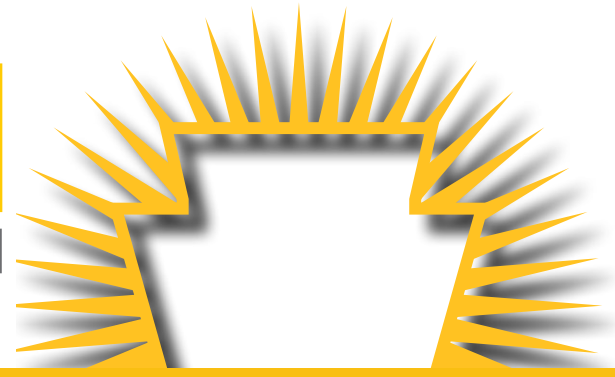


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2022

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TO OUR SPONSORS**

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DON'T LAST
TOUGH
TEAMS DO**

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Vicki Esoldo Javens, President/Owner
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Welcome from PACAH's Executive Director

Dear PACAH members and conference attendees –

Welcome to PACAH's 2022 Spring Conference. We are excited to announce that we are finally back to full in-person capacity. At the same time, we are incorporating the technology and resources we adopted over the last two years, including still offering our virtual attendance option. It's a new day!

Our approach for this year's conference is focused on the issues we believe facilities will need to be fluent on as they work to recover from the COVID-19 pandemic. This includes financial issues, infection control protocols, and facility management. As you attend this conference, you will see a theme through each presentation – lessons to implement post-COVID 19. Our goal is to provide every PACAH member with the knowledge and resources to understand how to climb out of COVID-19 in a better structure and management than pre-COVID-19.

Overall, I believe we are presented with a once in a generation opportunity. We have been given the opportunity to evaluate every aspect of how we operate and examine how we can make it better with technology and resources available. Can we provide better visitation experiences? Can we reduce bad debt? Can we improve working environments for staff? These are just a few of an infinite number of questions we should be asking to better long-term care, and we've been given the opportunity to ask these questions due to the post-COVID-19 environment.

As we move into spring and summer of 2022, I want to, again, express my deepest gratitude towards all the work PACAH members have done over the last two years. I am certain the COVID-19 pandemic will be something we share for the rest of our life. We hope everyone enjoys the conference, whether you attend in-person or virtually.

Along with our President, Andrew Naugle, Executive Board, and Kim, I want to thank everyone for making this conference possible.

Chase Cannon
Executive Director, PACAH





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2022 Spring Conference

George E. Norcross III, *Executive Chairman*
Joseph Buckelew, *Chairman*
Michael Tiagwad, *President and Chief Executive Officer*
Alexander F. Buzbee, *Business Development Executive*
Jordan Carter, CLCS, *Major Accounts*

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Affinity Health Services - Welcome Reception

affinityhealthservices.net
Denise McQuown-Hatter
NHA, President and CEO
(877) 311-0110
dmh@affinityhealthservices.net



Affinity Health Services was formed to provide comprehensive management services for senior living providers. Today, we provide a continuum of services that includes both comprehensive management and consulting and advisory services to senior living communities. Our mission is to share our affinity for providing consulting and management by customizing services while achieving balance between care and financial stability.

PA Health & Wellness - Wednesday's Lunch

pahealthwellness.com
Keri Harmicar
Director, Marketing & Community Engagement
(717) 551-8031
keri.l.harmicar@pahealthwellness.com



We understand how important you and your family's healthcare needs are. It's important to us, too. PA Health & Wellness provides quality Medicaid & health insurance plans in Pennsylvania. Our coverage options include a variety of Pennsylvania insurance benefits, member handbooks, and wellness information.

Premier Therapy, LLC - Hotel Room Key Cards

embracepremier.com
Scott M. Slipko
Business Development Manager
(724) 417-8840
sslipko@embracepremier.com



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PELICAN Insurance, RRG - PELICAN Training, Keynote & Breakfast

pacounties.org/Insurance/PELICAN/Pages/default.aspx
Andrew C. Smith
Risk Control Specialist/PELICAN Marketing Specialist
(717) 736-4769
asmith@pacounties.org



PELICAN Insurance is a risk retentions group (RRG) based out of Vermont and is a sponsored program of PACAH. PELICAN provides general liability and professional liability insurance coverage to all nursing homes in Pennsylvania and Maryland. PELICAN offers dedicated and personal risk control and claims representatives who are focused on providing excellent customer services to PELICAN members.

