianos Show <i>AHCA Spring Convention Name Badge Required for Entry</i>	HORNER HALL

Wednesday, April 27, 2022

8:30 a.m.	Attendee Check-In/Registration	North Concourse/ Lobby
9:00 a.m. – 10:00 a.m.	Breakout Sessions Use of Med Techs in Skilled Nursing Facilities <i>Sue Tedford, MNsc, APRN, Executive Director, Arkansas State Board of Nursing</i>	207-209
	COVID Anger – Should I be feeling this? <i>Catherine R. “Cat” Selman, BS</i>	201-202
10:00 a.m. – 1:00 p.m.	Trade Show & Lunch	HALLS A-B
1:00 p.m. – 2:00 p.m.	Breakout Sessions OSHA Regulations and Inspections in Long Term Care <i>Jennifer Smith, Attorney, Wright, Lindsey and Jennings, LLP</i>	209
	Antibiotic Stewardship <i>Jordan Murdoch, PharmD, AAHVP, Pharmacy Consultant, Antimicrobial Stewardship and HIV Programs, Infectious Disease Branch, Arkansas Department of Health</i>	201-202
	Preserve and Protect the Skin Integrity of the Older Adult <i>Karolee Withers, RN, RAC-CT, Pathway Health Services</i>	207
	Making More of NHSN <i>Nicole Bonecutter, RN, RAC-CT, Outreach Specialist, Quality, AFMC</i>	203-204
	Avoid These Five Common ICD-10-CM Coding Errors <i>Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.</i>	208
2:00 p.m. – 2:15 p.m.	Break	

SCHEDULE OF EVENTS

2:15 p.m. – 3:15 p.m.

Breakout Sessions

Documentation and Compliance: Supportive Documentation for the Comprehensive Care Plan 208
Catherine R. "Cat" Selman, BS

Top 10 Deficiencies and Survey Preparedness 209
Cassie Crafton, RN, RAC-CTA, CLNC, CDP, Nursing Consultants, Inc.

Billing Impossible: Key Strategies for Managing Your Revenue Cycle 207
Julie Bilyeu, Managing Director, BKD

AAALA Meeting 205
DHS Updates and upcoming Medicaid cost study updates.

3:15 p.m. – 3:30 p.m.

Break

3:30 p.m. – 4:30 p.m.

Breakout Sessions

Strategies for Successfully Operationalizing Infection Prevention and Control 209
Karolee Withers, RN, RAC-CT, Pathway Health Services

Decision Making: How to Support a Resident's Right to Navigate Healthcare Choices 207
Amy M. Wilbourn, Partner, Conner & Winters, LLP

Consolidated Billing 208
Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.

ADH HAI Team Update 201-202
Lisa Collier, RN, CIC, HAI Program, Arkansas Department of Health
Melissa Green, RN, CIC, HAI Program, Arkansas Department of Health
Monica Baxter, RN, MSN, CIC, HAI Program, Arkansas Department of Health



Scan the QR code to complete session evaluations and earn CEUs!

Please note: All survey responses will remain anonymous but your name is required to receive to receive CEUs per new DHS CEU guidelines.

SESSION SUMMARIES

Tuesday, April 26

8:00 a.m. – 9:00 a.m.

Nursing Documentation and PDPM

Sherrri Robbins, RN, BSN, CLNC, RAC-CTA, LNHA,
Senior Managing Consultant, BKD

Success under the PDPM payment model relies on the quality of the documentation contained in each patient's medical record. This session will provide a brief overview of the five PDPM components and strategies to assist in obtaining quality nursing documentation throughout the skilled stay.

- Understand the five components of PDPM calculated from the MDS
- Learn how nursing documentation can support skilled care
- Understand the importance of quality documentation to support skilled care and services

This session will be facilitated lecture that includes examples to engage participants. It also provides key takeaways on learning objectives.

Workforce Wake-Up Call: How Many Must Leave Before Retention is a True Priority?

Courtney Ramsey, Retention Statigist, Magnet Culture

The success of many organizations is stifled by a growing disconnect between leadership and their front-line employees. This gap leads to costly turnover of talent we can't afford to lose. In order to close the widening gap, leaders must better understand today's daily struggles and priorities for lower-wage staff, which often differ from their own. Workforce thought leader, Courtney Ramsey will expose underlying issues that prevent this connection and give strategies for creating a culture where people want to work. Implementing these strategies will help to keep people longer, regain staffing stability, productivity, and profitability. Reducing turnover doesn't just happen, come learn how you can start slowing the revolving door at your facility today!

Falls – What You Need to Know!

Pamela Truscott, MSN, RN, DNS-CT, QCP, Senior Manager, Clinical and Regulatory Services, American Health Care Association

Falls are a common problem in nursing homes. Residents may forget to pull on call-lights or notify the nursing team that they need to get up. They attempt to walk to the bathroom and slip and fall on the way there. Residents may forget to use their walker or cane, or trip over untied shoelaces. Any number of issues can arise, including urinary tract infections and sleep deprivation, that can put residents at risk for falls. This session will identify steps your facility can take to reduce the risk of falls. After attending this session, participants will be able to:

- Identify top F-tag citations and how they correlate to falls
- Review falls assessments and how to do them properly
- Discuss fall prevention measures
- Describe root cause analysis with fall investigations

8:15 a.m. – 10:15 a.m.

Active Shooter Threat Training

**Ed Monk, Lieutenant Colonel, US Army (Retired),
Last Resort Firearms Training**

This presentation will help organizations and individuals better prepare to respond to an active shooter attack. Attendees will better understand these attacks and the options that individuals and organizations have to respond to these attacks. Ed will also discuss recommendations for plans, policies, and training with the goal of minimizing victim-count at an attack location.

9:15 a.m. – 10:15 a.m.

Harnessing the Power of Social Media

**Kristen Nicholson, APR, VP of Public Relations, MHP/Team SI
Mary Claire Hill, Public Relations Director, MHP/Team SI**

This a crash course in using social media for your business. Understand the different platforms that are available today and learn how to manage accounts. Discuss what is and is not appropriate to post on social media. Learn when to respond to and how to manage negative comments on social media.

