



75TH ANNUAL CONVENTION & EXPO VIRTUAL CONVENTION

SESSION GUIDE

Using Pharmacogenomics to Inform Depression Treatment in a Long Term Care Setting

Session Code: T102

Brittney McLaughlin | Myriad Genetics

The purpose of this presentation is to advise the attendees how to utilize pharmacogenomics data to better inform treatment decisions in mental health and how this can be applied in the long term care setting. It focuses on defining pharmacogenomics, highlighting specific genes that are significant in processing psychotropic medications and how a patient's pharmacogenomic results leads to different clinical considerations. A patient case will be discussed to exemplify how these pieces of information come together in creating a medication treatment plan.

At the end of this session, participants should be able to:

- Define pharmacogenomics and differentiate between PK and PD genes
- Utilize clinical considerations in informing treatment decisions and aiding in deprescribing practices for long term care patients with mental health conditions.
- Identify long term care patients that may benefit from PGx testing.

Using Emotional Intelligence to Lead your Teams

Session Code: T105

Michelle Stuercke, RN, BSN, MSN, ND, LNHA QCP | Transitional Care Managment

As leaders, we need to continue to develop skills to assist us in leading our staff. In the session we will review the importance of emotional intelligence as a leader. We will also discuss what emotional intelligence is and is not, how to manage with emotional intelligence and strategies to increase our own emotional intelligence while helping staff develop their own emotional intelligence.

At the end of this session, participants should be able to:

- Explain what emotional intelligence is.
- Describe the importance of emotional intelligence as a leader.
- Discuss strategies to increase emotional intelligence.

Creative and Meaningful Education: Building Nursing Competencies

Session Code: T106

Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, DNS MT | Pathway Health Services

Education can be fun and rewarding for the adult learner when it is organized, meaningful, and presented in a way that sticks! Adult learners need to hear it, see it, and do it. Successful outcomes come from good education. This session will provide the participant with workable strategies for creating a simple but meaningful education session for staff members working in post-acute care.

At the end of this session, participants should be able to:

- Identify the elements of competencies and evidenced-base education to develop skills.
- Develop a facility plan to implement competency-based training.
- Describe key strategies for nursing leadership to operationalize the training process.

Anatomy of a Resident Contract: Legal Issues to Reduce Your Liability

Session Code: T107

Neville Bilimoria, JD | Duane Morris LLP

Resident contracts for long term care providers are increasingly becoming more important in this age of plaintiff lawsuits and increased liability for facilities. Providers need to understand the important aspects of these resident contracts to be able to explain them to residents and families, and to make sure their contracts are legally sound. Revisions to arbitration clauses, among others, are also necessary in light of recent legal updates to maximize enforceability, and to comply with federal and state requirements. Making sure your resident contract meets legal and regulatory requirements is key to reducing your liability and streamlining your operations.

At the end of this session, participants should be able to:

- Identify about important aspects of resident contracts that every provider should know.
- Understand legal updates for resident contracts.
- Explain why updating their resident contract will help to reduce their liability.

Wellness in Action: Lifestyle Strategies to Promote Independence and Satisfaction in Adults with Developmental Disabilities

Session Code: T108

Linda Riccio, OT/L, FAOTA | Transitional Care Management

Michelle Stuercke, RN, BSN, MSN, ND, LNHA QCP | Transitional Care Management

This session introduces a practical, interdisciplinary approach to wellness and lifestyle management for adults with developmental disabilities. Using the Enhancing Health & Wellbeing program, attendees will explore how to apply engaging, client-centered education on food, nutrition, stress, and daily living to promote greater independence in ADLs and improve overall satisfaction. Strategies will include functional wellness programming that supports behavioral goals, health literacy, and self-advocacy, tailored for individuals with diverse cognitive and functional abilities. Attendees will leave with tools to implement meaningful, occupation-based routines that improve outcomes and enhance quality of life.

At the end of this session, participants should be able to:

- Describe the key components of the Enhancing Health & Wellbeing program and its relevance to promoting daily living skills in adults with developmental disabilities.
- Identify three lifestyle education strategies that support ADL independence, self-regulation, and improved participation in daily routines.
- Apply wellness-focused interventions to increase client satisfaction, support interdisciplinary goals, and enhance long-term quality of life in DD care settings.

Living on a Prayer!

Session Code: T109

Denise Spihlman, LCSW, MSW, PRSD, CDP | Outcome Services of Illinois

Attention all you social service staff out there—are you hanging by a thread? Are you living on a prayer? Are you finding you are running yourself ragged day in and day out? What does it mean to work in social service? Are you doing what you thought you would be doing in this position? How can we do more of what we signed up for? How can we make a difference each day? Give our presenter 60 minutes to talk about not just what the regulations say but what your heart is asking for. There is more to this position than meeting regulations. Let's try to bring some joy back into your work.