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Advantage - Online Registration

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Amy Hancock, OT
President/CEO and Co-Owner
(844) 275-2205
ahancock@feeltheadvantage.com



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CHR Consulting Services, Inc. - CEU Tracking

completehealthcareresources.com
Tricia Whaley
Senior Director Provider Relations
(267) 965-1010
twhaley@chrmail.org



We serve a wide range of not-for-profit, county and for-profit elder care communities. We are the region's "go to" experts on timely trends and developments in this rapidly changing industry. But most of all, we have never wavered from our goal of helping providers deliver exceptional care, one person at a time. Our clients include long-term and personal care facilities as well as assisted living homes and residential retirement communities.

Kennedy, PC Law Offices - Registration & Happy Hour

kennedypc.net
John N. Kennedy, Esq.
President & CEO
(717) 233-7100
jkennedy@kennedypc.net



Long-term care facilities face unique legal challenges. At Kennedy, PC Law Offices, this is our primary area of practice, and our specialization affords us considerable resources to employ on your behalf. No matter the scope of the issue that your organization is confronting, our team is prepared to assist you. As a provider of long-term care, you have two priorities: the success of your organization and the well-being of your patients.

Conner Strong & Buckelew - Breakfast, Morning Break, Tote Insert

connerstrong.com
Alexander Buzbee
Major Accounts
(877) 861-3220
abuzbee@connerstrong.com



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Absolute Rehabilitation & Consulting Services, Inc. Tote Insert

abshealth.com
John Vesely
Director of Business Development
(330) 704-5383
jvesely@abstherapy.com

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HealthPRO Heritage Tote Insert

healthpro-heritage.com
David Mercugliano
SVP of Strategic Partnerships
(443) 827-7337
dmercugliano@healthpro-heritage.com

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- Free educational training workshops, publications and webinars offered annually.

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Pennsylvania Coalition of Affiliated
Healthcare & Living Communities



2022 Spring Conference

... AT A GLANCE



TUESDAY, APRIL 19TH

10 a.m. - noon	PACAH Executive Board Meeting (Private)
11 a.m. - 4 p.m.	Registration
1 - 4:15 p.m.	PELICAN Training - A Potpourri of Risks and Strategies
2:30 p.m.	Afternoon Snack Break
2 p.m. - 4 p.m.	Fiscal Management Committee Meeting (Private)
5 - 7 p.m.	Welcome Reception

WEDNESDAY, APRIL 20TH

7 - 8 a.m.	Continental Breakfast
7 a.m. - 4 p.m.	Registration
8 - 9 a.m.	Keynote Speaker - Avish Parashar - Ding Happens!
9:15 - 10:15 a.m.	COVID-19 and Beyond: What's Next for Information Security
9:15 - 10:15 a.m.	Managing the Complexities of Provider Partnerships with a Focus on Value and Outcomes
10:15 a.m.	Morning Snack Break
10:30 - 11:30 a.m.	2022 Long-Term Care Provider State and Federal Legal Update
10:30 - 11:30 a.m.	The Benefits of Offering Telemedicine for your Residents & Facility - Is your Facility Ready to Offer Telemedicine?
11:45 a.m. - 12:45 p.m.	Lunch
1 - 2 p.m.	Kennedy, P.C. Law Offices Workshop - Moving to the Green: How to Lower and Eliminate Bad Debt - Part One

2 p.m.	Afternoon Snack Break
2:15 - 3:15 p.m.	Kennedy, P.C. Law Offices Workshop - Moving to the Green: How to Lower and Eliminate Bad Debt - Part Two
3:15 p.m.	Afternoon Snack Break
3:30 - 4:30 p.m.	Kennedy, P.C. Law Offices Workshop - Moving to the Green: How to Lower and Eliminate Bad Debt - Part Three
4:30 - 6:30 p.m.	Kennedy, P.C. Happy Hour

