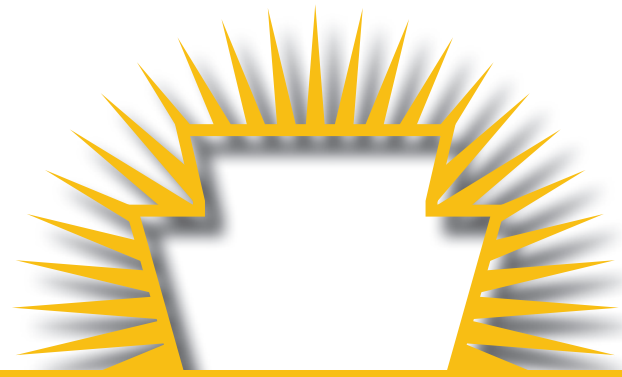


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Welcome from PACAH's Executive Director

Dear PACAH members and conference attendees –

Welcome to PACAH's 2019 Spring Conference! We at PACAH continue to strive to bring you the best educational opportunities, provide comprehensive statewide advocacy, and keep you up-to-date on issues impacting your ability to provide services in the long-term care arena. Your choice to participate in our spring conference shows your commitment long-term care.

This conference is occurring just two months after the Governor announced his FY 2018-2019 budget. Unfortunately, this budget, similar to those of recent years, does not include any reimbursement increases for skilled nursing facilities. Yet all of our facilities continue to face additional regulatory demands, increased acuity levels, multiple federal policy and program changes, and the need to adapt to the changes resulting from the implementation of Community HealthChoices. We have heard from our members loud and clear that facilities, both private and public, CANNOT continue serving their residents under these financial and regulatory constraints.

Because of this, we are undertaking an effort to significantly increase our advocacy efforts. We have developed advocacy action plans centered on specific steps we need to take to achieve changes both on the reimbursement side and the regulatory side. We are soliciting ideas for unique solutions from our members and business partners. We are encouraging all facilities to tell their stories to legislators and state leaders – what makes your facility a quality facility and how are the financial and regulatory burdens impeding your ability to continue to operate? We want all members to be involved in this advocacy and we are striving for some significant results. It is important to remember, however, that significant results will only come from significant efforts – this means it may not be seen over the next few months but will likely take a year or more of continued, focused advocacy. We ask that all of our members assist us with this for a continued duration, with the ultimate goal of achieving some much needed changes.

Of course we were pleased to see a few positive results from our efforts over the last year including another proposed increase in the IGT for FY 2019-2020, as well as the one percent Medicaid Rate increase which was applicable January 1, 2019. In addition, we continue to assist our members in the transition to managed care, with implementation in the Southeast having occurred on January 1, 2019. We encourage all members to reach out to us to discuss issues, concerns, and questions as they continue to navigate this rollout. We are also aware of the significant changes that are going to come with PDPM in the fall, and will be having focused regional meetings in the summer providing members with additional education to prepare them for this change. We continue to assist with the payment of Appendix IV funds to both public and private facilities, and were pleased to see that with our hard work and assistance, issues have been minimized.

I always like to add that I remain confident in our membership's ability to adapt and succeed, but certainly PACAH wants to do as much as we can to assist you in achieving success. Please don't hesitate to reach out and share both your concerns and your ideas – it is with your guidance and participation that we can be the most successful.

Hopefully, at this conference, members will be able to learn as much as possible while also taking the time to network and relax. We are very excited for our wide variety of conference social events and hope all attendees are able to take advantage of everything PACAH has to offer. Along with our President, William D'Amico, Executive Board, and Kim, I want to thank all sponsors, vendors, and attendees for making this conference a success!

Have a wonderful conference!
Kelly Andrisano, Executive Director, PACAH



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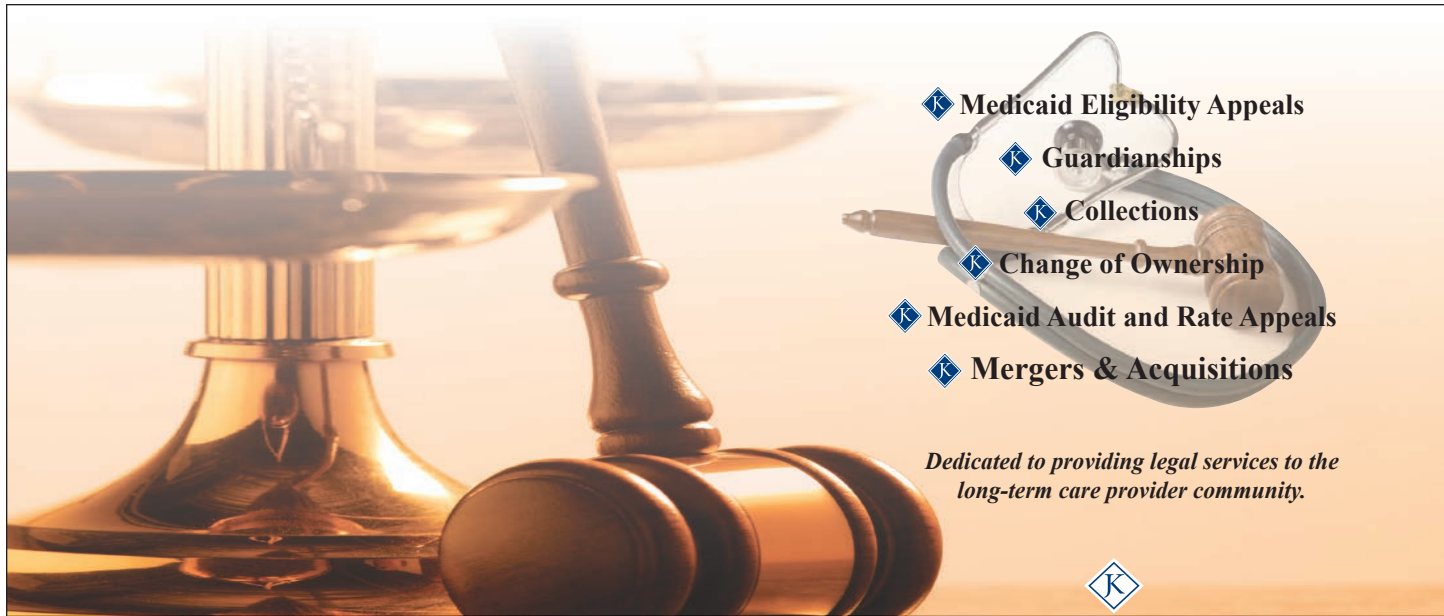
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Mitch Bernatsky, VP Sales