Lateral Workplace Violence – Creating a Safe Place for Staff and Residents

Pamela Truscott, MSN, RN, DNS-CT, QCP, Senior Manager, Clinical and Regulatory Services, American Health Care Association

Stress, working short, not enough supplies, and challenging resident and staff behaviors can all lead to frustration and tension. When frustration and tension are high a perfect storm is created. The perfect storm is the possibility for lateral workplace violence to occur. This session will identify what lateral violence is and what can be done to reduce the risk of lateral workplace violence. After attending this session, participants will be able to:

- Describe what lateral workplace violence means
- Identify methods to create a safe environment
- Discuss methods to reduce stress
- Create a calming environment

Cost Reports and Reimbursement

**Chris Murphy, Partner, CPA, Healthcare Consultant, BKD
Lori Brunholtz, Managing Director, CPA, Healthcare Consultant, BKD**

This session will help providers understand their cost reports and reimbursement. Providers will learn lessons from cost report audits and the importance of understanding how to anticipate and deal with payment rate changes.

SESSION SUMMARIES

10:30 a.m. – 11:30 a.m.

Reducing Readmissions – Clinical Strategies for Operational Success

Karolee Withers, RN, RAC-CT, Pathway Health Services

Today more than ever, it is crucial for the clinical leader to be actively involved in the systems process to prevent unavoidable hospital readmissions. Join us for this fast-paced, information packed session that will provide key system improvements, clinical readiness and competency preparation and discussion on resources to assist the organization with quality, compliance and the ability to discuss the importance of strategic partnerships for success! Upon completion of the session, participants should be able to:

- Review leadership strategies to prepare your organization to reduce unnecessary hospital readmissions, including: organizational readiness, clinical readiness, clinical competency and quality monitoring.
- Identify 3 key resources available to utilize for program development and staff education.
- Discuss the importance of the need for strategic partnerships within the care continuum.

New Strategies for New Hires: Improving Recruiting, Onboarding, & Training

Courtney Ramsey, Retention Strategist, Magnet Culture

Ever have a candidate who accepts a position and then doesn't show up for orientation? It's unbelievable, but more common than ever today. This program explores the New Hire Experience and ways to make your organization more attractive and make new hires want to stay longer.

- Discover ways to improve your employer brand to increase the number of qualified applicants.
- Learn best practices for welcoming new hires and ensuring they have a great experience entering your company.
- Take away tips for improving your onboarding and training.

The Common-Sense Approach to Abuse and Neglect

Catherine R. "Cat" Selman, BS

With the implementation of the CMS RoP, "abuse and neglect" has been a topic of concern and frustration for long term care centers. How do we train our staff in this area? How do we recognize and report abuse and neglect? How do we investigate? Let's take a deep breath and do what we do best...provide the best possible person-centered care to our residents! In this session, Cat will discuss the regulatory side of abuse and neglect, as well as "common-sense" strategies and training techniques to address this specific area.

To IPA or NOT IPA – A Very Important Question

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.

Opportunities to increase Medicare reimbursement is often missed due to the complicated payment system (PDPM). In this session, you will focus on the areas of the payment system with the greatest opportunities for increased payment. The HIPPS codes will be used to help you recognize the payment level for each component. Take the mystery out of the payment system and understand what the payment levels are and which items present the best payment opportunities so nurses and Medicare team members can work together to watch for these IPA opportunities. The nursing, NTA and SLP components will also be reviewed. Following this session, you'll be able to:

- Identify the two PDPM components that provide the highest reimbursement
- Recognize nursing service that provide high utilization, and therefore, higher reimbursement
- Report the components of the PDPM HIPPS codes and how to identify the nursing case-mix group
- Describe strategies for setting ARDs for IPAs and how the ARD impacts reimbursement

11:45 a.m. – 12:45 p.m.

Keynote Session – Leading and Living with Soul

Denise Boudreau, MHA, LNHA

Who you are, what you hold dear, what upsets you, and what underlies your decisions as a leader are all connected to your personal values. The missed opportunity is, most people never take the time to learn what those precious and powerful intrinsic things are! In this session, you will have the opportunity to do an introspective reflection on your very own personal values, and recognize how they influence your personal and professional endeavors including overcoming the current staffing crisis. You'll learn practical strategies you can implement immediately to apply these values in your daily routines, allowing you to use them as a driving force and a personal true north star.

1:00 p.m. – 2:00 p.m.

Provider Update from the Division of Provider Services and Quality Assurance (DPSQA)

Sarah Schmidt, Deputy Director, DPSQA, Arkansas Department of Human Services

Lee Honorable, J.D., Assistant Director, DPSQA, Arkansas Department of Human Services

Mary Franklin, Director, Division of County Operations, Department of Human Services

SESSION SUMMARIES

Wednesday, April 27

9:00 a.m. – 10:00 a.m.

Use of Med Techs in Skilled Nursing Facilities

Sue Tedford, MNSc, APRN, Executive Director, Arkansas State Board of Nursing

Learn about recent legislation regarding med techs in nursing facilities and better understand how to implement med techs in your facility.

COVID Anger – Should I be feeling this?

Catherine R. “Cat” Selman, BS

Anger is part of everyone’s emotional compass. It helps us respond to the happenings and experiences of life. Anger signals that we are being threatened, injured, deprived, robbed of rewards and expectancies. It prompts us to stand up and take care of ourselves and those we love. It is an honest emotion. The COVID-19 pandemic has put us all to the test: we find ourselves drowning in negative emotions: fear, sadness, contempt, and yes, anger. What do we do with this forceful emotion, calling us to act on our behalf? Can it be managed to limit disruption to our well-being, or harnessed for a positive outcome? Anger should be one of our adaptive tools to deal with the most difficult circumstances. Sometimes it becomes an obstacle to our struggles, especially when it results in aggression, abuse, dependency, and doubts about who we really are as a person. But far more often, it energizes and motivates us to fix what is broken. In this session, Cat will address: identifying the sources of COVID anger; recognizing the manifestations within each person; and providing effective coping strategies for dealing with this particular emotion. If we are ALL feeling angry, shouldn’t we use that emotion to influence a positive change?

