

# 73<sup>RD</sup> AHCA/NCAL CONVENTION & EXPO

Dust off your boots & hang onto your hats—  
AHCA/NCAL Convention & Expo is heading to Nashville.

CLAIRE KRAWSCZYN



**N**ashville will get a new wave of energy when thousands of long term and post-acute care professionals arrive in the Music City for the 73rd AHCA/NCAL Convention & Expo on October 9-12, 2022. From its dynamic nightlife to its legendary musical history, Nashville is the perfect place to gather together as a sector and spend time learning, laughing, and advancing

long term and post-acute care. There's no shortage of ways to spend your time. We've outlined some of the must-know information to make the most of your participation in convention.

#### Education Sessions for Operational & Leadership Skills

At the core of convention is education, and this year's lineup of more than 100 sessions is one of AHCA/NCAL's most

robust. Over four days, there will be experts and speakers offering highly specialized content in 15+ educational tracks. There's something for everyone at convention, regardless of your area of expertise or number of years in the field.

The 2022 AHCA/NCAL Professional Development Workgroup designed an education program that addresses current and pressing operating and care challenges facing providers today. Criti-



**“I’m looking forward to connecting and cross-pollinating ideas with other talented professionals. I am super excited for the Workforce Recruitment and Retention Intensive being offered on Sunday for the first time in response to the universal pressures we are all feeling with regards to our most valuable asset: our people.”**

**TINA SANDRI**  
CEO, Forest Hills of D.C.

cal workforce issues, census rebuilding, reimbursement constraints, regulatory changes, and much more set the stage for exceptional performances from the best talent in the industry. This year’s convention is a must-attend for professionals to take the opportunity to learn from experts and peers about the impact of these issues in our sector.

**Educational Tracks**

- Assisted Living
- Behavioral Health
- Clinical Care Practice
- Customer Experience
- Independent Owner
- Infection Prevention and Control
- Not for Profit and ID/DD
- Operational Analytics
- Person-Centered Care
- Post-Acute Care
- Quality Awards
- Quality Improvement
- Reimbursement
- Survey & Regulatory
- Technology & Innovation
- Workforce Solutions & Leadership

**Special Ticketed Education & Events**

In addition to the core curriculum, this year’s convention will again feature two special ticketed events to offer deeper exploration of issues critical to assisted living and providers of rehabilitation therapies. These special ticketed education events must be purchased in addition to any AHCA/NCAL Convention & Expo registration package.

**15th Annual NCAL Day**

NCAL Day will kick off convention on Sunday, October 9, and features a variety of educational opportunities for assisted living providers, with a special focus on workforce. This day-long event is just the beginning for assisted living professionals, who have many additional educational opportunities to gain critical knowledge throughout the week.

NCAL Day features its own keynote speakers. Opening keynote speaker will be Natalie Fikes, CEO, emcee, leadership coach, and author, *The Greater*

*Purpose Society*. Her talk called Are You Ready to Unleash Your Inner Winner? will set the tone for the day. Closing keynote speaker Linda M. Cohen, MA, will offer tips about how to build a culture of kindness that can lead to stronger strategic alliances, collaboration, and employee engagement in her session Become a Kind Leader. Please note that this is a special ticketed event that requires additional registration.

**Rehabilitation Therapy Program: Data-Driven Approaches to Improving Value of Rehabilitation for Short- and Long-Term Residents**

This annual program is co-hosted by AHCA and the National Association for the Support of Long-Term Care (NASL). Held Sunday, October 9, this 4-hour program is designed to be informative for SNF and therapy company leadership and therapists. The day will include presentations from innovative leaders followed by interactive panel discussions with session attendees. The presenters will take a deep dive into the various analytic approaches they have taken to improve care and demonstrate value. The focus will be on novel and successful approaches using data and published research currently available to the provider that innovators have been able to leverage and/or repurpose to improve care and demonstrate the value of rehabilitation approaches at a building or company level that improve

**“We have been coming to convention for the last 10 years. It’s the best place to see old friends, make new ones, and network with decision makers.”**