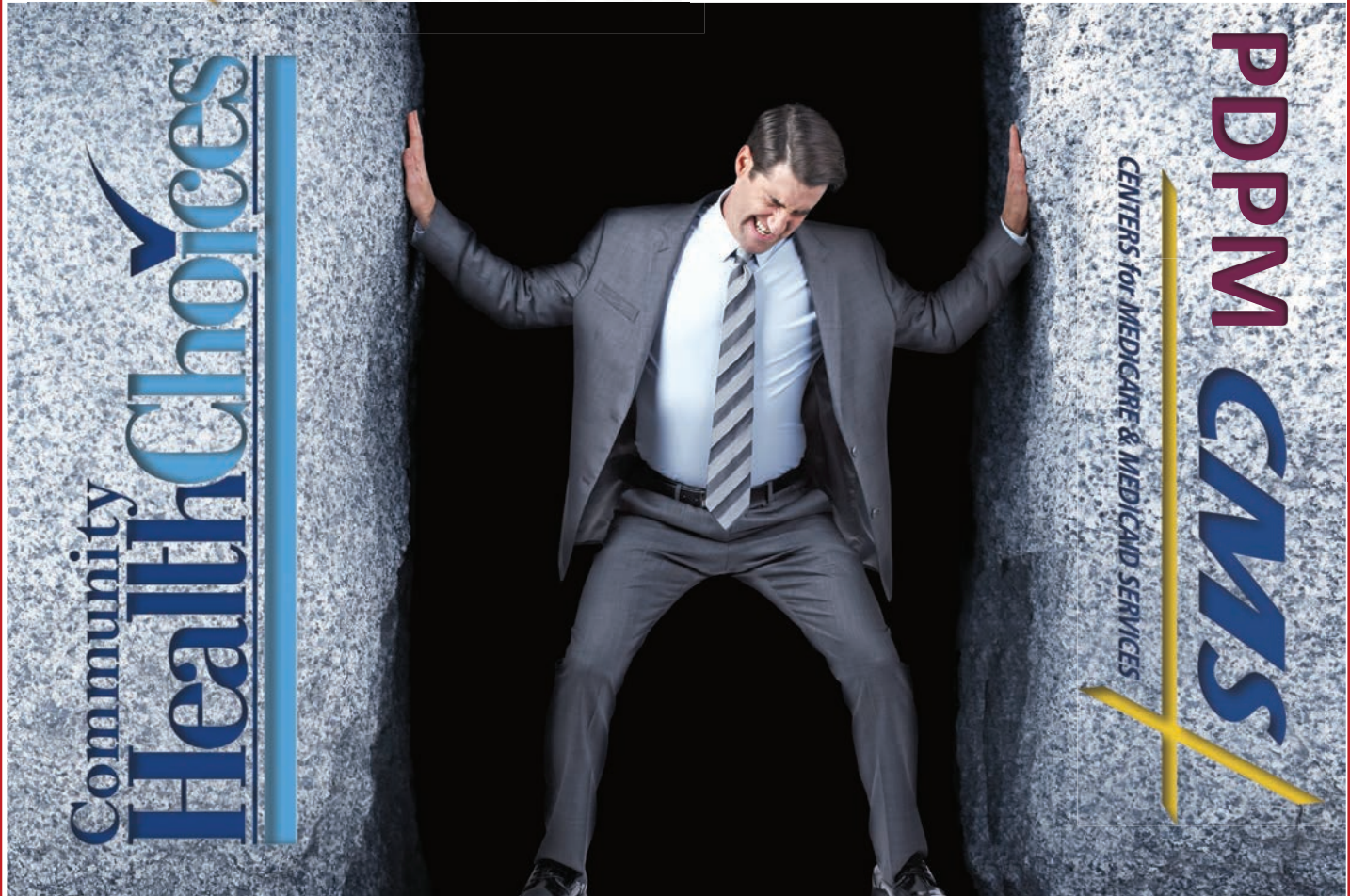
Mitch.Bernatsky@AegisTherapies.com
813-294-4000



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harder place?*



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When you are looking for a perfect hotel in State College, look no further than The Penn Stater Hotel & Conference Center. The Penn Stater is just minutes away from Penn State's University Park Campus, offering you quick and easy shuttle access to everything the university has to offer. The hotel features 300 guest rooms and suites complete with all the amenities you need for a relaxing and productive stay.

CHECK-IN: 11 a.m. CHECK-OUT: 4 p.m.

ON-SITE DINING

Enjoy a meal at one of The Penn Stater's two in-hotel restaurants. Legends is a Penn State-themed pub with a full bar, and The Gardens offers a unique Americana menu and a popular Sunday brunch. Both restaurants are open daily for your dining pleasure.

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Welcome to State College!

State College is a home rule municipality in Centre County in the Commonwealth of Pennsylvania. It is the largest designated borough in Pennsylvania. It is the principal borough of the six municipalities that make up the State College Metropolitan Statistical Area, the largest settlement in Centre County and one of the principal cities of the greater State College-DuBois. In the 2010 census, the borough population was 42,034 with approximately 105,000 living in the borough plus the surrounding townships often referred to locally as the "Centre Region." Many of these Centre Region communities also carry a "State College, PA" address although are not part of the borough of State College.

State College is a college town, dominated economically and demographically by the presence of the University Park campus of the Pennsylvania State University (Penn State). Though "Happy Valley" is another often used term to refer to the State College area, the term also includes the borough and the townships of College, Harris, Patton, and Ferguson.