1:00 p.m. – 2:00 p.m.

OSHA Regulations and Inspections in Long Term Care

Jennifer Smith, Attorney, Wright, Lindsey and Jennings, LLP

This session will focus on OSHA regulations of concern to long term care and discuss how best to come into compliance, share tools and resources to prepare for a potential OSHA inspection, and ultimately what to expect in the event of an OSHA inspection.

- Discuss the specific scope and coverage of the “Emergency Temporary Standard” (ETS) in the long-term care industry.
- Describe the key requirements of the ETS.
- Discuss best practices for ensuring compliance with the rule.

Antibiotic Stewardship

Jordan Murdoch, PharmD, AAHIVP, Pharmacy Consultant, Antimicrobial Stewardship and HIV Programs, Infectious Disease Branch, Arkansas Department of Health

- Describe the impact of antibiotic resistance.
- Define antibiotic stewardship and summarize CDC’s Seven Core Elements.
- Apply antibiotic stewardship principles to the Long-Term Care setting.

Preserve and Protect the Skin Integrity of the Older Adult

Karolee Withers, RN, RAC-CT, Pathway Health Services

The session will highlight standards of practice in promoting skin integrity, prevention, and treatment of pressure injuries. Explore factors to facilitate healing, recognize indicators of infection and distinguish treatment modalities for pressure injuries and lower extremity wounds. Upon completion of this session, participants should be able to:

- Review the essential elements in preventing alterations in skin integrity.
- Examine fundamental treatment options for pressure injuries and lower extremity wounds.
- Discuss the key elements necessary to facilitate wound healing.
- Reveal the impact of facility acquired pressure injuries on quality measures.

Making More of NHSN

Nicole Bonecutter, RN, RAC-CT, Outreach Specialist, Quality, AFMC

Comprehensive overview of NHSN with practical applications.

- History of NHSN in long term care facilities
- Review of NHSN Surveillance Pathways and Vaccine Modules
- Examples of how to add new or existing users, deactivate users in NHSN
- Explanation of how to successfully change your email address in NHSN and SAMS
- Overview of other NHSN capabilities
- Utilizing data using Reports feature
- Live demonstration will be available for objectives and questions

1:00 p.m. – 2:00 p.m.
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SESSION SUMMARIES

Avoid These Five Common ICD-10-CM Coding Errors

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.

ICD-10-CM coding is complex and not a topic typically taught during formal nursing home administrator education. During this 90-minute presentation, AAPACN master teacher Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, will explore the reasons ICD-10-CM coding accuracy is required, as well as highlight five frequent coding errors. This session will assist the nursing home administrator and Medicare team in understanding the appropriate steps to take to identify which diagnoses can be coded, how to ensure that the correct coding process is followed, and how to prevent the five biggest coding errors. Learning Objectives:

- Pinpoint five common ICD-10-CM coding errors
- Implement one strategy to prevent a common coding error
- Understand the importance of the primary diagnosis code in PDPM and its future importance in state case mix systems

2:15 p.m. – 3:15 p.m.

Documentation and Compliance: Supportive Documentation for the Comprehensive Care Plan

Catherine R. “Cat” Selman, BS

More and more surveys contain the same wording in regard to documentation: facility “failed to document resident responses/outcomes to identified staff interventions;” facility “failed to provide documented evidence that interdisciplinary care plan has been implemented...” Sound familiar? It seems that our professional staff write so much now, that they barely get to see the real, live individual for whom they are caring. The components of compliance are: assessment; development of an individualized, person-centered care plan; implementation of said care plan; monitoring of said care plan; and review and/or revision of said care plan. So we write, write, and then write some more...and still get the deficiency or finding. And, with the implementation of PDPM, the supporting documentation of the comprehensive care plan becomes even more important. We may not get paid due to poor or insufficient documentation. In this session, Cat will give common sense suggestions as to how we can write documentation that is both supportive of the plan that has been identified, and reflective of actual delivery of services and care, a huge factor in the PDPM process. Don't attend, dreading a session on documentation! Cat makes the topic lively, fun, and “doable!”

Top 10 Deficiencies and Survey Preparedness

Cassie Crafton, RN, RAC-CTA, CLNC, CDP, Nursing Consultants, Inc.

Identify the top ten recently cited deficiencies and understand how to prepare for the survey process.

Billing Impossible: Key Strategies for Managing Your Revenue Cycle

Julie Bilyeu, Managing Director, BKD

It may seem like an impossible mission to bill and collect claims for your skilled nursing facility? This interactive session will unveil top secret intelligence on billing and managing your revenue cycle and provide key strategies to help avoid cash flow casualties.

- Discuss key changes to billing procedures due to regulatory change
- Identify warning signs that may indicate weaknesses in your Organization's revenue cycle
- Review best practices under PDPM to help monitor the cash flows of your Organization
- Provide an overview of key accounts receivable benchmarks

This session will be facilitated lecture that includes real life stories and interactive polling questions to engage participants. We will also provide key takeaways on learning objectives.

3:30 p.m. – 4:30 p.m.

Strategies for Successfully Operationalizing Infection Prevention and Control

Karolee Withers, RN, RAC-CT, Pathway Health Services

Join us for this fast-paced, highly interactive session on user-friendly, realistic strategies for a successful Infection Prevention and Control Program. This engaging session will take you through key process items from systems, assessment process, tracking – to making sense of your process! Upon completion this session, participants should be able to:

- Describe the recent industry expectations for Infection Prevention and Control
- Describe the clinical processes affected by the industry updates
- Verbalize 3 leadership strategies for successful implementation of an Infection Prevention and Control Program

3:30 p.m. – 4:30 p.m.
continued on next page

Decision Making: How to Support a Resident's Right to Navigate Healthcare Choices

Amy M. Wilbourn, Partner, Conner & Winters, LLP

- Learn various methods of determining who is or should be authorized to make decisions for a resident unable to make such decision for themselves, including placement decisions, informed consent, election of DNR or other medical treatment choices, contracting, social aspects, and release of medical record requests
- Learn about the differences and uses of the two guardianship types, advance directives, health care proxies, general power of attorney instruments, surrogacy appointments, and POLST
- Learn the role the resident has in decision making and direction when there is a guardianship, advance directive, or power of attorney
- Learn how to avoid the misinterpretation of various forms of directives
- Receive an overview of the Medicaid, Medicare and Long Term Care insurance options
- Take home sample documents adopted by Arkansas law as well as information about how such documents may be accessed by the resident and their family if needed in the future
- Bonus: In the process, attendees can learn how to ensure their own choices are honored in the future

Consolidated Billing

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.