THURSDAY, APRIL 21ST

7 a.m. - 3 p.m.	Registration
7:30 - 9 a.m.	Continental Breakfast
8 - 9 a.m.	PACAH Business Meeting, PELICAN Business Meeting & Continental Breakfast
9:15 - 10:15 a.m.	Administrators! Focus on Four Things that Matter!
9:15 - 10:15 a.m.	Alternative Therapies for Geriatric Pain Management
10:15 a.m.	Morning Snack Break
10:30 - 11:30 a.m.	Managing Infection Control Beyond COVID-19
10:30 - 11:30 a.m.	Health Literacy: Effective Client Communication and Education
11:30 a.m. - 1:30 p.m.	Vendor Show & Lunch
1:45 - 2:45 p.m.	The Inevitable Tsunami of Medical Review - Prepare to Ride the Wave
1:45 - 2:45 p.m.	Risk Management Strategies for Providers Navigating the COVID-19 Pandemic
2:45 p.m.	Afternoon Snack Break

Full Conference agenda begins on page 16

CREDIT APPROVAL NOTICE

This program has been approved for Continuing Education for 17.5 total participant hours (12.5 maximum available) by NAB/NCERS: Virtual Approval #20230418-19.50-A82719-DL; In-Person Approval - 20230418-19.50-A82089-IN

PACAH is an approved provider through the Department of Human Services Bureau of Human Services Licensing. Total CEUs available: 12

This program offers 17.5 total credit hours fulfilling the requirements of the Pennsylvania State Board of Nursing. (12.5 maximum available)

PACAH is registered with the Pennsylvania State Board of Accountancy and is approved for 6 total credit hours.

This program has been approved for continuing education (CE) hours by the Certifying Board for Dietary Managers for 17.5 General CE Hours. Approval #166710 (12.5 maximum available)

CEU LEGEND

NHA - Nursing Home Administrators RN - Nursing
 RC/AL - Assisted Living Administrators CPE - Fiscal
 PC - Personal Care Home Administrators CBDM - Dietary



CERTIFICATES OF ATTENDANCE

Certificate of attendance retrieval information will be distributed via email by May 11, 2022. NAB/NCers CEUs will be uploaded to the registry per NAB/NCers guidelines.

SPEAKER & CONFERENCE EVALUATION

Online evaluation forms will be sent via email post-conference. Please take a moment to complete this evaluation. Accredited continuing education organizations require a completed evaluation. These evaluations also help PACAH improve our conference process and educational sessions.

TUESDAY, APRIL 19TH

PACAH EXECUTIVE BOARD MEETING AND LUNCH (PRIVATE)

10 a.m. - noon
 Room 204

REGISTRATION

11 a.m. - 4 p.m.
 Registration Desk One

GENERAL SESSION - PELICAN TRAINING - "A POTPOURRI OF RISKS AND STRATEGIES"

1 - 4:15 p.m.
 Room 207
 NHA - 3
 RC/AL - 3

PC - 3
 RN - 3
 CBDM - 3

Part One: Anatomy of a Claim

This segment will follow the development of a potential claim from an event in a facility, through reporting to the Pennsylvania Department of Health (DOH), to the complaint survey and how claims adjusters may use the information an insured is supposed to report to them about the event.

Objectives:

- Evaluate risks inherent in how events are reported to (DOH)
- Determine when facility events may be reportable to your insurance carriers
- Understand what type of documentation claims adjusters need to assess potential claims

Part Two: Identifying and Mitigating Cybersecurity Threats

This segment will discuss how to protect electronic health records and other confidential data. Health care facilities are increasingly the targets of cyber criminals. Nursing homes and other long-term care facilities do not always have dedicated IT professionals but still need to adopt security practices and technical solutions needed to defend sensitive data against intentional and unintentional threats.

Objectives:

- Learn how to recognize, prevent and mitigate threats, including loss or theft of equipment, ransomware attacks, hacking and email phishing.
- Determine when incidents and breaches may be reportable under federal and state requirements.
- Understand crucial risk management for cyberthreats: staff training, computer security practices, hardware and software solutions and cyber insurance.

Paula G. Sanders, Esq.
 Principal & Chair - Health Care Practice Group
 Post & Schell, P.C.

Ethan Nicholson
 Claims Representative 2 - PCoRP and PELICAN
 County Commissioners Association of PA

Cynthia A. Haines, Esq.
 Principal & Co-Chair - Information Privacy & Security Practice
 Post & Schell, P.C.