Source: https://en.wikipedia.org/wiki/State_College,_Pennsylvania

Out & Around Town



GROCERY & SHOPPING

Giant Food Store
2222 E College Ave
(814) 861-2578

Wegmans
345 Colonnade Blvd
(814) 278-9000

McLanahan's Grocery Store
116 S Allen St
(814) 861-3530

Trader Joe's
43 Patriot Ln
(814) 234-2224

Nittany Shopping Mall
2901 E. College Ave
(814) 238-8037

DINING

Allen Street Grill
100 W College Ave
(814) 231-4745

Baby's Burgers and Shakes
131 S Garner St
(814) 234-4776

Corner Room
100 W College Ave
(814) 237-3051

Happy Valley Brewing Company
137 Elmwood St
(814) 234-4406

Harrison's Wine & Grill
1221 E College Ave
(814) 237-4422

Irving's Bagel Bakery and Cafe
110 E College Ave
(814) 231-0604

Otto's Pub & Brewery
2235 N Atherton St
(814) 867-6886

Tavern Restaurant
200 E. College Ave
(814) 238-6116

Sichuan Bistro
332 W College Ave
(814) 234-1102

Green Bowl
131 W Beaver Ave
(814) 238-3961

Herwigs Bistro
132 W College Ave
(814) 272-0738

Kaarma Indian Cuisine
120 E Beaver Ave
(814) 238-8141

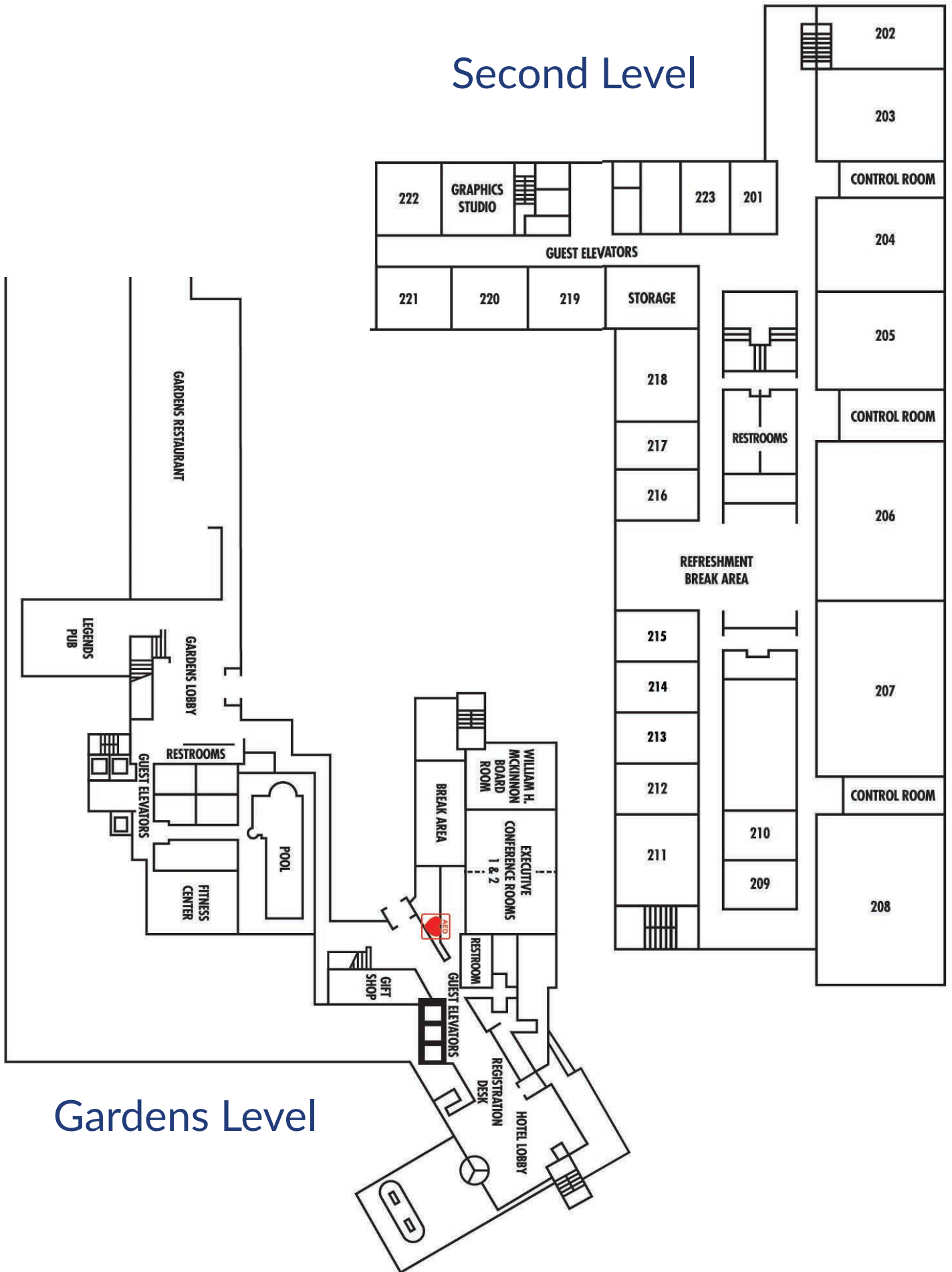
Faccia Luna
1229 S Atherton St
(814) 234-9000

Home D Pizzeria & Microbrewery
1820 S Atherton St
(814) 237-7777

Inferno Brick Oven and Bar
340 E. College Ave
(814) 237-5718

Mad Mex
240 S Pugh St
(814) 272-5656

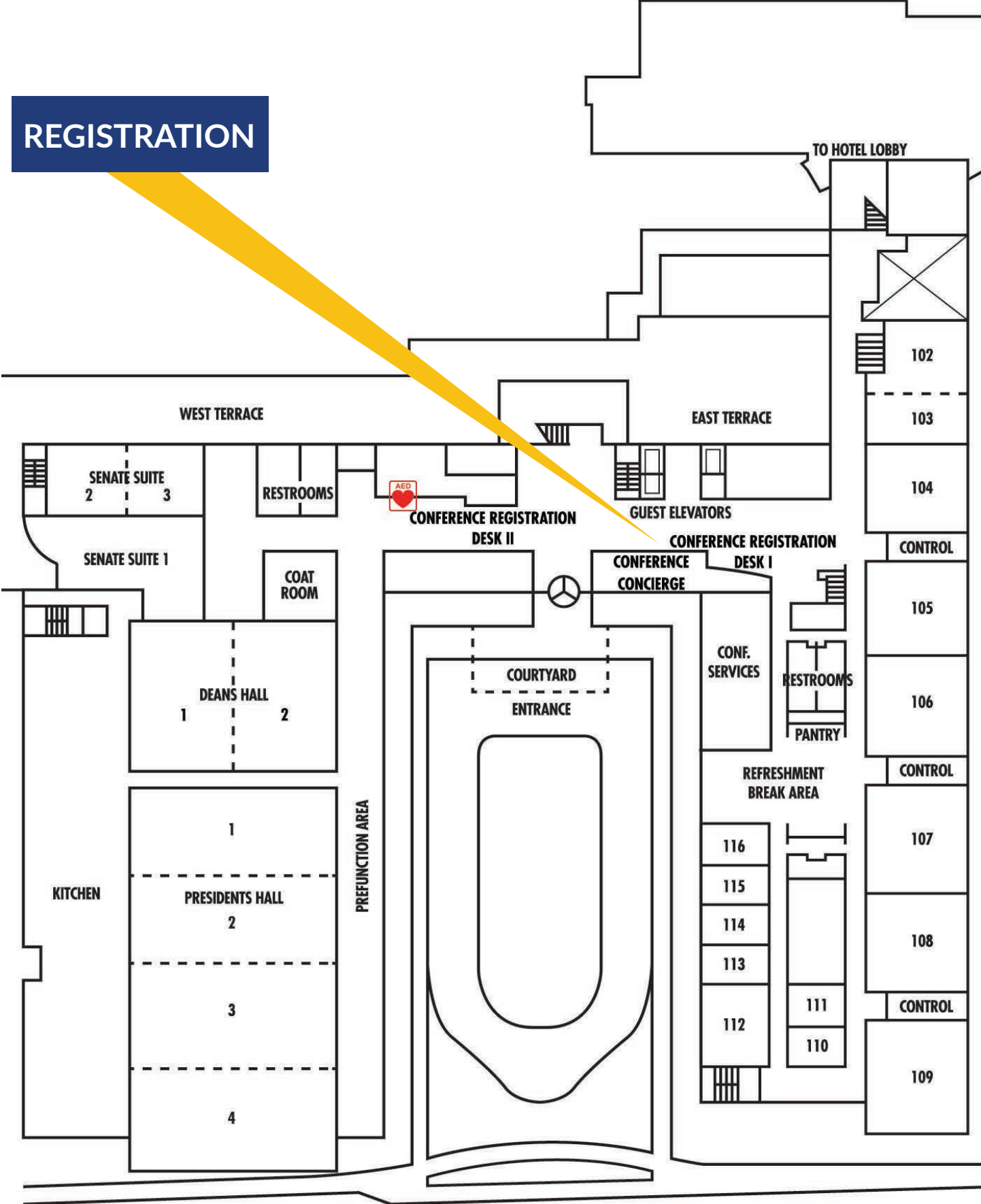
Second Level



Gardens Level

Hotel Maps

REGISTRATION



OPPORTUNITY'S KNOCKING



MEMBER BENEFITS

- Access to the PACAH Listserv and PACAH Newsletter
- Receipt of PACAH informational and educational emails
- Sponsorship opportunities at PACAH conferences
- Advertising space in PACAH's conference programs
- Discounted rates at our semi-annual vendor shows
- The ability to sit on PACAH committees
- Acknowledgement of your business as a partner of PACAH on our website
- Networking opportunities in a close-knit environment

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Pennsylvania Coalition of Affiliated
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(717) 736-4740

Kim Deline
Meeting & Marketing Manager
kdeline@pacounties.org
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The firm proudly supports the *Pennsylvania Coalition of Affiliated Healthcare & Living Communities* Spring Conference.