Medicare reimbursement and coverage are complex processes. SNF Consolidated billing is not well understood by Skilled Nursing Facility administrators, billers or licensed nurses. It is critical for NHAs and the Medicare clinical team to grasp the concepts of Consolidated Billing and have the tools and resources to ensure that federal regulations are followed and accurate billing is being done. This presentation will review the five major categories of the exclusions to Consolidated Billing will be reviewed along with the specific requirements for each category. Discussion will describe how discharge events and LOAs affect Medicare reimbursement. The SNF's financial responsibility for resident transports (ambulance vs. non-ambulance transport) will also be discussed. Learning Objectives:

- Participants will correctly inform residents and resident families about the services paid for and provided by Medicare during the skilled stay in the SNF.
- Attendees will recognize the financial costs associated with new Medicare admissions to identify ways to make the stay most cost-effective for the SNF.
- Participants will instruct their Medicare team to communicate with outside providers, informing them of the resident's payer status, when Medicare A residents receive outside services during their skilled stay.
- Participants will work with the billing department to ensure federal regulations are followed concerning consolidated billing.

ADH HAI Team Update

Lisa Collier, RN, CIC, HAI Program, Arkansas Department of Health

Melissa Green, RN, CIC, HAI Program, Arkansas Department of Health

Monica Baxter, RN, MSN, CIC, HAI Program, Arkansas Department of Health

Learning Objectives:

- Understand the importance of proper environmental disinfection (using the correct disinfectant and correct contact time, followed by auditing compliance with effective environmental cleaning practices).
- Understand the need for annual skills competency that requires return demonstrations of all skills for infection prevention and control.
- Describe the value of calculating a monthly compliance rate for infection prevention and control core principles.
- Understand the importance of developing a facility Respiratory Protection Program.