AFTERNOON BREAK - SPONSORED BY PELICAN INSURANCE, RRG

2:30 - 3:30 p.m.
 2nd Floor Break Area

FISCAL MANAGEMENT COMMITTEE MEETING (PRIVATE)

2 - 4 p.m.
 Room 204

WELCOME RECEPTION - SPONSORED BY AFFINITY HEALTH SERVICES

5 - 7 p.m.
 President's Hall 1

WEDNESDAY, APRIL 20TH

REGISTRATION

7 a.m. - 4 p.m.
 Registration Desk One

CONTINENTAL BREAKFAST - SPONSORED BY CONNER STRONG & BUCKLEW

7 - 8 a.m.

2nd Floor Break Area

GENERAL SESSION - KEYNOTE, AVISH PARASHAR - "DING HAPPENS!" - SPONSORED BY PELICAN INSURANCE, RRG.

8 - 9 a.m.

Room 207

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1



How to Improvise, Adapt, and Innovate in an Ever-Changing World!

Anyone can perform well when everything goes right. The real test of you and your organization is how you react when things go wrong - and they will! These make-or-break moments are the "Dings!" of life. Handle them well and you come out looking like a rock star. Handle them poorly and you can end up adding unnecessary stress, difficulty, and complication to your life.

This hilarious and energetic program will show you how to stop fearing and hating change and how to use the power of improv comedy to improvise, adapt, and innovate - no matter what happens! If things go 100% as planned for you every time, then you can skip this session; otherwise, attend and learn how to reflexively respond to the unexpected in a way that reduces stress, improves productivity, and gives you the skills to manage change.

By the end of this session, attendees will be able to:

- Reduce stress and increase productivity by focusing on what they can control and letting go of the rest
- Find opportunities within unexpected setbacks to get ahead, rather than behind, when things change or go wrong.
- Become leaders and innovators by creating meaningful change instead of just responding to it.

Avish Parashar

Keynote Speaker

Avish Parashar Productions, Inc.

BREAKOUT SESSION - "COVID-19 AND BEYOND: WHAT'S NEXT FOR INFORMATION SECURITY"

9:15 - 10:15 a.m.

Room 206

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1

We are all hoping that coronavirus will soon be in the rear-view mirror. During the COVID-19 pandemic, we discovered that we can in fact operate in ways that may have not been considered as viable options prior to the pandemic. As organizations move forward, decisions must be made regarding what options to continue (along with additional new alternatives). With these options and opportunities come information security risks, some increasing at alarming rates, which will need to be considered. In this session, we recognize that the way all businesses operate has been changed forever. The information security risks that will be introduced (and have already been introduced) will be identified as well as the controls that should be considered to mitigate those risks. During this session, a case study will be utilized to further illustrate the opportunities, risks and controls presented with the changing work environment. The case study is designed to be interactive and will assist in engaging and challenging the attendees as they consider operating during COVID-19 and beyond along with the information security challenges resulting from them.

Christopher E. Joseph, CPA, CISA, CRISC, CITP

Director

Baker Tilly US, LLP

BREAKOUT SESSION - "MANAGING THE COMPLEXITIES OF PROVIDER PARTNERSHIPS WITH A FOCUS ON VALUE AND OUTCOMES"

Room 207

9:15 - 10:15 a.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1

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 skilled nursing facility 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.

Objectives:

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

Heather Meadows, CCC/SLP, CDP

Director of Operations

Premier Therapy, LLC

Julie Bellucci, MS, CCC-SLP

Director of Clinical Development

Premier Therapy, LLC

MORNING SNACK BREAK

10:15 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "2022 LONG TERM CARE PROVIDER STATE AND FEDERAL LEGAL UPDATE"

Room 206

10:30 - 11:30 a.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CPE - 1

CBDM - 1

The presenters will provide updates on the important legal issues flowing from the COVID-19 pandemic. The session will address immunity/liability issues for providers, operational issues with respect to the testing and immunization of residents and staff, the adoption of risk management policies and procedures, federal and state enforcement and reporting requirements, and the responsibilities and obligations associated with the receipt of federal and state financial payments. The presenters will also review the current status of various waivers implemented in response to the pandemic.