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Pennsylvania Coalition of Affiliated
Healthcare & Living Communities

Spring Conference

... AT A GLANCE

TUESDAY, APRIL 23, 2019

9 a.m. - 6 p.m.	Registration
10 a.m. - 12:30 p.m.	Executive Board Meeting
1 - 4:15 p.m.	PELICAN Training
2:30 p.m.	Afternoon Break
2 - 4 p.m.	Fiscal Management Committee Meeting
6 - 10 p.m.	Welcome Party

WEDNESDAY, APRIL 24, 2019

7 a.m. - noon	Registration
7 - 8 a.m.	Continental Breakfast
8 - 9:30 a.m.	Keynote, Teepa Snow
9:30 a.m.	Morning Break
9:45 - 10:45 a.m.	Educational Sessions
10:45 a.m.	Mid-Morning Break
11 a.m. - 1 p.m.	Educational Sessions
1 - 2 p.m.	2019 Spring Golf Luncheon
2 p.m.	2019 Spring Golf Outing
2 - 4:30 p.m.	2019 Spring Afternoon Outing

THURSDAY, APRIL 25, 2019

7 a.m. - 3:30 p.m.	Registration
7 - 8 a.m.	Continental Breakfast



Full Conference agenda begins on page 28

8 - 8:30 a.m.	PACAH Business & Legislative Update
8:30 - 9:30 a.m.	Educational Sessions
9:30 a.m.	Morning Break
9:45 - 10:45 a.m.	Educational Sessions
10:45 a.m.	Mid-Morning Break
11 a.m. - noon	Educational Sessions
noon - 1 p.m.	PELICAN Business Meeting & Luncheon
1:15 - 2:45 p.m.	Educational Sessions
2:45 p.m.	Afternoon Break
3 - 4 p.m.	Educational Sessions
4 - 6 p.m.	PACAH 2019 Spring Vendor Show
8:30 - 11 p.m.	Conference Party

FRIDAY, APRIL 26, 2019

7 - 11 a.m.	Registration
7 - 8 a.m.	Continental Breakfast
8 - 9 a.m.	Educational Sessions
9 a.m.	Morning Break
9:15 - 10:45 a.m.	Educational Sessions
10:45 a.m.	Mid-Morning Break
11 a.m. - noon	Educational Sessions

PACAH 2019 SPRING CONFERENCE AGENDA

CREDIT APPROVAL NOTICE

The 2019 spring educational offerings have been approved by the National Continuing Education Review Service (NCERS) of the National Association of Long Term Care Administrator Boards (NAB) for 26.5 total credit hours for Nursing Home Administrators and 26.5 total credit hours for Assisted Living Residence Administrators. (16.5 max)
Program Approval Code: 20200422-26.50-A52758-IN

PACAH has been approved for 26.5 total credit hours for Licensed Personal Care Home Administrators. (16.5 max)

This program offers 26.5 total credit hours fulfilling the requirements of the Pennsylvania State Board of Nursing. (16.5 max)

PACAH is registered with the Pennsylvania State Board of Accountancy and is approved for 13.5 total credit hours. (10.5 max)

This program has been approved for continuing education (CE) hours by the Certifying Board for Dietary Managers for fourteen (14) General CE and three (3) Sanitation hours. (17 max) Program Approval Code: 164371

CEU LEGEND

NHA - Nursing Home Administrators
RC/AL - Assisted Living Administrators
PC - Personal Care Home Administrators

RN - Nursing
CPE - Fiscal
CBDM - Dietary



CONTINUING EDUCATIONAL CREDIT TRACKING

PACAH will no longer issue paper certificates as proof of attendance.

All educational credits will be electronically tracked with barcode scanners. You will see a barcode located at the bottom of your name badge - a barcode that is unique to you. Please look for PACAH board or staff members that are holding barcode scanners as you enter and exit session rooms.

In order to accurately track your session attendance, you are required to have your barcode scanned prior to all sessions. At the end of each session, you are again required to have your barcode scanned upon departure from the session room. Failure to have your barcode scanned both prior to and after sessions will result in inaccurate session tracking and risk the loss of credit hours earned.

Approximately one month post-conference, you will receive information regarding the retrieval of your certificate of attendance electronically.

Please visit PACAH's registration desk if you have any additional questions.

EVALUATIONS

Please take a few moments to complete the evaluation form found in your registration packet. PACAH's Education Committee appreciates and relies on your comments and ideas in order to further improve our upcoming conferences, webinars, and training sessions.

When you have completed your evaluation, please submit the form to PACAH's registration area or submit to Kim Deline via email or mail:

PACAH
PO Box 60769
Harrisburg, PA 17106-0769
kdeline@pacounties.org

TUESDAY, APRIL 23

REGISTRATION

9 a.m. – 6 p.m.

Registration Desk One

EXECUTIVE BOARD MEETING AND LUNCH

10 a.m. – 12:30 p.m.

Room 103

GENERAL SESSION - PELICAN TRAINING – SPONSORED BY PELICAN INSURANCE, RRG

1 – 4:15 p.m.

Room 207

NHA – 3

RC/AL - 3

PC - 3

RN – 3

CPE - 1.5

CBDM - 3 Sanitation

“SAFETY HAZARDS IN A HEALTH CARE SETTING”

The Occupational Safety and Health Administration (OSHA) had an emphasis program focused on nursing and residential care facilities (NAICS Codes: 623110, 623210, and 623311), Directive Number: CPL 03-00-016. Although this emphasis program is no longer in effect, we can learn from the safety hazards identified in it. Remember, the hazards have not gone away.

Objectives:

- Who is covered by OSHA?
- What targets an OSHA inspection?
- What occurs during an OSHA inspection?
- Brief review of current record keeping requirements: recording forms, reporting serious injuries, electronic recording
- Ergonomics: Musculoskeletal Disorder risk factors relating to resident handling
- Slips, trips, and falls
- Blood borne pathogens
- Tuberculosis
- Workplace Violence and other hazards
- Methicillin-resistant Staphylococcus aureus and other multi-drug resistant organisms
- Hazard communication

Dale Glacken, Compliance Assistance Specialist

U.S. Department of Labor, OSHA

“MANAGING YOUR WORKERS’ COMPENSATION RISK”

“Managing Your Workers’ Compensation Risk” is designed for nursing home administrators, risk managers, financial officers, and those who share the common goal of reducing the ever-growing financial exposure associated with occupational injuries.

The objective for the presentation is to provide the audience with the ability to effectively manage every phase of an occupational injury claim.

The phases of the work injury claim will be clearly identified as:

- Understanding the workers’ compensation risk
- Preventing occupational injuries
- Investigating reported injuries
- Determining compensability of a reported occupational injury
- Minimizing financial exposure for accepted injuries
- Identifying the appropriate time to consider resolution of a claim

The presentation will outline effective, proactive measures that employers can take at each phase of the claim to mitigate risk. The presentation will achieve its objective by explaining why workers' compensation risk has grown exponentially over the last decade. Further, the presentation will address the overlap and interplay between individual employer policy, the applicable body of law (the Pennsylvania Workers' Compensation Act and associated regulations), the role of Pennsylvania Workers' Compensation Judges, and the resources available to employers.

Jill A. Gilden, Principal, Workers' Compensation
Patrice A. Toland, Principal, Workers' Compensation
Post & Schell, P.C.

AFTERNOON BREAK - SPONSORED BY PELICAN INSURANCE, RRG

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

FISCAL MANAGEMENT COMMITTEE MEETING

2 – 4 p.m.
Room 103

WELCOME PARTY - SPONSORED BY COMPLETE HEALTHCARE RESOURCES - EASTERN, INC.

6 – 7 p.m. - Cocktail Hour
7 – 10 p.m. - Dinner Buffet
Presidents Hall 1

Join PACAH and Complete HealthCare Resources - Eastern, Inc. as we kick-off PACAH's 2019 Spring Conference! Be sure to stop by for an evening complete with hors d'oeuvres, dinner, open bar, and great conversation with fellow attendees! PLUS, enter to win a Penn Stater Hotel gift certificate, good towards all hotel services and dining!