**NICK CIANCI**  
President, Total Compass Benefit Solutions, Booth 510

## CONVENTION BY THE NUMBERS

**2**-Day Expo Hall

**3** Inspirational General Sessions

**3** Days of Curated Content

**15+** CEs Available

**15+** Educational Tracks

**100+** Education Sessions

**300+** Vendors and Exhibitors

**1000+** Long Term and Post-Acute Care Professionals Gathered

outcomes, reduce cost, and improve patient satisfaction. Topics likely covered include concurrent and group therapy use, telehealth, nutritional intake approaches, and achieving functional outcome improvements in fewer days. Please note that this is a special ticketed education program that requires additional registration.

### Development Opportunities for Everyone

Every constituency group can look forward to specially developed content designed to meet their unique needs. Independent Owners, Not for Profit, and ID/DD Providers should take advantage of these curated sessions. Details about these sessions as well as all other AHCA/NCAL Convention information can be found online at [www.ahcaconvention.org](http://www.ahcaconvention.org).

### Independent Owners:

- **Revenue Cycle Management Academy**  
Wednesday, October 12, 2022  
8:00 AM – 9:00 AM CT
- **Diversification and Ancillary Businesses for Independent Owners**  
Wednesday, October 12, 2022  
9:30 AM – 10:30 AM CT

### NFP and ID/DD Providers:

- **The Demographic Drought - How a Lack of People Will Change How We Look at Labor**  
Tuesday, October 11, 2022  
8:00 AM – 9:00 AM CT
- **Building Employee Resiliency through Person-Centered Approaches**  
Tuesday, October 11, 2022  
9:30 AM – 10:30 AM CT

### Opening and Closing General Sessions

The power that comes from gather-

ing by the thousands at convention is amplified by the energy of Convention's Opening and Closing General Sessions. Featuring nationally recognized keynote speakers, entertainers, and personalities, these sessions are your chance to gain new perspectives and thoughtful insights on leadership and cultural themes. This year's convention will focus on breakthrough thinking and the power of amazing storytelling and human connection.

### Opening General Session: *The Smell of Breakthrough with Jade Simmons*

Monday, October 10, 2022  
9:30 AM – 11:30 AM CT

A masterclass in the art of reframing challenges, Jade Simmons' session will help your teams to leverage periods of disruption and change to recognize the opportunities we can only see when we aren't constantly looking and wishing for the way things used to be. Instead, Simmons helps your teams recognize



“NCAL Day provides us the chance to focus on where we are as a sector, where we want to go, and how we’re going to close the gap. The day’s focus will be on workforce, so attendees will come away with some actionable ideas to implement back at home.”

**GERALD HAMILTON**  
NCAL Board Chair

the smell of breakthrough—that rare moment when everything shifts to another register and the way forward becomes clear.

### *Closing General Session: Humans of New York - The Power of Authentic Storytelling*

**Wednesday, October 12, 2022**

**11:00 AM - 12:30 PM CT**

As the founder of the street portrait blog, Humans of New York (HONY), Brandon Stanton has emerged as a worldwide Internet phenomenon and one of today’s most influential storytellers. With millions of social media followers, Stanton candidly shares his own story, which, like those on HONY, illustrates the power of the Internet, the value of storytelling, and our desire to remain connected with real people in a tech-driven world. His aim is to show the power of one person and one idea to inspire millions, and to encourage others to be a force for good and contribute something meaningful to the world.

### **Celebrating Quality Care AHCA/NCAL National Quality Award Ceremony**

**Tuesday, October 11, 2022**

**4:45 PM - 6:00 PM CT**

### *Quality Award Photo Opportunity*

**Tuesday, October 11, 2022**

**6:00 PM - 7:00 PM CT**

The AHCA/NCAL National Quality Award Ceremony shines a spotlight on those providers who have made the

commitment to the quality improvement journey through the Baldrige Performance Excellence Criteria. The ceremony will recognize the bronze award recipients as they begin their journey of continuous quality improvement. The tenacity and focus of those that have achieved silver award status will be celebrated. And finally, we will honor those role-model gold recipients who have demonstrated excellence in quality through their application of the Baldrige criteria. The ceremony is always inspiring and provides attendees with the opportunity to not only celebrate their peers but to be re-energized themselves. Immediately following the Quality Award Ceremony is the Quality Award Photo Opportunity, during which Quality Award recipients and their guests are invited to take photos with the larger-than-life 6’ Quality Award medallions and spend time with fellow award recipients, sponsors, and staff.