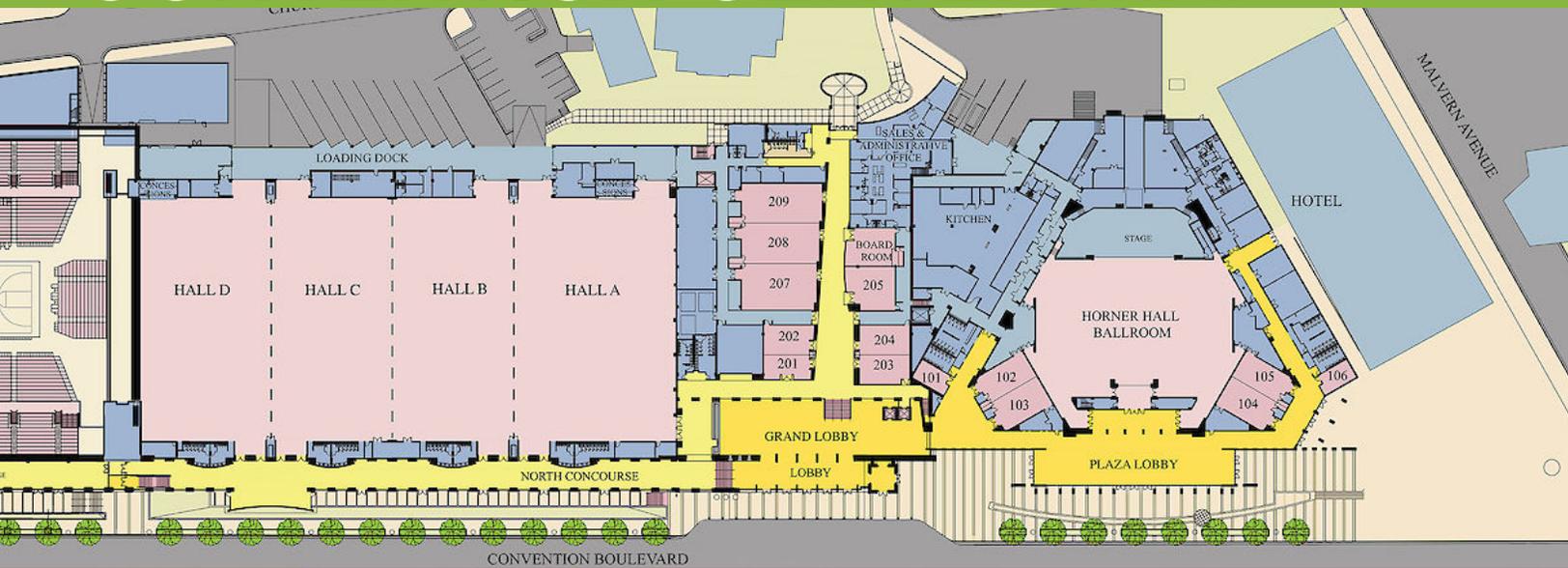


Arkansas Innovative
Performance Program (AIPP)
afmc.org/aipp

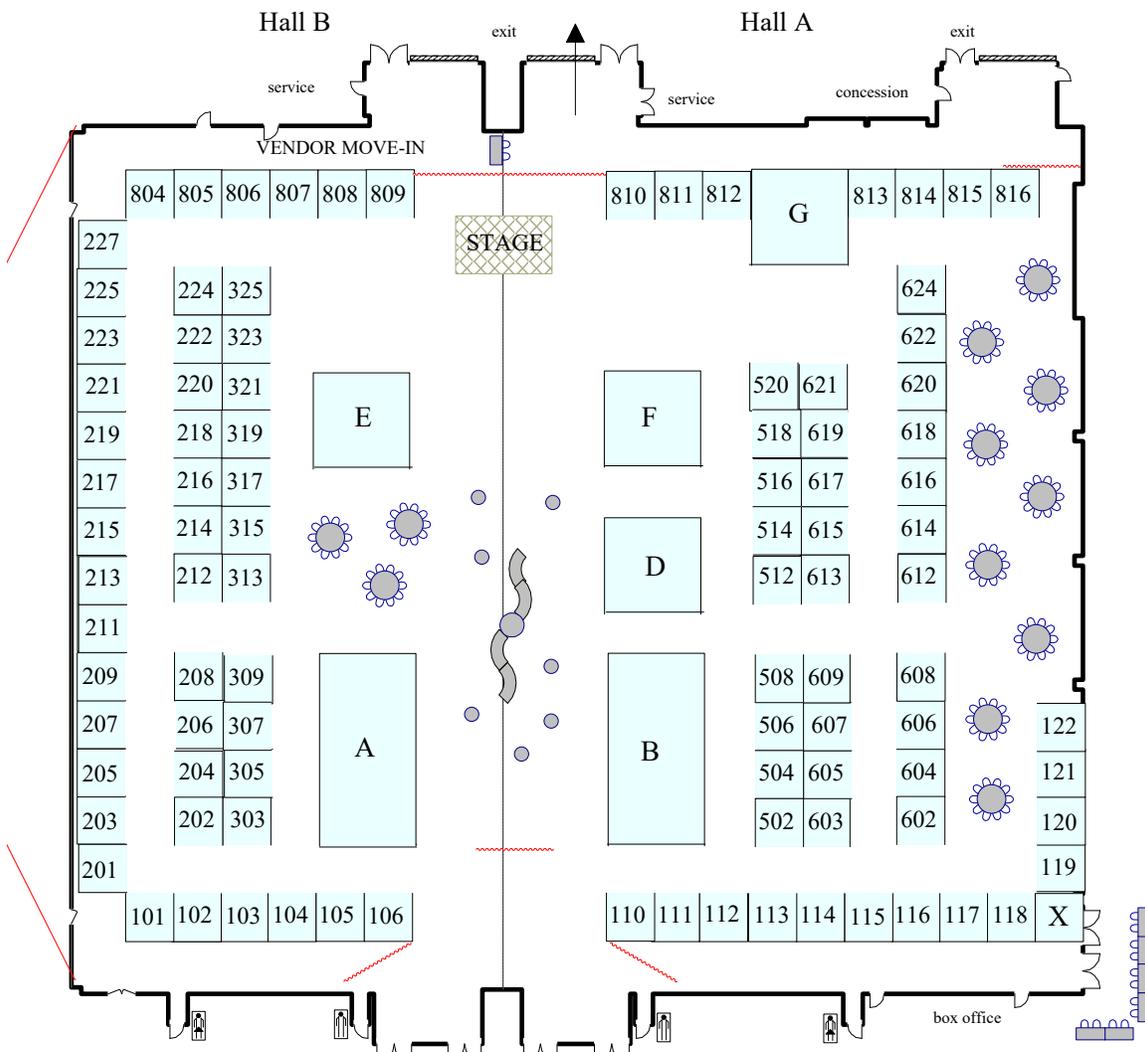
**Have questions or need
assistance with NHSN?**

**Visit Nicole Bonecutter in
Booth #106**

CONVENTION CENTER MAP



TRADE SHOW FLOOR PLAN



SHOW ENTRY
AHCA / AALA 2022

- 214 *AAdvantage Laundry Systems*
614 *Accelerated Care Plus*
217 *Accounting Plus Solutions, LLC*
518 **ADT Commercial**
116 *Akin Furniture*
520, 621 **Allcare Pharmacy**
603 **Alpha Medical Lab**
213 *American Medical Technologies*
622 **Americana Corporation**
106 **Arkansas Foundation for Medical Care**
118 *Arkansas Gideons Auxiliary Association*
618 *Arkansas Hospice*
309 **Arkansas Self-Insurance Trust**
315 **AssuredPartners**
205 *AV Staffing Services*
207 *Basic American Medical Products*
512 **Ben E Keith Foods**
307 **BKD, LLP**
612 **Cardinal Health**
305 **CertaPro Painters of Central Arkansas**
317 **Choice Rehabilitation**
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G **Group Purchasing Advantage**
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321 **Infinium Pharmacy**
216 *Integrated Care Professionals*
219 *Intrepid Technologies*
222 *John Storm Medical Equipment, Inc.*
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227 *Kindred Hospice*
204 *Lakeview Consulting LLC*
112 **Lument**
812 **Mallard Equipment Supply, LLC**
810 **Mallard Medical Supply**
620 *Markham Restaurant Supply, Inc.*
114 *Master's Transportation*
215 *McCauley Services*
110, 111 **McKesson**
606 *Medex Waste*
D **Medline**
203 *MedtechMedcare/MTMC*
303 **Metro Disaster Specialists**
608 **Mobile FEES Swallow Diagnostics**
104 **MobileCare Dental, PLLC**
607 *National Datacare Corp*
201 *National Medical Waste LLC*
220 *Natural State Laboratories/
Natural State Genomics*
211 *Nexus Therapy Management*
103 **Onsight Vision Care**
808 *Paratek Pharmaceuticals*
624 **Pellerin Laundry Machinery Sales**
212, 313 **PharmcareUSA**
117 *PharMerica*
206 *PointClickCare*
B **Premier Pharmacy Care**
516 **Propel Insurance**
615 *Reliant Rehabilitation*
113 **Professional Risk an Alera Group
Agency, LLC**
806 *Select Rehabilitation*
224, 325 **SeniorWorks**
809 *ShiftKey*
504 **Stein Ancillary Services**
209 *Superior Van & Mobility, LLC*
218 *Synergy Care, Inc*
813, 814, 815, 816 **Sysco**
101 *TeamHealth*
605 **Therapy Zone Inc**
115 *TPC (The Payroll Company)*
609 **Trane Technologies**
A **Tribute Health Plan**
223 *TruCare Pharmacy*
F **TwinMed**
319 **Urovant Sciences**
502 **VSC Fire and Security, Inc.**
323 **Wellness Health Group**
613 *Wound Care Plus, LLC*
616 **Millennium Satellite and Video Inc.**

***BOLD** – Sponsors

**Italics* – Associate Members

*Regular – Non-Members

KEYNOTE SPEAKER



Denise Boudreau, MHA, LNHA President, Drive

Denise is President of Drive, which helps healthcare senior living organizations measure and improve their culture, resulting in improved recruitment and retention. A former nursing home and assisted living administrator, she is a serial volunteer serving on numerous state and national boards. Denise received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University where she currently works as a student mentor. She is proud to share that she started off her career as a dietary aide and nursing assistant.