WEDNESDAY, APRIL 24

REGISTRATION

7 a.m. – noon
Registration Desk One

CONTINENTAL BREAKFAST - SPONSORED BY AMERIHEALTH CARITAS PENNSYLVANIA COMMUNITY HEALTHCHOICES

7 – 8 a.m.
Presidents Hall Lobby

KEYNOTE, TEEPA SNOW - "USING A POSITIVE APPROACH TO DEMENTIA CARE" - SPONSORED BY PA HEALTH & WELLNESS

8 - 9:30 a.m.
Presidents Hall 1
NHA – 1.5
RC/AL - 1.5
PC - 1.5
RN – 1.5
CBDM - 1.5 General

Caregivers often struggle with how to interact and communicate when the individual is repeatedly asking the same questions or telling the same stories, accusing others of stealing items that they themselves have hidden, making rude or inappropriate comments, calling people names or using profanity. Because the behavior can change from one moment or day to the next and can vary widely between individuals, it may seem like the person living with dementia is deliberately choosing their behavior. The goal of this session is to help caregivers manage their own behaviors for improved outcomes



and interactions. This session will also provide learners strategies and methods of providing help to people with dementia that recognize losses and use retained abilities to promote positive outcomes in interactions. Emphasis will be placed on helping learners to approach people with dementia safely and consistently, provide verbal support and responses that reduce distress, and improve social engagement. The session will be very interactive with the goal of providing knowledge, skills and attitudes that will change daily outcomes of dementia care.

Objectives:

- Identify the important role that words and actions play in the behavior and responses of people living with dementia.
- Describe several of the critical factors for optimizing positive interactions.
- Identify techniques that improve the potential for successful communication.
- Demonstrate use of positive communication strategies in an interaction.

*Teepa Snow, MS, OTR/L, FAOTA, Owner & Trainer
Positive Approach, LLC*

MORNING BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

9:30 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "THE FUTURE OF LONG-TERM CARE IN PENNSYLVANIA AND AMERICA"

9:45 – 10:45 a.m.

Room 206

NHA – 1

RC/AL – 1

PC – 1

RN – 1

CPE - 1

CBDM - 1 General

The nursing home industry in Pennsylvania and across America is truly challenged from multiple fronts including:

- Reduced reimbursement rates, reduced census, reduced LOS
- Increased competition
- Staffing challenges at all levels (CNAs, LPNs, RNs, NHAs)
- A survey process that many suggest is outdated and presents multiple challenges
- Liability cost and the lack of tort reform

This session will focus on where we are as an industry and where we are going, and above the "doom and gloom" that is so easy to feel, given all the negative factors faced every day. This session will end with the positive changes that have been successfully achieved, those in the making and those still needing to be changed.

*John Whitman, MBA, NFA, Founder & Executive Director
The TRECS Institute*

BREAKOUT SESSION - "WHAT TO DO WHEN THE INVESTIGATOR KNOCKS"

9:45 – 10:45 a.m.

Room 207

NHA – 1

RC/AL – 1

PC – 1

RN – 1

CPE - 1

CBDM - 1 General

It has become increasingly common for investigators to use various techniques, such as showing up at employees' homes to encourage them to talk, sometimes about themselves, and other times about their employers. Agents from the licensing boards (including State Boards of Nursing, Nursing Home Administrators, and Medicine), as well as from the PA Office of Attorney General and the U.S. Office of Inspector General, can be very intimidating, especially to people who are not prepared to speak with them.

During this session, we will answer the following questions:

- What does the government expect from you when it comes knocking?
- How can you protect your legal rights without compromising the integrity of the investigation?
- How is an investigation conducted and what tools do enforcement agencies use to obtain information?
- How does a regulatory investigation differ from a criminal investigation?

*Paula G. Sanders, Esq., Principal & Co-Chair, Healthcare Practice
Post & Schell, P.C.*

MID-MORNING BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

10:45 a.m.

2nd Floor Break Area

GENERAL SESSION - "DEPARTMENT OF HEALTH UPDATE"

11 a.m. - noon

Presidents Hall 1

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1 General

Pennsylvania nursing facilities are currently seeing a renewed focus on surveys and fines and are operating under new Requirements of Participation. That combined with continued life safety and fire safety updates and issues, it's imperative that members remain up-to-date with information from Pennsylvania's Department of Health. This session will feature the director of the division of nursing care facilities who will provide timely information on the operations of her department as it relates to surveys and licensing. She will discuss updates and statistical data on Pennsylvania's nearly 700 nursing facilities, new emphasis from the federal government, and other issues, impacting nursing facilities from the perspective of licensing and surveys. The director of the division of safety inspection will also provide updates on critical life-safety issues.

*Charles Schlegel, Director, Division of Safety Inspection
Susan Williamson, Director, Division of Nursing Care Facilities
Pennsylvania Department of Health, Division of Long-Term Care*

BREAKOUT SESSION - "LABOR AND EMPLOYMENT LEGISLATION & REGULATIONS 2019 - WHAT TO EXPECT AND HOW TO MANAGE"

noon - 1 p.m.

Room 206

NHA – 1

RC/AL – 1

PC – 1

RN – 1

CPE - 1

CBDM – 1 General

Regulators at the federal, state, and local levels are poised to present considerable challenges to employers in 2019. These challenges involve modifications to rules/regulations regarding joint employer liability, pay equity, salary thresholds for exempt classification of workers, overtime pay, medical and other leaves of absence, LGBTQ issues and sexual harassment. Moreover, legislators at the federal level will look to sway voters ahead of the 2020 elections with bills targeted to increase wages and support unions.

Jill Lashay will update you on the current state of labor and employment law, including recent developments since the last PACAH conference and anticipated legislative/regulatory changes which will have a direct impact on how you manage your workforce to reduce the risk of legal liability. The program will include interactive, real-world examples of how to navigate through the challenges presented by these changes in the law.

*Jill M. Lashay, Esq., Shareholder
Buchanan Ingersoll & Rooney, PC*

BREAKOUT SESSION - "PLAYING HIDE AND SEEK WITH PDPM COMPONENTS"

noon - 1 p.m.

Room 207

NHA – 1

RC/AL – 1

PC – 1

RN – 1

CPE - 1

CBDM – 1 General

Participants will be able to identify the different components to traditional Medicare Part A, Patient Driven Payment Model (PDPM), and where the supporting documentation is located in the medical record and identify key areas of the Minimum Data Set (MDS) assessment sections and accuracy that impact the PDPM components. How your facility will obtain and utilize the information required for PDPM components from the discharging facility and understanding the MDS scheduling requirements and the need for increased monitoring of the medical record to decrease the potential for negative impact on traditional Medicare Part A reimbursement will also be discussed. Participants will be able to understand the difference between the four different payment systems that will be in effect October 1, 2019, the importance of early identification of correct payer upon admission to facility, and how to identify your facility's key interdisciplinary team members who have a role in the identification and collection of key PDPM components and the effect on your reimbursement.