At the end of this session, participants should be able to:

- Identify what they should be doing in social services, beyond just regulation compliance.
- Recognize some ways that they can meet the psychosocial needs of residents.
- Find ways to advocate for themselves and their residents.

Handling Conflict with Confidence and Competence

Session Code: T110

Dee Mayfield, AA, CDP, CADDCT | Mayfield Health Care Seminars

In any leadership role, you may be put in the position of having to step in and diffuse a conflict between staff members. Stopping the conflict incident is a step in the right direction, but it may not fully resolve the issue at hand. Every conflict that a leader steps into becomes a teaching moment as well as a de-escalation. Join presenter Dee Mayfield for this special interactive session that will help leaders at any level learn how to help their staff and peers handle conflict in a more positive manner before those conflicts turn toxic.

At the end of this session, participants should be able to:

- Outline at least three positive outcomes and three negatives from conflict situations
- Describe and demonstrate various conflict resolution techniques
- Explain benefits to staff members and the organization when conflict resolution skills are trained and coached

Take Root & Grow: How Great Teams Influence Their Staff to Stay

Session Code: T112

Alayna Thomas, MS, SHRM-SCP | Magnet Culture

Amidst the continued challenges of attracting and retaining talent, leaders are grappling with disengaged employees who no longer respond positively to traditional management styles. The former one-size-fits-all leadership approach has become ineffective as today's team members each require a personalized care plan instead. This demands more time and attention from already overloaded leaders, who have the most influence on whether people stay or go.

Join us to explore the new Employee Retention Ecosystem™, a holistic approach to retention that finally clarifies the roles of executives, leaders, and staff in reducing turnover. This session will dive specifically into leaders' responsibilities and identify actions they can take to own their role in creating a workplace where everyone thrives!

At the end of this session, participants should be able to:

- Explore the workforce evolution and managers' critical impact on their new teams.
- Audit your current leadership approach to determine whether it is thriving, surviving, or wilting.
- Discuss ways to better acclimate and cultivate staff in individualized ways.

Building Adaptive Skills: Coping Skills

Session Code: T113

Samantha Butler, MA, BCBA | Visions, LLC

Emily Kalaman, MA, BCBA | Visions, LLC

This session will focus on a wide variety of areas to help build adaptive skills in how we cope, or manage, emotions. The presenters will discuss and share strategies for teaching different self-regulation and coping skills when working with individuals diagnosed with developmental disabilities.

At the end of this session, participants should be able to:

- Identify and individualize coping skills for the clients they serve.
- Apply a variety of strategies to teach and practice different coping strategies.
- Understand and implement coping strategies in different settings.

Making AI Work for Nursing Home Administrators

Session Code: T114

Gerald Stanley | Imavex, LLC

AI is changing how nursing homes operate. It can help administrators cut costs, reduce paperwork, create efficiencies, and improve care. This session will explain what AI is, and how AI-powered tools can improve staffing, billing, compliance, and resident care planning. Attendees will learn about the various ways AI can be used make their jobs easier.

At the end of this session, participants should be able to:

- Discuss the different components of AI and how to get started using AI.
- Discuss how AI can support nursing home operations and give examples of AI software in action.
- Create a simple AI Adoption Plan.

The Facility Assessment: Your Blueprint for Improving Care Outcomes

Session Code: T115

Kathy Derleth, RN, BSN | Real Time Medical Systems

As of August 8, 2024, CMS requires long term care facilities to conduct a comprehensive Facility Assessment, evaluating staffing, equipment, services, and resident needs. Additional 2024 guidelines mandate assessments of diseases, conditions, acuity, and functional limitations to inform staffing decisions. Surveyors now verify compliance with required assessment components.

This session will outline a framework for conducting assessments that meet CMS regulations, address care gaps, and improve quality. Attendees will explore how live data analytics can evaluate resident populations, identify specialty care needs, and enhance person-centered care—ensuring regulatory compliance, better outcomes, and stronger facility performance.

At the end of this session, participants should be able to:

- Understand the CMS facility assessment requirements.
- Develop skills to identify potential gaps in care and service delivery.
- Implement strategies that use technology and data analytics as a resource to complete the facility assessment.

Skilled Nursing Facility – A New Era (MDS, VBP, QRP and More!)

Session Code: T116

Colleen Toebe, MSN, CWCN, RAC-MTA, RAC-MT, DNS MT | Pathway Health Services

The continued revisions to the MDS include structural data redesign, standardized patient assessment elements, social determinants of health, and additional focus on reducing preventable hospitalizations. The session will provide strategies to operationalize the ongoing changes and review the changes to the Five-Star Rating Program, Quality Reporting Program, Quality Measures, Value-Based Purchasing, as well as the implications if an expansion of the quality reporting program, all requiring MDS and UB04 submission for all SNF patients regardless of payer.