The presenters will also discuss the latest developments from a survey and enforcement perspective and the status of the Pennsylvania Department of Health's initiatives to enact revised licensure regulations. From a financial perspective, the presentation will address current and proposed federal and state reimbursement changes, including the impact of planned therapy cuts. The session also will discuss hot topics and recent developments in fraud and abuse, including significant revisions to the Anti-Kickback Safe Harbors and Stark Exceptions, proposed modifications to the HIPAA Privacy Rule and the federal government's audit of provider compliance with HIPAA requirements, and other operational issues, while providing guidance on how to address those matters to ensure compliance with current law.

David C. Marshall, Esq.

Managing Shareholder

Latsha Davis & Marshall, P.C.

Jennifer L. Russell Spence, Esq.

Associate Attorney

Latsha Davis & Marshall, P.C.

BREAKOUT SESSION - "THE BENEFITS OF OFFERING TELEMEDICINE FOR YOUR RESIDENTS & YOUR FACILITY - IS YOUR FACILITY READY TO OFFER TELEMEDICINE?"

Room 207

10:30 - 11:30 a.m.

NHA - 1
RC/AL - 1
PC - 1
RN - 1
CPE - 1
CBDM - 1

The TRECS Institute is in the third quarter of a one-year Centers for Medicare & Medicaid Services (CMS) grant that implemented telemedicine in 27 skilled nursing facilities (SNF) across Florida. In the seventh month of this twelve-month program, a total of 806 residents of these 28 facilities were saved from an unnecessary and avoidable hospital admission because traditional "phone medicine" was replaced with virtual bedside visits. These 806 avoided admissions generated over \$1.5 million of additional revenue for the participating SNFs and a savings of over \$8 million dollars for the Medicare Program. By April, this Florida program will be complete and TRECS can share the full findings along with the key characteristics for an SNF to be successful with implementing telemedicine services. This will be a very detailed discussion that anyone thinking of implementing telemedicine would want to attend. It will discuss the key success factors and allow attendees to determine if their facility is ready for telemedicine and if not, what they need to do to assure a successful program.

*John J. Whitman, MBA, NHA
Founder and Executive Director
The TRECS Institute*

LUNCH

11:45 a.m. - 12:45 p.m.

Gardens

KENNEDY, P.C. LAW OFFICES WORKSHOP - "MOVING TO THE GREEN: HOW TO LOWER AND ELIMINATE BAD DEBT "

Room 207

Part One - Best Practices: 1 - 2 p.m.

Afternoon Snack Break: 2 p.m. (2nd Floor Break Area)

Part Two - Back Office: 2:15 - 3:15 p.m.

Afternoon Snack Break: 3:15 p.m. (2nd Floor Break Area)

Part Three - MA Appeals: 3:30 - 4:30 p.m.

NHA - 3
RC/AL - 3
PC - 3
RN - 3
CPE - 3
CBDM - 3

Many long-term care facilities are dealing with complex financial situations. Some of these are a result of the COVID-19 pandemic, but others can be avoided with the right attention and staff education. This session is geared towards providing strategies to improve MA resident intakes, processing MA applications, and handling denied MA applications to increase rate reimbursements in the facility, ultimately lower facility debt.

Objectives:

- Review the role and methods involved in resident intake
- Describe what a MA application processing team looks like and how to be efficient
- Understand how a MA appeals process work, what to expect, and what documentation is needed

*John N. Kennedy, Esq.
Founder, President & CEO
Kennedy, PC Law Offices*

*Thomas Mancill
Chief Financial Officer
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*Garet Weston
Vice President of Operational Finance
Affinity Health Services*

*Tricia Whaley
Senior Director Provider Relations
CHR Consulting Services, Inc.*

SPRING GOLF OUTING - SPONSORED BY PELICAN INSURANCE, RRG

Mountain View Country Club

2 p.m.

For more information, and to sign up, email Andrew Smith at asmith@pacounties.org.

HAPPY HOUR - SPONSORED KENNEDY, P.C. LAW OFFICES

4:30 - 6:30 p.m.

Senate Lounge & Suite

THURSDAY, APRIL 21ST

REGISTRATION

7 a.m. - 3 p.m.