### *AHCA/NCAL Gala Dinner & Dance*

**Wednesday, October 12, 2022**

**6:00 PM - 10:00 PM CT**

The Boot and Bling: Gala Dinner and Dance caps off the four-day convention with a unique opportunity to relax with colleagues, spend some additional time networking, and have some fun enjoying good food and entertainment. The night starts with the installation of the new AHCA/NCAL Board Members and Officers, followed by entertainment, dancing, and fun. This year the gala offers opportunities to

show off your style and your dance moves. Note that it is a separate ticketed event.

### **A Must-See Expo Hall**

**Monday, October 10**

**11:30 AM - 3:00 PM CT**

**Tuesday, October 11**

**10:30 AM - 1:30 PM CT**

This year’s AHCA/NCAL Expo Hall will feature hundreds of diverse industry exhibitors, live demonstrations, informative presentations, and innovative products from industry leaders throughout the exhibit space. The AHCA/NCAL Expo Hall is a welcoming environment for business partners and providers to network about solutions that address the complex issues facing the long term care profession. Enjoy a complimentary lunch while discovering new resources and growing existing partnerships at the AHCA/NCAL Expo Hall.

### **Flexible Virtual Content Option**

Can’t travel to Nashville? You can still have access to great convention content via the Curated Virtual Package. This option offers virtual attendees access to the live-streamed Opening General Session featuring Jade Simmons, Closing General Session featuring Brandon Stanton, and CMS-led education sessions as well as access to the full workforce education track. Live-streamed sessions are transmitted in Central Time.

Sessions included in the Workforce Track are:





“There’s no better place to address critical issues facing our sector than at the AHCA/NCAL Convention, like the workforce shortage and the Requirements of Participation - Phase Three. I’m looking forward to collaborative discussions and connections with peers, friends, and colleagues and the restorative benefits that come from being with a community of people that understand what you have experienced and what lies ahead.”

**PHIL FOGG, JR.**  
AHCA Board Chair

- Creating a Realistic Retention Roadmap for Sustainable Success
- Can Your Building Be a Better Team Member?
- The Economy of Kindness
- Looking Beyond the Job Board: Social Media Recruiting
- A Sustainable Solution for Retaining and Engaging Employees
- Supervision 101: Don't Be a Jerk

Live Stream events will be available during the scheduled convention dates. Access to the workforce sessions will be provided post-convention, and they will be accessed via ahcancalED.

### Support Our Sponsors

AHCA/NCAL is especially grateful for the support of all the sponsors who have provided unwavering support for the association and our membership. For the 24th year, Prevail by First Quality is the Official Convention Sponsor (booth 900). Take time to meet our sponsors and learn how your organization can benefit from their products and services.



Official Sponsor

### Addressing Critical Issues: Workforce Recruitment & Phase 3 RoPs

One of the main goals of the AHCA/NCAL Convention & Expo is to prepare attendees to return to their centers and businesses with more knowledge, skills, and information needed to face the sector’s most pressing issues. This year, AHCA/NCAL is focusing specifically on Workforce Development and Updated (Phase 3) Requirements of Participation (RoPs).

Below is an outline of the content that is relevant to one or both of this year’s critical issues.

### Workforce Development Workforce Recruitment and Retention Intensive

**Sunday, October 9, 2022**

**1:00 PM – 4:00 PM CT**

Workforce issues abound, requiring providers to not only think outside the box but restructure the box itself. This session will provide an overview of the current workforce demographics and trends as a springboard to discuss innovative and proven methods to address workforce challenges. Several speakers will participate in panels to provide you with ideas to take back to your own organization. You will leave the session with actionable steps to inform your recruitment and retention strategies.