Lisa Gourley, RN, RAC-CT 3.0, Clinical Reimbursement Specialist

Kara Schilling, RN, RAC-CT 3.0, Clinical Reimbursement Specialist

*Margaret Turner, RN, RAC-CT, Senior Director, Clinical Reimbursement
Complete HealthCare Resources - Eastern, Inc.*

PACAH 2019 SPRING GOLF OUTING - SPONSORED BY PELICAN INSURANCE, RRG

1 – 2 p.m. - Lunch

2 p.m. - Shotgun Start

Mountain View Country Club Golf Course

Thank you PELICAN Insurance, RRG for sponsoring our 2019 spring golf outing! Lunch will be available beginning at 1 p.m. Tee time is at 2 p.m. Players will be responsible for their own transportation to and from the Penn Stater and Mountain View Golf Club. Address: 310 Elks Club Rd., Boalsburg, PA 16827

PACAH 2019 SPRING AFTERNOON OUTING - SPONSORED BY AFFINITY HEALTH SERVICES, INC. & FUNCTIONAL PATHWAYS

1:50 p.m. - Meet in the hotel lobby

2 p.m. - Coach bus departs

Big Spring Spirits Distillery

Join Affinity Health Services, Inc. and Functional Pathways for a trip to Big Springs Spirits, in Bellefonte, a craft distillery using the finest local ingredients to make award-winning spirits. The afternoon will include a distillery tour, spirit tasting and light hors d'oeuvres. We plan to return to the Penn Stater at approximately 4:30 p.m.

THURSDAY, APRIL 25

REGISTRATION

7 a.m. – 3:30 p.m.

Registration Desk One

CONTINENTAL BREAKFAST

7 – 8 a.m.

Presidents Hall Lobby

GENERAL SESSION - "PACAH BUSINESS MEETING & LEGISLATIVE UPDATE"

8 - 8:30 a.m.

Presidents Hall 1

PACAH's Executive Director will update members and attendees on current policy, regulatory and legislative issues impacting long-term care facilities. These updates will include information on the FY 2019-2020 budget, IGT, Community HealthChoices, NHA credit requirements, and other pertinent issues. Advocacy plans and suggestions will also be discussed, as will other timely PACAH business.

*Kelly Andrisano, J.D., Executive Director
PACAH*

GENERAL SESSION - "NEW REGULATIONS, NEW CHALLENGES"

8:30 - 9:30 a.m.

Presidents Hall 1

NHA – 1

RC/AL – 1

PC – 1

RN – 1

CPE- 1

CBDM – 1 General

Phase 3 of the federal Requirements of Participation go into effect November 28, 2019. The Pennsylvania Department of Health (DOH) is preparing new licensure regulations. The Centers for Medicare and Medicaid Services is scrutinizing payroll based journal submissions, and the Pennsylvania Auditor General is scrutinizing DOH. All of these activities create challenges for nursing homes' day-to-day operations and staff. This session will provide an analysis of the new regulatory changes that have occurred since PACAH's fall conference, and discuss proactive steps you can take to minimize the risk of non-compliance. We will also explore likely outcomes of the auditor general's review in connection with other federal and state initiatives that focus on the seeming problems with post-acute care and what allegedly needs to be done to improve quality of care.

*Paula G. Sanders, Esq., Principal and Co-Chair, Healthcare Practice
Post & Schell, P.C.*

MORNING BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

9:30 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "WHY DOES MCDONALDS STILL MARKET? TOP TEN U.S. COMPANIES AND WHAT WE SHOULD LEARN FROM THEM"

9:45 - 10:45 a.m.

Room 206

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CBDM - 1 General

Healthcare is a world in and of itself. We are insular, self-deprecating, incestuous, and tedious. Yet, in many companies, our leadership and front-line staff are populated by passionate, kind, empathetic, and non-competitive people. So, why is that a problem?

This session reviews basic differences that exist between a product-driven, sales-centric company and a service-driven, care-centric one. We will look at several top U.S. companies for insight into their differences, similarities, and challenges faced when it comes to marketing, sales, operations, and how they all work together...or not!

Why have the very best of them succeeded? Why are they advertising when they already own the market share? Why do so many fail or simply limp along year after year? What are the most important components of their success?

*Veronica Fogelman, President & Founder
Ledgerock Consulting*

BREAKOUT SESSION - "UNDERSTANDING THE IMPACT OF THE EXPANDED CRIMINAL OFFENSES FOR NEGLECT AND ABUSE OF CARE-DEPENDENT PERSONS UNDER ACT 53 OF 2018"

9:45 - 10:45 a.m.

Room 207

NHA - 1

RC/AL - 1

PC - 1

RN - 1

CBDM - 1 General

Act 53, which went into effect in 2018, was passed in Pennsylvania in response to the growing concerns for the protection of Pennsylvania's care-dependent individuals. Act 53 expanded the criminal code to give prosecutors more tools to seek justice for care-dependent persons who have been the victim of neglect and/or abuse. This session will discuss the specific changes to Pennsylvania's criminal code brought about by Act 53, the effect these changes will have on the protection of care-dependent individuals in general, and the impact these changes will have on nursing homes in Pennsylvania.

*John Kennedy, Esq., President & CEO
Benjamin Glatfelter, Esq., Shareholder
Casey Slotter, Esq., Associate
Kennedy, PC Law Offices*

MID-MORNING BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

10:45 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "2019 LONG-TERM CARE PROVIDER STATE AND FEDERAL LEGAL UPDATE"

11 a.m. - noon

Room 206

NHA - 1

RC/AL - 1

PC - 1

RN - 1

CPE - 1

CBDM - 1 General

This session is designed to update providers on important legal changes affecting their operations, reimbursement, and compliance. The presenters will discuss the Pennsylvania Department of Health's (DOH) initiatives to enact revised licensure regulations, and strengthen oversight of nursing facilities through the survey process. The presenters will also discuss the increase in DOH and Centers for Medicare & Medicaid Services fines, and strategies and tactics to challenge such fines. As we continue to move toward implementation of Phase 3 of the updated Requirements of Participation, the speakers will address the requirements related to the upcoming implementation.

From a financial perspective, the presentation will address significant federal and state reimbursement changes, including the upcoming conversion from the Medicare Skilled Nursing Facility Prospective Payment System to the skilled nursing facility Patient Driven Payment Model (PDPM), and the next phase of Community HealthChoices (CHC) implementation in Pennsylvania. The implementation of CHC continues across Pennsylvania, and issues arising in the affected regions will be reviewed. The session also will discuss hot topics and recent developments in fraud and abuse, data breaches and HIPAA enforcement actions, arbitration agreement litigation developments, and operational issues, as well as provide guidance on how to address those matters to ensure compliance with current law. Finally, the presenters will preview issues and trends to come in 2019 and 2020 so that attendees can monitor these developments over the coming year.

*David C. Marshall, Esq., Shareholder
Tanya Harris, Esq., Senior Attorney
Latsha Davis & McKenna, P.C.*

BREAKOUT SESSION - "MCO SESSION"

11 a.m. - noon

Room 207

NHA – 1

RC/AL - 1

PC - 1

RN – 1

CPE - 1

CBDM - 1 General

Join representatives from the three Managed Care Organizations (MCOs) involved in Community HealthChoices (CHC). CHC has been implemented in the Southwest and Southeast regions, and will start in the remainder of counties on January 1, 2020. This interactive session will allow for the MCOs to answer frequently asked questions as well as respond to attendee comments and questions on anything related to CHC. The MCOs will also provide any necessary updates and program information to attendees as well as other information that will help attendees plan for or adjust to ongoing implementation of managed care in Pennsylvania.

*Norris Bennis, Vice President, Legislative & Government Affairs
PA Health & Wellness*

*Jill Blessington, Manager, Ancillary Contracting
AmeriHealth Caritas Pennsylvania*

*Andrea Farrell, Director, Ancillary Network Management
UPMC Health Plan/UPMC Community HealthChoices*

PELICAN BUSINESS MEETING & LUNCHEON - SPONSORED BY PELICAN INSURANCE, RRG

noon - 1 p.m.