Registration Desk One

GENERAL SESSION - "PACAH BUSINESS MEETING, PELICAN BUSINESS MEETING & CONTINENTAL BREAKFAST" - SPONSORED BY PELICAN INSURANCE, RRG

Room 207

7:30 - 9 a.m. - Continental Breakfast

8 - 9 a.m. - Meetings

NHA - .5
RC/AL - .5
RN - .5
CBDM - .5

PACAH's Executive Director will update members on current policy, regulatory and legislative issues impacting long-term care facilities. These updates will include information on funding, IGT, Community HealthChoices, COVID-19, and other pertinent issues.

Following PACAH's meeting, join us for PELICAN Insurance, RRG's annual business meeting.

*Chase Cannon
Executive Director
Pennsylvania Coalition of Affiliated Healthcare & Living Communities (PACAH)*

BREAKOUT SESSION - "ADMINISTRATORS! FOCUS ON FOUR THINGS THAT MATTER!"

Room 206

9:15 - 10:15 a.m.

NHA - 1
RC/AL - 1
PC - 1
RN - 1
CBDM - 1

Clear your desk and focus on the four things that matter! The job of an administrator can be overwhelming - participants will learn to focus on four crucial areas to improve their facility's overall performance. Thing one: staffing. Explore creative ways to attract and keep staff. Thing two: stars/quality. Understand your overall star rating and your quality measure star rating and receive practical suggestions to improve. Thing three: Utilization Review (UR). Through an effective UR meeting, your

facility will ensure payment accuracy. All of the elements of an effective meeting will be explored. Thing four: infection control. Receive step by step instructions to improve your facility's performance with infection control.

Objectives:

- Explore four critical areas in daily facility operations (staffing, quality, UR, and infection control)
- Understand best practice in these areas as part of the daily task of an administrator
- Understand recommendations to implement best practice

Cindy Gensamer, MBA, HSE, LNHA

Vice President

Absolute Rehabilitation & Consulting Services, Inc.

BREAKOUT SESSION - "ALTERNATIVE THERAPIES FOR GERIATRIC PAIN MANAGEMENT"

Room 207

9:15 - 10:15 a.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1

Did you know that 50 million Americans suffer from chronic pain? Every year, another 25 million Americans experience acute pain due to injury or surgery. The Resident Assessment Instrument (RAI) Manual (Section J) states: Pain can significantly adversely affect a person's quality of life. Pain can cause functional mobility declines, depression, and an increase in behavior problems. Older adults may limit their activity to avoid having pain. Attendees will learn why the Minimum Data Set (MDS) has a dedicated pain assessment section, how to differentiate systemic and musculoskeletal pain, how the interdisciplinary team can assess pain, integrative care techniques to treat chronic pain, and how managing pain in the elderly will positively impact quality of life.

Dave Lishinsky, PT

Vice President of Clinical Compliance

AdvantageCare Rehabilitation, LLC

MORNING SNACK BREAK - SPONSORED BY CONNER STRONG & BUCKELEW

10:15 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "MANAGING INFECTION CONTROL BEYOND COVID-19"

Room 206

10:30 - 11:30 a.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1

Nursing facilities must maintain a coordinated facility wide program for surveillance, identification, prevention control and investigation of infectious and communicable diseases. Residents are at high risk of developing severe illnesses from COVID-19 and other infectious diseases. This presentation will review the federal infection control regulations, most common Centers for Medicare & Medicaid Services (CMS) citations related to infection control and prevention and strategies to implement and maintain compliance with infection control standards.

Patty L. Klinefelter, MBA, BC, BSN, RN

Home Health, Hospice, Clinical SNF Director

LW Consulting, Inc.

Annette Sanders, MSN, RN, CLNC

Senior Consultant

LW Consulting, Inc.

BREAKOUT SESSION - "HEALTH LITERACY: EFFECTIVE CLIENT COMMUNICATION AND EDUCATION"

Room 207

10:30 - 11:30 a.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1

Low health literacy is a serious threat to the well-being of persons seeking medical care. With the increasing diversity of clients, we may observe that our communication skills are less effective with people from backgrounds different from our own. The educational goal of this session is to offer participants easy-to-implement strategies for developing written/verbal patient education materials and assessment tools they can use to ensure clients understand the important health information we provide to them. In this session, an overview of health literacy is provided. The session will review techniques for clear and effective communication, verbal and written communication with those from other cultures, writing and selecting easy-to-read health materials, and assessment tools to use to ensure that clients understand the healthcare services provided and have the skills needed to access, understand, and use health information.