### Special Focus: Phase 3 Requirements of Participation

These sessions are easily identified in the convention program with an RoP3 icon.



### New and Updated CMS Guidance and Implications: Phase 3 RoPs and More

**Sunday, October 9, 2022, repeated on Wednesday, October 12, 2022**

**1:00 PM – 4:00 PM CT**

This session will review the Phase 2 and 3 new and updated RoP guidance that surveyors will begin using to identify non-compliance on October 24, 2022. The presentation will walk the participants through what areas of the guidance are new or have been revised, how surveyors will drill down to determine compliance, actions providers should take to ensure compliance, and resources AHCA has developed to assist.

### Addressing Relocation Stress in Dementia Care

**Monday, October 10, 2022**

**7:45 AM – 9:00 AM CT**

Easing the transition from home to a long-term care community remains a challenge for many organizations.



**“There’s lots of reasons to come to convention. You’ll have the chance to reconnect with thousands of friends who will be coming in from all over the country, and you’ll have a chance to make new friends. We’ll have over 100 hours of educational sessions focused on the critical topics of the day. We’re going to have a fantastic time.”**

**MARK PARKINSON**  
President & CEO, AHCA/NCAL

For most, the move is a last resort. A diagnosis of dementia heightens the individual’s emotions and increases the risks of untoward events, such as falls, altercations, and elopements. This session offers an overview of the revised Federal regulations for admission, transfer, and discharge and guidance in policy development. Insight into understanding and addressing relocation stress for people impacted by dementia is a focus of this conversation.

***Non-Traditional LTC Infection Preventionists - The Time Is Now!***

**Monday, October 10, 2022  
8:00 AM – 9:00 AM CT**

During this presentation, you will learn how to leverage the MPH graduate’s knowledge to best meet the needs of the complex LTC infection prevention program. The risks and benefits of the non-traditional approach will be explored with this staffing endeavor. Successful mentoring and onboarding strategies will be discussed. Competency development will be explained. Challenges with the facility cultural and social integration and becoming a prominent member of the interdisciplinary team will be examined. Lessons learned with engagement and retention will be highlighted. Perspectives from successful, professionally engaged, LTC MPH IPs will also be shared.

***Rounding Up Recent Regulatory and Survey Developments***

**Monday, October 10, 2022  
8:00 AM – 9:00 AM CT**

This session will round up the latest federal regulatory revisions and additions, both proposed and final. During the COVID-19 health pandemic, CMS has issued multiple blanket waivers to its post-acute regulations. The session will answer the question of what happened to the 2019 proposed regulations, as well as the guidance on the Phase 3 elements of the requirements of participation. This session will also review the top survey trends and top citations. The goal of the session is to “herd up” this information and help you understand the key regulatory changes and survey trends, as well as what has stayed, what has gone, and what the new administration is working on.

***Adverse Event Response: Elopement & Abuse***

**Monday, October 10, 2022  
3:15 PM – 4:15 PM CT**

This session will review best practices for investigating and responding to adverse events related to elopements and abuse, with an emphasis on the root cause and QAPI process. Example scenarios will be presented. The session will also cover considerations for best practices related to implementing internal investigations and documentation practices related to adverse events.

***Infection Prevention and Control During Staffing Shortages***

**Tuesday, October 11, 2022  
8:00 AM – 9:00 AM CT**

Through the COVID-19 pandemic, long term care providers have become experts in infection control, screening, testing, PPE, and isolation requirements. As the pandemic continued into 2022, the nation hit a second-tier crisis: that of our workforce. In this session we will share strategies implemented to maintain key principles of infection control, while navigating limited staffing. These needs will continue as we emerge out of the pandemic, rise to higher levels of infection control requirements, and navigate the ongoing workforce crisis while continuing to meet a high level of quality in resident outcomes.