Creating and Nurturing



National Skilled Nursing Care Week • May 8-14, 2022

SPEAKER BIOS

Sherri Robbins, RN, BSN, CLNC, RAC-CTA, LNHA, Senior Managing Consultant, BKD



A member of BKD National Health Care Group, Sherri has more than 20 years of experience and focuses on long-term care. She provides clinical consulting for health care providers and educates providers about Medicare reimbursement strategies. Sherri has trained numerous skilled nursing facilities as well as swing bed and skilled nursing units

about proper minimum data set completion to manage the Medicare program. She performs comprehensive follow-up reviews focused on patient-centered care and regulation compliance to help providers obtain appropriate Medicare reimbursement. Prior to joining BKD, she had 10 years of health care experience as a director of nursing and administrator in a skilled nursing facility and also worked as a licensed practical nurse and certified nurse assistant. Sherri is a member of the Missouri League for Nursing and serves on the league's scholarship and awards committee. She is a Certified Legal Nursing Consultant (CLNC), licensed nursing home administrator and Resident Assessment Coordinator – Certified (RAC-CT). As a CLNC, Sherri assists attorneys representing health care providers. She frequently presents to long-term care and senior living associations. Sherri is a 1992 graduate of Mercy College of Nursing and Health Sciences of Southwest Baptist University, Springfield, Missouri, with a registered nurse (RN) certification, and a 1998 graduate of Southwest Baptist University, Boliver, Missouri, with a B.S. degree in nursing.

Courtney Ramsey, Retention Statigist, Magnet Culture



With over 15 years of experience in corporate Learning & Development / Human Resources, Courtney Ramsey knows about helping others succeed! As a speaker, author, and consultant, she's known for creating and facilitating leadership programs that empower and motivate. Courtney helps businesses of all sizes create training programs that are customized to their

business and expertise. She recently authored her first book: *Share Your Genius: 35 Tips to Create Training That Transforms*. Over the years, Courtney has trained over 20 thousand associates in the areas of leadership, business management, conflict resolution, effective communication, and operations, helping companies like JCPenney, Sephora inside JCPenney, and Zale Corporation save millions of dollars. She received her MBA and BBA in Marketing from

Texas A&M University. She holds her Professional in Human Resources (PHR) certification, and is a Certified Professional in Talent Development with the Association for Talent Development. As a wife and mom of a second grader, her idea of a good time is a glass of wine and watching true crime on the couch in her PJs! (Dateline is her favorite!)

Jennifer Smith, Attorney, Wright, Lindsey and Jennings, LLP



Jennifer has more than 10 years of experience as a health law attorney. Her practice areas include healthcare compliance; medical staff bylaws, privileging, and peer review; professional contracting and licensing issues; government investigations and regulatory actions; Medicare and Medicaid appeals, telemedicine; Stark and Anti-kickback laws and regulations; HIPAA Privacy

and Security, and the Affordable Care Act, including the Employer Shared Responsibility Provisions. She has extensive experience advising clients on the Healthcare Quality Improvement Act, EMTALA, HIPAA, HITECH, Part 2, the Red Flags Rule and the Arkansas Healthcare Decisions Act. Before joining the firm in 2019, Jennifer spent eight years as an attorney at UAMS. She is also a registered nurse and certified emergency nurse who spent 10 years at various emergency departments around Arkansas.

Chris Murphy, Partner, CPA, Healthcare Consultant, BKD Lori Brunholtz, Managing Director, CPA, Healthcare Consultant, BKD



Chris and Lori are members of BKD's National Health Care Group, with more than 25 years' experience as trusted advisors for health care providers. Both currently focus primarily on operational and reimbursement consulting services for post-acute care providers.

SPEAKER BIOS

Kristen Nicholson, APR, VP of Public Relations, MHP/Team SI



Kristen Nicholson is the vice president of public relations at MHP/Team SI. She is a national award-winning communications professional with more than a decade of experience in strategic public relations planning and implementation. Kristen holds bachelor degrees in journalism and political science from UA Little Rock. She is often a guest speaker at her Alma Mater

where she mentors students. She is Accredited in Public Relations (APR) by the Public Relations Society of America – the industry’s standard for professionalism and ethics. A former nonprofit communications professional, Kristen has volunteered her time for numerous nonprofit organizations in central Arkansas, most recently she served as president of PRSA (Public Relations Society of America) - Arkansas chapter and served on the Rotaract Club of Little Rock board of directors. She also spent several years on the marketing committee for Riverfest where she volunteered her PR expertise to promote the festival. Kristen currently holds a board position with Junior Achievement of Central Arkansas, is an alumnus of Leadership Greater Little Rock (Class XXXI), serves on the Leadership Greater Little Rock Advisory Board and is a member of PRSA’s past presidents council.

Mary Claire Hill, Public Relations Director, MHP/Team SI



Mary Claire Hill is the public relations director at MHP/Team SI, and has filled a variety of roles requiring increasing responsibility since joining the firm in 2017. She serves on the Arkansas Chapter of the PRSA Board and is a graduate of Baylor University. Hill is passionate about including diverse voices and stories and is part of the DEI Committee at MHP/Team SI. She also serves on

the board of the Rotaract Club of Little Rock, is a member of the Centers for Youth and Families Emerging Leaders Young Professionals Group and chair of the 2022 Brunchfest Event, and part of Leadership Greater Little Rock Class XXXIX.