At the end of this session, participants should be able to:

- Discuss the impact of the RAI process on the standards of participation.
- Describe the MDS item changes impacting the various QM programs.
- Identify the changes to the Five-Star Rating Program and discuss key strategies for successful operationalization of ongoing changes.

What's Hot In Employment Law? Stay Out of the Fire and Comply with Legal Updates for 2025 and Beyond

Session Code: T117

Jennifer Long, JD | Duane Morris LLP

Have you updated your policies and procedures to comply with 2025 changes to state and federal employment laws? The new federal administration has rolled out countless changes in its first months – how do they impact your employment practices? What are the other “hot” topics for HR legal compliance? Learn what is new for 2025 and beyond in federal, state, and local law and regulations governing employee relations. Ensure you are prepared to legally deal with employees and applicants in the constantly changing context of labor and employment laws.

At the end of this session, participants should be able to:

- Describe strategies for effectively handling employee relations issues.
- Identify areas where employment policies, procedures, and training can be improved.
- Discuss how to address various employee relations issues under both employment laws and regulatory requirements.

Optimal Health and Wellness as an Operating Paradigm for Services and Support for Persons with Intellectual/Developmental Disabilities (I/DD)

Session Code: T118

Dave Jaques, PhD, BCBA | Visions, LLC

Ann Ramey, LCSW, BCBA | Visions, LLC

Persons with Intellectual and/or Developmental Disabilities have received services and support through the lens of various paradigms or frameworks over the course of time. Within the last 75 years, these have included what have been described as the medical model (often in institutions), normalization and active treatment, person-centered planning/services, community inclusion, and the neurodiversity movement. This presentation will commence with a brief review of these service models or paradigms. From there, an alternative paradigm, which will be referred to as one of “optimal health and wellness,” will be introduced and described. The presentation will attempt to at least ‘plant the seeds’ for others to consider adopting this paradigm.

At the end of this session, participants should be able to:

- Describe three historical paradigms for the delivery of services for persons with I/DD.
- Describe optimal health or wellness
- Identify aspects of a health and wellness paradigm that may incorporate any aspects of previous frameworks or paradigms.

New Survey Guidelines: Leveraging Therapy for Non-Pharmacological Pain Management

Session Code: T119

Linda Riccio, OT/L, FAOTA | Transitional Care Management

Michelle Stuercke, RN, BSN, MSN, ND, LNHA QCP

This session will provide an in-depth overview of the new survey guidelines related to acute and chronic pain, highlighting their definitions and implications for compliance and resident care. Attendees will explore how therapy-based approaches, including physical, occupational, and other rehabilitative therapies, can serve as effective non-pharmacological interventions for managing pain. The presentation will also offer practical strategies for integrating therapy into pain management programs to align with survey requirements while improving resident outcomes. Participants will leave with actionable insights and tools to enhance their pain management practices, ensuring both regulatory compliance and optimal resident care.

At the end of this session, participants should be able to:

- Explain the new survey definitions for acute and chronic pain and their implications for compliance and resident care.
- Discuss how therapy-based approaches can be effectively utilized as non-pharmacological interventions for pain management.
- Explain practical strategies for integrating therapy into pain management programs to meet survey guidelines and enhance resident outcomes.

Basics of Antibiotic Stewardship in Long Term Care

Session Code: W101

Jerry Bucholc, PharmD, BCGP | Omnicare

Antibiotic Stewardship has become increasingly important in long term care, for a variety of reasons. During this session, presenter Jerry Bucholc will give attendees an overview of why antibiotic stewardship is so important as well as the elements of a proper antibiotic stewardship program and strategies that can be used in a program for long term care centers.

At the end of this session, participants should be able to:

- Identify the reasons why antibiotic stewardship is necessary.
- Identify the goals of an antibiotic stewardship program.
- Explain some of the strategies used in an antibiotic stewardship program.

Illinois Medicaid Unpacked: Legal, Regulatory & Staffing Insights

Session Code: W102

Ashley Snavely | Illinois Health Care Association

Matthew Werner | M. Werner Consulting

This session will present a comprehensive look at the state of the state of Medicaid in Illinois. Ashley and Matt will discuss recent and pending statutory, regulatory, and legal changes to the Medicaid program and offer feedback on how best to maneuver the various obstacles interwoven into the Illinois Medicaid system. They will also give an overview of potential future changes to Medicaid in Illinois.

At the end of this session, participants should be able to:

- Discuss the Medicaid Program in Illinois and how it pertains to long term care.
- Describe recent changes to Medicaid in Illinois and the impact these changes could have on long term care centers.
- Discuss potential future changes to Medicaid in Illinois and how to prepare to cope with these changes.