***Warm Handoffs: Ethical Considerations in Transfer of Care***

**Tuesday, October 11, 2022  
8:00 AM – 9:00 AM CT**

Challenged by transfer of care between hospitals and post-acute care facilities? You are not alone. Administrators and nursing leadership in both settings struggle. What previously required only a few key pieces of information about a patient has evolved into a complex process with multiple opportunities for failure. Risks exist that are associated with inaccurate or incomplete transfer of information affecting resident and patient safety, resulting in the potential

“My team from Medline has attended the Convention for 18 years, and I personally look forward to them because it has become a big family reunion. It’s nice to be surrounded by others that care so much about long term care. We are all dealing with new challenges, and this year will be extremely important for sharing new ideas on how to be successful in this new normal post-COVID-19.”

**SHAWN SCOTT**

Vice President of strategic business development, Medline

for harm. The goal is to provide quality care while preventing hospital readmissions. Readmissions are not only costly to the providers, resulting in financial penalties, but equally as costly to the patient. Readmissions can be traumatic, affecting health outcomes, morbidity, and even mortality. In a recent study published in the *Journal of Hospital Medicine* that explored the perspective of patients related to readmission, 28% reported not feeling ready for their discharge and 56% never phoned their physician before returning to the hospital. This brings up the question: are our discharge processes and protocol adequate? Are we doing everything we can to prepare our patients for a successful discharge? It is clear that reliable communication between all parties is paramount for effective transfers. But what are the best practice guidelines related to this? In this session, risk areas related to transfers between post-acute settings will be reviewed along with practical strategies providers can implement to mitigate this risk.

### *Making the Linkage Between Competencies & QAPI*

**Tuesday, October 11, 2022**

**9:30 AM – 10:30 AM CT**

Competencies: the “four letter word” that may make some operators question yet another task to be done and to check off the to-do list. This session will spotlight the concept of staff competencies and competent staff as well as highlight the value of the practice of competency

monitoring. The speaker will emphasize the association between standards of practice, staff competencies, and an effective QAPI program, for both the nursing home as well as assisted living facilities. Sample tools and scenarios will be used to demonstrate the meaningful connection between training requirements, competent staff, QAPI, and other key regulations.

### *Compliance Programs: Why Does “Effectiveness” Matter?*

**Tuesday, October 11, 2022**

**1:45 PM – 2:45 PM CT**

We all know that SNFs must have a compliance program, but the mere presence of a compliance program does not mean that it works or that it’s effective. The government expects compliance programs to effectively prevent and detect fraud, waste, and abuse. In fact, an effective compliance program can decrease penalties in cases of wrongdoing. So how do you achieve effectiveness? This session will discuss the regulatory background and expectation of effectiveness, describe what effectiveness looks like, and give some practical tips to achieving compliance program effectiveness, as well as provide a tool to help you measure/demonstrate your program’s effectiveness.

### *How Using Interprofessional Competencies Strengthened Our Workplace*

**Wednesday, October 12, 2022**

**9:30 AM – 10:30 AM CT**

Achieving compliance with evolving CMS requirements of participation is a constant challenge for communities. There is a demand to balance evidence-based person-centered care with safety and quality. All members of the team need individualized training that collectively results in expert clinical and non-clinical skills performance. This session will describe a non-profit academic-provider partnership in which adaptable programming was designed to address person-centered care CMS requirements. Maximize your efforts by strategically using local expertise to adopt evidence-based education, training, policies, and maintenance of competencies for both clinical and non-clinical (i.e., values, ethics, diversity, communication, etc.) skills.

### *Survey Tips and Preparing for Phase 3 RoPs*

**Wednesday, October 12, 2022**

**9:30 AM – 10:30 AM CT**

CMS is rolling out the Phase 3 RoPs and has updated or clarified many existing tags. Surveyors are currently going through preliminary training to be prepared for an end of October roll out. You need to be prepared too! We will review and discuss these changes and how to maintain compliance. The presenter will discuss his experience with those issues and ways facilities have successfully managed these systems based on nearly 20 years of experience as a surveyor and surveyor trainer. ■