Ed Monk, Lieutenant Colonel, US Army (Retired), Last Resort Firearms Training



With experience as a police officer, schoolteacher, firearms trainer, and Army officer, Ed Monk has been researching, writing, and providing training on the Active Shooter threat for over eleven years. He has trained the armed staff of public schools, armed church security teams, armed citizens, and

School Resource Officers on countering the Active Shooter. He has served as a planning & training consultant for schools, churches, and businesses. He has provided presentations on the Active Shooter threat to universities, schools, churches, law enforcement agencies, and numerous conferences across the country. In 2007, Ed retired from the Army as a Lieutenant Colonel and Battalion Commander after 24 years of active duty in the US, Europe, and Iraq. Immediately after Army retirement, Ed taught high school for four years and served as a deputy sheriff in Kentucky. He now serves as a Part Time police officer. Ed’s formal education includes a BS in US History from the US Military Academy (West Point), an MS in Adult Education from Kansas State University, and he is a graduate of the US Army Command and General Staff College.

Catherine R. “Cat” Selman, BS Educator. Motivator. Communicator. Consultant. Author.



Catherine R. “Cat” Selman, BS, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and common- sense strategies for the aging services professional. She presently serves as President and Co-owner of The Cat Selman Company, a company specializing in continuing education for healthcare professionals. Ms.

Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi. With over 35 years’ experience in management, education and consultation, Ms. Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/ expert panels responsible for the revision of surveyor guidance and compliance issues. She assisted CMS in the development of both surveyor guidance and surveyor training materials for the current activity requirements. In demand, and on topic, she is considered an authority in aging services.

SPEAKER BIOS

Sue Tedford, MNsc, APRN, Executive Director, Arkansas State Board of Nursing



Mrs. Sue Tedford, MNsc, APRN, received her Masters of Nursing Science from the University of Arkansas for Medical Sciences in 1989. She has been employed with the Arkansas State Board of Nursing since 2002 and accepted the position of Executive Director in July of 2010. She assures that the Board responsibilities; defined

by statute, rules, and policies; are carried out, as well as assuring that policies, procedures, processes, equipment, and documents are in place to ensure effective agency functioning. Mrs. Tedford administers activities related to financial affairs of the Board, including preparation and administration of the budget, the establishment and maintenance of a system for collection of fees, as well as the implementation of State policies in disbursements, payroll and purchasing. She administers activities related to nursing practice, including development and implementation of minimum standards of acceptable and prevailing safe practice, and interpretation of nursing scope of practice, along with activities related to disciplinary investigations and proceedings, including the conduct of disciplinary hearings and the prosecution of persons violating the current Nurse Practice Act. In 2010 Mrs. Tedford received the Exceptional Contribution award by the National Council of State Boards of Nursing and received the Nurse of the Year award from the Arkansas Nurses Association in 2003. She currently serves as President of the Arkansas Center for Nursing, Executive Committee Treasurer for the Nurse Licensure Compact Administrator, and is on the Executive Board for the Arkansas Action Coalition and Co-Chairs the Workforce Pillar. Mrs. Tedford has served on numerous other committees over her professional career.

Nicole Bonecutter, RN, RAC-CT, Outreach Specialist, Quality, AFMC



Nicole Bonecutter is a registered nurse who serves as an AFMC Outreach Specialist to advance the quality improvement of nursing homes throughout Arkansas. She has over 15 years' experience working in long term care in roles such as a charge nurse, infection control nurse, MDS and care plan coordinator, admissions coordinator, marketing director, and assistant director of

nursing. While at AFMC, she has effectively helped reduce infections and improve stewardship efforts, the vaccination rates, and assist with enrolling and reporting COVID and MDROs into the National Healthcare Safety Network (NHSN). Ms. Bonecutter provides education to providers and

healthcare workers on these and other quality improvement issues and has offered the latest techniques for improving care to nursing home healthcare providers at professional conferences throughout Arkansas and the region. She holds her Bachelor of Science in Nursing from the University of Arkansas for Medical Sciences, Infection Preventionist certification and Antibiotic Stewardship Certificate of mastery through NADONA, and RAC-CT certification through AANAC. She has been a National Healthcare Safety Network Enrollment Practitioner, Education, and User since 2016.

Pamela Truscott, MSN, RN, DNS-CT, QCP, Senior Manager, Clinical and Regulatory Services, American Health Care Association



Pamela Truscott, MSN, RN, DNS-CT, QCP is the Senior Manager, Clinical and Regulatory Services with the American Health Care Association (AHCA). She joined the AHCA family in June 2019 and has been actively involved with a variety of education, tools and resources such as: trauma-informed care, behavioral health, functional outcomes improvement, and

infection prevention and control. Prior to joining AHCA, Pam worked for the Nebraska Health Care Association as the Vice President of Professional Development for seven years. She is an active member in the American Nurses Association, as well as the American Association of Post-Acute Care Nurses. Pam has over 20 years of long-term care experience and shares a passion for growing education and cultivating new leaders in long-term care.

Cassie Crafton, RN, RAC-CTA, CLNC, CDP, Nursing Consultants, Inc.



Cassie is a Registered Nurse with 21 years of experience in Long Term Care. She has held roles throughout her career as a Director of Nursing, Assistant Director of Nursing, MDS Coordinator, and Medical Records. For the last 10 years, Cassie has worked on many Quality Improvement projects for the State of Arkansas along with being a National Quality Reviewer

for AHCA/NCAL. Cassie assists with education events for the Arkansas Health Care Association along with being the Lead MDS Consultant for Nursing Consultants, Inc. Cassie has a certification in RAC-CTA, Certified Dementia Practitioner and a Legal Nurse Consultant.

SPEAKER BIOS

Amy M. Wilbourn, Partner, Conner & Winters, LLP



Amy M. Wilbourn focuses primarily on administrative, regulatory, employment, compliance, real estate, contracting, corporate law and sale transactions primarily for individuals and entities involved in providing health care services. Ms. Wilbourn represents dozens of long-term care facilities, home health, DME, pharmacies, and other regulated health providers

throughout the state of Arkansas. Ms. Wilbourn acts as counsel to the Arkansas Health Care Association, as well as its members, offering day-to-day compliance counsel regarding regulatory and operational issues as well as evaluating and responding to medical record, attorney general, EEOC, and nursing board requests.