Deans Hall 1 & 2

Join PELICAN Insurance, RRG for their annual business meeting and luncheon. All are welcome to attend!

BREAKOUT SESSION - "HANDBOOK FOR HUMANITY: TAKING CARE OF THE CAREGIVER"

1:15 - 2:45 p.m.

Room 206

NHA – 1.5

RC/AL – 1.5

PC - 1.5

RN – 1.5

CBDM - 1.5 General

As clinicians, we are often so focused on the care of those in our charge that we often fail to put a finger on our own pulse. Giving care can be an exceptionally laborious task - physically, emotionally, and spiritually. Often it may be at huge personal costs to the caregiver. Anyone who interacts with a patient is a caregiver, serving in a wide variety of capacities such as family, friends, neighbors, administrators, aides, nurses, social workers, therapists, CRNPs, PAs, or physicians.

This talk will help the caregiver:

- Revisit their "touchstone" for going into healthcare.
- Review risk factors for decompensation and "burnout."
- Recognize and identify the triggers and behaviors that put the caregiver at risk.
- Identify easily workable "ninja skills" to help cope, and apply these principles in both work and personal lives.

This is the talk I wish I had 35 years ago before going into healthcare - it's fundamentally an owner's manual for the caregiver.

*Dr. Timothy Campbell, MD, Chief Medical Officer
Gallagher Home Health Services and Hospice*

BREAKOUT SESSION - "QUANTITY, QUALITY, AND ADVOCACY TO SUPPORT THE DIRECT CARE WORKFORCE CRISIS"

1:15 - 2:45 p.m.

Room 207

NHA – 1.5

RC/AL – 1.5

PC - 1.5

RN – 1.5

CPE - 1.5

CBDM - 1.5 General

We are in the eye of the storm whether you are in skilled nursing, personal care, continuing care retirement communities, home health, or acute care. Sufficient staff resources are plaguing healthcare but other industries also have serious challenges. Labor shortages are no longer only a health care crisis, but don't second guess that there is an access to care crisis. Survival techniques are in full swing when dealing with an aging workforce, increased wages and benefits, and a lack of a qualified workforce. This coupled with declining reimbursement, staffing star ratings, and increased competencies is, and will, continue to be the number ONE challenge we face.

The reality is that no one has all the answers. There is no silver bullet. There is however, best practices in areas of recruitment and retention, and people that are making things happen when it comes to putting forth creative methods of infiltrating people into the workforce. Add to the equation, advocacy initiatives which we need everyone to support aggressively.

At the end of the program participants will be able to identify:

- Trends and statistics regarding staffing that impact our planning and daily operations in long-term care.
- The basics of recruitment and retention that are often overlooked.
- Strategies for recruitment and retention with analysis of success and challenges.
- Initiatives currently taking place both in and out of the long term care arena.
- Advocacy efforts that need immediate and swift action and support from the associations and individuals.

*Denise McQuown-Hatter, President and CEO
Affinity Health Services, Inc.*

*James Aurand, NHA, Administrator
Susque-View Home Nursing & Rehabilitation/Premier Healthcare Resources, Inc.*

AFTERNOON BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

2:45 p.m.

2nd Floor Break Area

BREAKOUT SESSION - "TOOLS FOR MANAGING AN EFFECTIVE HOUSEKEEPING, LAUNDRY, AND DIETARY PROGRAM"

3 - 4 p.m.

Room 205

NHA – 1

RC/AL – 1

PC - 1

RN – 1

CBDM - 1 General

The presentation will focus on operational documentation and practices to gain an effective control of the housekeeping, laundry, and dietary programs throughout senior living communities. By correctly managing each department, the communities are able to improve resident satisfaction and employee efficiency. The operational programs are designed to meet the expectations of federal and state regulations. We will cover what to look for before your annual inspection and how to manage the process to ensure you are always operating within the regulations. We will discuss resident satisfaction surveys and how they can be used to enhance the community's Quality Assurance & Performance Improvement program.

*Emile LeDoux, Senior Consultant
LW Consulting, Inc.*

BREAKOUT SESSION - "MILLENNIALS: THE EMERGING GENERATION OF CAREGIVERS"

3 - 4 p.m.

Room 206

NHA – 1

RC/AL – 1

PC - 1

RN – 1

CBDM - 1 General

For years, the role of caregiver was primarily filled by middle-aged or elderly individuals, but, demographics are changing, and today, many millennials are now taking on complex caregiving roles. Data from a recent AARP study show that each year, about 40 million American adults provide support with basic functional tasks to help individuals remain in their homes and communities for as long as possible. Of these 40 million caregivers, almost 25% is part of the millennial generation. On average, millennials provide more than 20 hours per week in care, earning less than \$30,000 per year. Millennial caregivers represent a unique caregiver profile, very different from middle-aged or elderly care providers, and therefore require a unique set of skills to not only provide caregiving, but also to care for themselves and their own health. Millennial caregivers look to health care providers to assist them in developing their caregiving skills and managing their own physical, social, and emotional health. This session will provide the learner with strategies to assist the millennial caregiver in meeting his or her caregiving needs. The session identifies the specific issues that millennials face, including exclusion from peer groups, managing debt, time management, workplace discrimination, and emotional stress and fatigue, and offers resources that are available for each of these. Additionally, approaches that employers can utilize to help their millennial caregivers to be successful will be offered.

Objectives:

- Describe relevant demographic statistics for the millennial caregiver and identify personal, psychosocial, emotional, and physical challenges experienced by millennial caregivers.
- List possible resources and strategies healthcare providers can offer to millennial caregivers and illustrate ways employers can support millennial caregivers in their roles.

*Dr. Kathleen Weissberg, OTD, OTR/L, CMDCP, Education Director
Select Rehabilitation, LLC*

BREAKOUT SESSION - "FALLS MANAGEMENT IN THE DEMENTIA POPULATION: AN INTERDISCIPLINARY APPROACH"

3 - 4 p.m.

Room 207

NHA – 1

RC/AL – 1

PC - 1

RN – 1

CPE - 1

CBDM - 1 General

As we age, the likelihood of sustaining a significant injury due to a fall rapidly increases, especially if there is an underlying diagnosis of dementia. There are a multitude of evidence-based interventions that are highly effective in the treatment and prevention of falls. These interventions and strategies can result in improved quality of life, decreased risk of falls, decreased risk of injury, decreased burden of care, and fiscal savings. This session focuses on the interdisciplinary team approach to promote safety and overall well-being of our patients with dementia through effective management of falls.

Goals:

- Discuss the financial, physical, and psychological impact of falls for the older adult.
- Describe the fundamentals of balance and specific issues for the dementia patient.
- Identify patient specific strategies based on physical performance and cognitive level to address falls.
- Design an interdisciplinary approach using evidence-based interventions for falls prevention in the dementia population.
- Select outcome evaluations using both standardized and non-standardized assessments.
- Analyze effective documentation for state and federal compliance.

Heather Meadows, CCC/SLP/Executive Director of PA, Certified Dementia Practitioner (CDP)
Ginny Grant, PT, Area Director
Rebecca Rumsky, COTA/L, Program Director
Premier Therapy, LLC

PACAH 2019 SPRING VENDOR SHOW - SPONSORED BY GUARDIAN ELDER CARE

4 - 6 p.m.
Presidents Hall

Light hors d'oeuvres and a bar will keep the conversation flowing at our spring vendor show, sponsored by Guardian Elder Care. Be sure to visit all of our vendors and receive signatures from each vendor on your booth layout map for a chance to win some great prizes!