Objectives:

- Define health literacy
- Recognize health literacy concepts including relevant statistics
- Identify appropriate assessment tools to evaluate health literacy levels
- Recognize factors that influence health literacy
- Describe techniques the practitioner can use to facilitate health literacy in his/her practice

Dr. Kathleen Weissberg, MS, OTD, OTR/L, CMDCP, CDP

National Director of Education

Select Rehabilitation

PACAH 2022 SPRING VENDOR SHOW & LUNCH - LUNCH SPONSORED BY PA HEALTH & WELLNESS

President's Hall 1 & 2

11:30 a.m. - 1:30 p.m.

BREAKOUT SESSION - THE INEVITABLE TSUNAMI OF MEDICAL REVIEW - PREPARE TO RIDE THE WAVE

Room 206

1:45 - 2:45 p.m.

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CPE - 1

CBDM - 1

This session will focus on the Medical Review Process which will include a review of key terminology, various reviewing entities, and the process itself. The presenter will provide updates on the current trends and the need for proactive auditing, with a specific focus on the 3-day, 100-day, no pre-authorization, Payment Driven Payment Model (PDPM) and the Modifier 59.

Objectives:

- Outline of the Medical Review Process using key terminology
- Review of the various reviewing entities
- Cite the current trends in the medical review process

Lauren Romano, PT, MSPT, CHC, CPC, RAC-CT

Vice President of Corporate Compliance and Programming

Trinity Rehab Services

BREAKOUT SESSION - "RISK MANAGEMENT STRATEGIES FOR NAVIGATING THE COVID-19 PANDEMIC"

Room 207

1:45 - 2:45 p.m.

NHA - 1

RC/AL - 1

PC - 1

RN - 1

CBDM - 1

Long-term care providers have faced unprecedented challenges since the onset of the COVID-19 pandemic that have created an environment for increased liability risk. Providers have been confronted with numerous changes in state and federal guidance while struggling to address staffing shortages and access to personal protective equipment. The Centers for Medicare & Medicaid Services (CMS) vaccine mandate as well as the Pennsylvania Department of Health's proposed rule to increase the minimum number of direct resident care hours from 2.7 to 4.1 will significantly impact providers, especially considering the national staffing shortage that already exists. Long-term care providers are also faced with the challenges of developing and implementing infection control policies and procedures, complying with CMS' testing requirements and reporting COVID-19 and vaccination data through the National Healthcare Safety Network (NHSN) system all while trying to ensure the health and safety of residents.

Objectives:

- Identify the potential liability risks confronting long-term care providers during the pandemic and recommendations on how to manage those risks now and in the future.
- Examine the most frequently cited deficiencies arising during the pandemic and best practices to ensure compliance and avoid an adverse event.
- Formulate strategies for responding to an adverse event and successfully defend a claim

Collin Keyser, Esq.

*Chair - Senior Care Services Group, Member - Healthcare Litigation Group
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Tanya Daniels Harris, Esq.

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*Senior Care Consultant
Saxton & Stump*

AFTERNOON SNACK BREAK

2:45 - 3:45 p.m.

2nd Floor Break Area



Get all the benefits of a statewide association, at a price you can actually afford.

PACAH
Pennsylvania Coalition of Affiliated
Healthcare & Living Communities

Make your voice heard - JOIN TODAY!

PACAH MEMBERSHIP BENEFITS:

- Affiliation with the County Commissioners Association of Pennsylvania (CCAP), giving members an instant lobbying influence unparalleled by other associations
- An association seat on CCAP's Human Services Committee and commissioner liaisons to PACAH, providing policy support from local elected officials
- One "FREE Call" with expert legal counsel plus follow-up reduced legal services
- Opportunity to sit on PACAH's committees
- Regular email and newsletter updates on issues impacting long-term care for an unlimited number of staff
- Access to PACAH Listserv to discuss issues with fellow members
- FREE webinars with CEUs
- Regional meetings to discuss issues with members
- Discounted registration fees to PACAH's two yearly statewide conferences, offering NHA, PC, RC/AL, Fiscal, Nursing and Dietary credits and the opportunity to network and learn from premier experts in the healthcare and long-term care industry
- FREE quarterly fiscal staff meetings with OLTL staff
- And more!