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.



Carol Maher is a Board Certified Gerontological Registered Nurse with over 30 years long term care experience and has worked in long term care in many roles. She worked as the MDS Coordinator in a 300 bed SNF in Pennsylvania for 8 years before moving to CA to become the MDS Coordinator/Director for a 1200 bed SNF in San Francisco. She has also

worked as the MDS Coordinator in a SNF that typically had 60-75 residents on Medicare in addition to 160 long-term care residents. Most recently she was the Senior VP of Utilization Services and Director of Reimbursement for large multi-facility organizations. Carol has worked as one of the Gold Standard nurses for MDS 3.0, serving on the RAP workgroup to prepare the way for the CAAs for MDS 3.0, and participating on a number of Technical Expert Panels related to MDS, Quality Measures and care planning. A sought after speaker, she has given presentations at AANAC, AHCA and Leading Age national conferences as well as many state organization presentations. She is also a frequent author of articles related to the RAI process and PPS. Carol served as a member of the AANAC Board of Directors for 9 years. She is presently serving as the immediate past chair of the AANAC Expert Advisory Panel and as an AANAC Master Teacher of the RAC-CT and RAC-CTA certification courses. Ms. Maher is the Director of Education for Hansen Hunter & Co., providing MDS and Medicare classes across the country, presenting monthly educational webinars and completing compliance audits. She is the author of Long-Term Care MDS Coordinator's Field Guide (HCPRO 2016).

Julie Bilyeu, Managing Director, BKD



Julie is the Director of BKD's senior living billing team, where she has focused her career on billing issues impacting the senior living industry for over 19 years. Julie and her team provide billing services, education, operational and compliance assessments to providers nationwide. Julie routinely speaks at association conferences on topics impacting the revenue cycle.

Karolee Withers, RN, RAC-CT, Pathway Health Service



Mrs. Withers has over 25 years of nursing leadership in long term care, including 12 years as a Director of Nursing Services for various facilities and 6 years in various MDS and Reimbursement positions. In these roles, she has established herself as an expert in the management of nursing operations, reimbursement systems and performance improvement. Mrs. Withers

is a strong proponent of resident centered care having established many programs and processes to bring about the cultural changes to ensure the success of the programs. In her role as a Consultant, she has proven success with regulatory turn around, mentoring of Nursing management, Interim Director of Nursing roles as well as systems analysis and implementation of policies and procedures. Karolee also possesses a strong technology interest and has experience with implementation of clinical software systems.

Monica Baxter, RN, MSN, CIC, HAI Program, Arkansas Department of Health

Monica has worked in nursing for the past 30 years in a variety of care settings and patient populations. She earned her BSN from Arkansas Tech University, and later her MSN, Clinical Nurse Specialist, from University of Central Arkansas. Upon completion of her degrees, Monica accepted a position as an Infection Prevention and Employee health director. Monica holds certifications in Infection Control and Epidemiology (CIC) and Antimicrobial stewardship (MADID). Recently, Monica is excited to serve Arkansas by bringing her experience to the Department of Health's HAI team.

SPEAKER BIOS

Jordan Murdoch, PharmD, AAHIVP, Pharmacy Consultant, Antimicrobial Stewardship and HIV Programs, Infectious Disease Branch, Arkansas Department of Health

Jordan Murdoch, PharmD, AAHIVP was born and raised in Cabot, Arkansas. After graduating from St. Louis College of Pharmacy in 2015 he began work in a community setting at Fred's pharmacy as a statewide medication therapy management coordinator. Two years later he began working at the contracted pharmacy of the Arkansas Ryan White Program as a Care Plan Coordinator. He began at the Arkansas Department of Health in December of 2019 as the Pharmacy Consultant for the Healthcare-Associated Infections (HAI) and HIV programs in the Infectious Disease branch. Through the HAI program, he functions as the Antimicrobial Stewardship Pharmacist. In his free time, he enjoys cycling, running, and board games with friends. He has a passion for patient care that has evolved into a passion for public health and plans to continue his career in infectious disease with a focus on antimicrobial stewardship

Melissa Green, RN, CIC, HAI Program, Arkansas Department of Health

With over 30 years' experience as a registered nurse, Melissa brings depth and breadth to her role with the Arkansas Department of Health in the Healthcare-Associate Infections (HAI) Program, Infectious Disease Branch. A nationally certified Professional in Infection Control through the Certification Board of Infection Control and Epidemiology, Inc., her career has spanned the acute care division of hospitals in surgical services, post-anesthesia recovery, digestive services, and the overall umbrella of surveillance, prevention and control of infections. As the COVID-19 pandemic arrived in the mid-south of the United States

Lisa Collier, RN, CIC, HAI Program Arkansas Department of Health

Lisa is an Infection Prevention nurse for the Healthcare Associated Infection (HAI) team at the Arkansas Department of Health. She is committed to the task of reducing transmission of infections across the state of Arkansas. Lisa joined the HAI team in 2020 after serving as the Infection Prevention nurse in an acute care hospital from 2014-2020. Lisa has experience in med-surg nursing, maternal/infant nursing, and home health nursing. She holds a national certification in infection control from Certification Board of Infection Control and Epidemiology, Inc. (CBIC).

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SAVE THE DATE

2022 Nurse Leadership Program

Aug. 9–10 at Wyndham Riverfront Little Rock

AHCA's Nurse Leadership Program will offer a variety of forward-thinking and innovative sessions that address current and anticipated challenges and provide strategies and solutions for delivering high-quality care. Intended audience is new and seasoned DONs and ADONs.

Registration Opening Soon!



2022 Fall Conference & Annual Business Meeting
Oct. 4–5 at Embassy Suites Northwest Arkansas
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DUELING PIANOS SHOW

Tuesday, April 26, 2022

Horner Hall at Hot Springs Convention Center

8:00 p.m. – 11:00 p.m.

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VSC Fire and Security, Inc.