CONFERENCE PARTY - SPONSORED BY APEX REHAB SOLUTIONS

8:30 – 11 p.m.
Deans Hall 2

Time to break out the Hawaiian shirts for PACAH's and Apex Rehab Solutions' salute to all that is summer...PACAH's Beach Party! Let's warm up with hors d'oeuvres, beverages, a D.J., and a photo booth to get everyone into a "summer" frame of mind! Don't forget to wear your beach attire!

FRIDAY, APRIL 26

REGISTRATION

7 – 11 a.m.
Registration Desk One

CONTINENTAL BREAKFAST

7 – 8 a.m.
2nd Floor Break Area

BREAKOUT SESSION - "HANDLING THE PROBLEM EMPLOYEE"

8 - 9 a.m.
Room 206
NHA – 1
RC/AL – 1
PC – 1
RN – 1
CBDM - 1 General

Effectively dealing with problem employees is something almost all employers must learn to successfully do. This presentation will focus on strategies for handling your worst employees and the legal issues they create.

*G. Edward "Gedd" Schweikert, IV, Member
Eckert Seamans Cherin & Mellott, LLC*

BREAKOUT SESSION - "THE OPIOID CRISIS AND TREATING PAIN"

8 - 9 a.m.
Room 207
NHA – 1
RC/AL – 1
PC – 1
RN – 1
CBDM – 1 General

Everywhere you turn, the opioid crisis is mentioned in today's society. With the increased focus and emphasis on this crisis, our ability as healthcare providers to treat pain has been impacted. This session will discuss how this focus

is impacting pain management in the elderly. We will also discuss some of the myths of pain management, the various types of pain, and barriers that may make pain more difficult to treat in the elderly. There are some basic tenets of pain management that can be utilized specifically for the elderly. We will also discuss specific pain management medications and the differences in different types of pain medications so that appropriate medications can be selected and pain can be treated effectively.

*Rob Leffler, R.Ph., Vice President of Clinical Services
PCA Pharmacy*

MORNING BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

9 a.m.

2nd Floor Break Area

BREAKOUT SESSION - "IS YOUR FACILITY SECURE? CREATING AND MAINTAINING A SECURE ENVIRONMENT"

9:15 - 10:45 a.m.

Room 206

NHA – 1.5

RC/AL - 1.5

PC - 1.5

RN - 1.5

CBDM - 1.5 General

Every executive director or administrator would like to believe his or her facility is a haven of security...but is it? More often, we are hearing of acts of violence and aggression in long-term care (LTC) communities across the nation. In this session, the attendees will learn simple and effective steps to improve their security and lessen the chances of an incident.

Upon completion of this session, the attendee will:

- Review recent cases of acts of violence and aggression in LTC communities with critical and/or catastrophic outcomes
- Identify the four steps in the P2T2[®] system for creating and maintaining a secure environment
- Learn how to perform a basic security vulnerability assessment to identify acts and conditions that may lead to a security breach
- Discuss the concept of creating a "strategic plan for security improvements"

*Steven S. Wilder, BA, CHSP, STS, Member and COO
Sorensen, Wilder & Associates, A Division of CITCA, LLC*

BREAKOUT SESSION - "DOCUMENTATION REQUIREMENTS FOR PDPM"

9:15 - 10:45 a.m.

Room 207

NHA – 1.5

RC/AL - 1.5

PC - 1.5

RN - 1.5

CPE - 1.5

CBDM - 1.5 General

The new case-mix classification model, Patient Driven Payment Model (PDPM), is scheduled to begin October 1, 2019 and will be used to classify skilled nursing facility patients in a covered Part A stay. PDPM is the next step for skilled nursing facilities as healthcare reform continues to shift reimbursement from volume to value. We will discuss the documentation requirements to support the new Minimum Data Set items. Attendees will learn what drives the new PDPM case-mix groups including the importance of ICD-10 coding accuracy and specificity, Section GG functional score coding, and the PT/OT case-mix vs. ST case mix components. Lastly, you will learn some clinical and operational strategies to successfully navigate the requirements for this new payment model.

*Kathy Kemmerer, NAC, RAC-CT, Nurse Consultant
Dave Lishinsky, PT, Vice President of Clinical Compliance
AdvantageCare Rehabilitation, LLC*

MID-MORNING BREAK - SPONSORED BY UPMC COMMUNITY HEALTHCHOICES/UPMC HEALTH PLAN

10:45 a.m.

2nd Floor Break Area

GENERAL SESSION - "OFFICE OF LONG-TERM LIVING/FISCAL OFFICERS GROUP MEETING"

11 a.m. - noon

Presidents Hall 1

NHA - 1

RC/AL - 1

PC - 1

RN - 1

CPE - 1

CBMD - 1 General

The Department of Human Services' (DHS) Office of Long-Term Living (OLTL) staff will report on current initiatives, including a focus on Community HealthChoices in Pennsylvania. The discussion will include implementation in the Southeast zone, status of the Southwest, any ongoing issues, payment of claims, etc. Other initiatives being undertaken by OLTL and DHS will also be discussed as well as the 2019-2020 FY Budget.

*Edward P. Frigo, Director, Fiscal Services
Premier Healthcare Resources*

*Kevin Hancock, Deputy Director
PA Department of Human Services, Office of Long-Term Living*

*Daniel Sharar, Director, Bureau of Finance
PA Department of Human Services, Office of Long-Term Living*

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Congratulations on a great 2019 Spring Conference!

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Cynthia A. Haines
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Patrice A. Toland
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PACAH now also offers continuing education credits for assisted living and personal care administrators at our conferences **AND** will be offering additional educational opportunities focused on issues specific to personal care and assisted living entities.



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2019 SPRING CONFERENCE SOCIAL OFFERINGS

4/23/19 - WELCOME PARTY

Join Complete HealthCare Resources - Eastern, Inc. at our Welcome Party. Dinner and an open bar from 6 - 10 p.m., plus enter to win a Penn Stater Hotel gift card!

4/24/19 - SPRING GOLF OUTING

PELICAN Insurance is hosting our 2019 spring golf outing at Mountain View Country Club. Lunch is available at 1 p.m. Tee time is 2 p.m.

4/24/19 - SPRING AFTERNOON OUTING

Affinity Health Services, Inc. and Functional Pathways are taking us to Big Springs Spirits Distillery for light hors d'oeuvres and samplings of handcrafted spirits. Coach bus departs the Penn Stater at 2 p.m.

4/25/19 - SPRING VENDOR SHOW

Meet one-on-one with exhibitors from 4 - 6 p.m. at our vendor show, hosted by Guardian Elder Care. Hors d'oeuvres and an open bar will keep the conversation flowing!

4/25/19 - CONFERENCE PARTY

Apex Rehab Solutions is throwing a beach party! Beginning at 8:30 p.m., join us for light snacks, open bar, D.J., and a PHOTO BOOTH! Don't forget to wear your beach-themed attire!

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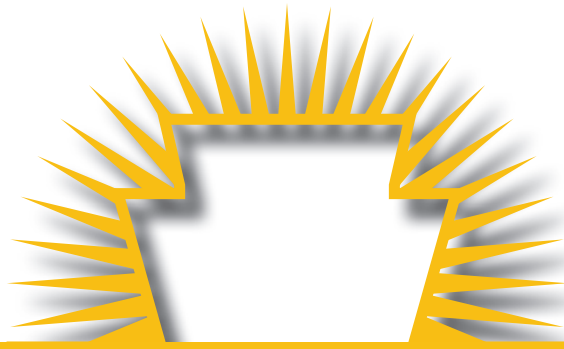
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