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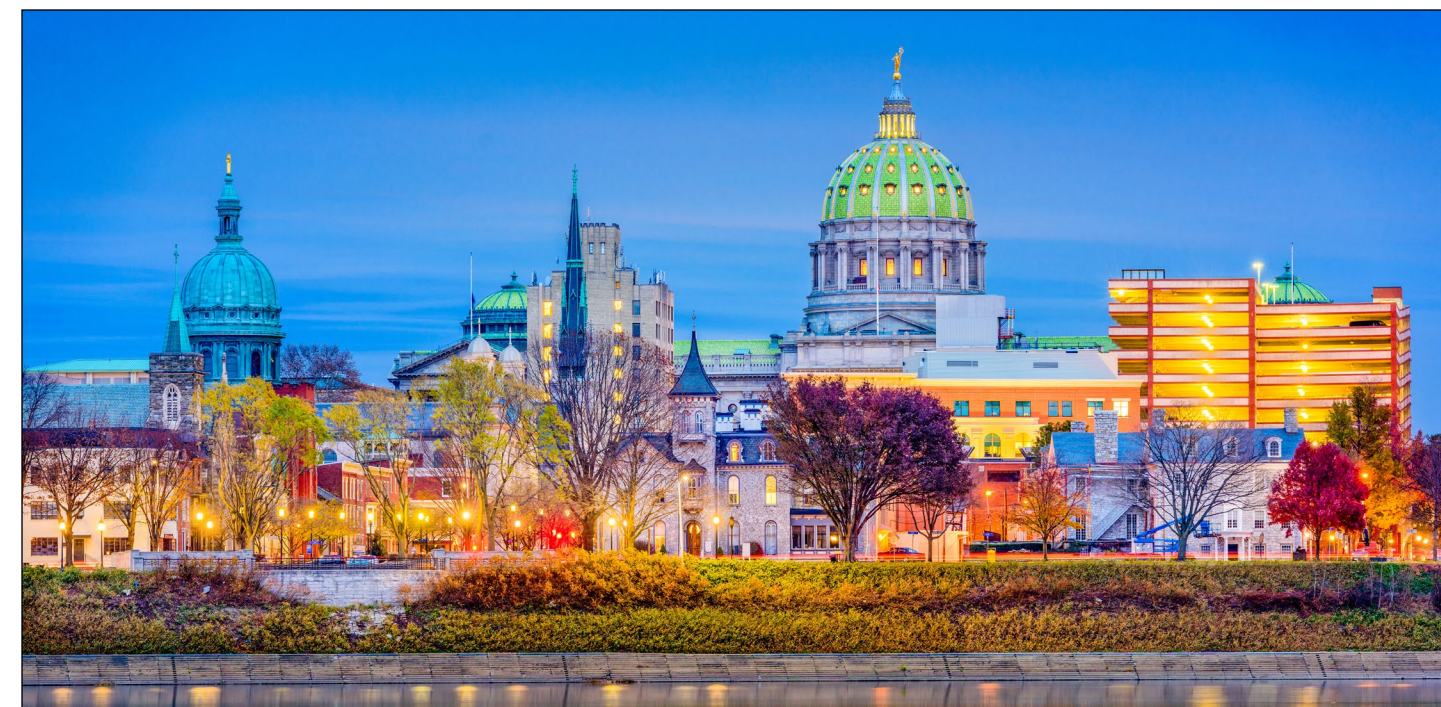
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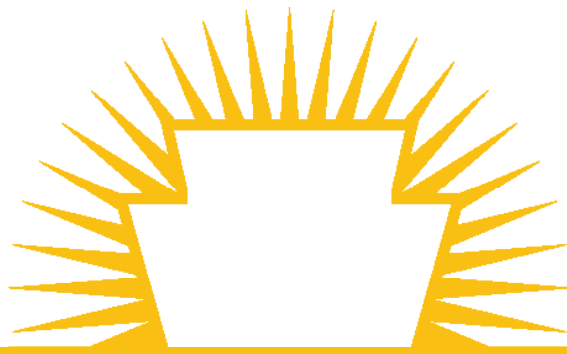
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PACAH
 Pennsylvania Coalition of Affiliated
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2022 FALL CONFERENCE
September 27th - 29th
Hilton Harrisburg



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