Normalizing Mental Health by Lifting the Stigma of Mental Illness

Session Code: W103

Scott Sanders, MS, BCBA, QMHP | Illinois Crisis Prevention Network

Recent statistics suggest that 1 out of every 5 adults in the United States are currently experiencing a mental illness. Despite improvements within the medical field, increased availability to therapy services via telehealth options, and increased mental health awareness due to a global pandemic and social media; most individuals with a mental illness and/or intellectual disabilities still experience significant barriers due to the stigmas associated with mental illness and disabilities. This session will provide a general overview of the most recent prevalence rates of mental illness, investigate the stigmas associated with mental illness and intellectual disabilities, and describe similarities and differences in the ways that physical illness and mental illness are treated. In addition, this session will also explore future considerations for assessing, measuring, and communicating information related to mental health issues to medical professionals and the general public. The aim of this session is to provide a discussion about the current state of mental health services in the United States; as well as to encourage a movement towards a normalized societal view of mental health and disabilities, through a more focused clinical approach to the treatment of mental illness.

At the end of this session, participants should be able to:

- Discuss the most recent prevalence rates of mental illness and the stigmas associated with mental illness and intellectual disabilities.
- Describe the similarities and differences in the ways physical illness and mental illness are treated.
- Discuss considerations for assessing, measuring and communicating information related to mental health issues in the future.

IDDSI Implementation and Hands-On Testing: Tips and Tricks

Session Code: W104

John Holahan, BS, MBA | SimplyThick, LLC

Implementation of the International Dysphagia Diet Standardisation Initiative (IDDSI) is a hot topic. Join our presenter as he discusses IDDSI implementation and shares many of the frequently asked questions he has encountered as he has worked with IDDSI. Additionally, Mr. Holahan will cover how the testing methods used are what really sets IDDSI apart from any previous dysphagia diet. Hands-on testing is the best way to learn. Come learn about it and try the testing methods.

At the end of this session, participants should be able to:

- Describe the IDDSI testing methods.

- Explain how to test foods for IDDSI Levels 4, 5 and 6.
- Identify answers to common IDDSI implementation questions and the resources freely available to make a successful implementation.

From Risk to Resilience: Behavioral Health Programs that Support Survey Readiness

Session Code: W105

Sabrena McCarley, MBA-SL, OTR/L, CLIPP, RAC-CT, QCP, FAOTA, RAC-CTA | Transitional Care Management

Behavioral health continues to be a critical focus in survey activity, with CMS emphasizing trauma-informed, person-centered approaches to care. Facilities that lack structured behavioral health programs often face deficiencies tied to psychotropic medication use, inadequate assessments, or insufficient staff training. This session will explore how strong behavioral health programs not only enhance resident quality of life but also position organizations for survey success. Participants will gain an understanding of regulatory requirements, learn practical steps to build or strengthen behavioral health supports, and walk away with actionable strategies to shift from risk to resilience in survey readiness.

At the end of this session, participants should be able to:

- Identify CMS survey requirements and common deficiencies related to behavioral health in skilled nursing and post-acute care settings.
- Describe key elements of effective behavioral health programs, including assessment, care planning, staff training, and non-pharmacological interventions.
- Apply practical strategies to strengthen behavioral health practices that improve resident outcomes and reduce survey risk.

Embracing Continuous Improvement: A Strategic Path to Organizational Excellence

Session Code: W106

Julie Karafo, CRCC, CSCR, RAC-CT | Wipfli

Discover innovative strategies to drive quality improvement initiatives even with limited financial and human resources. Learn how to effectively manage resistance from staff and management, overcome communication barriers, and implement new procedures or technology seamlessly. Explore best practices to sustain improvements and maintain momentum, ensuring that your quality initiatives continue to thrive long after the initial excitement fades.

At the end of this session, participants should be able to:

- Discuss how to effectively deal with staff and management when there is resistance to new procedures or technology or there are communication barriers.
- Identify ways to navigate change with limited financial and human resources to implement quality improvement initiatives.
- Discuss best practices to sustain improvements and keep the momentum of quality initiatives ongoing, especially when the initial enthusiasm wanes down.

Navigating Rights, Guardianship, and the Settings Rule

Session Code: W107

Leanne Mull, MHA | Blue Tower Solutions, Inc.

It is hard to believe that we are several years out from the implementation of the Home and Community Based Services Final Rule yet, here we are. As the Illinois system continues to move forward to meet requirements that chronic underfunding has made to feel impossible there are bright spots across the state and country that show full implementation is possible. By basing all of our work on the fact that the people we support have rights and part of our job is to ensure that those rights are protected and understood, we can make the changes necessary for people with disabilities to have the best lives possible.

In this session, presenter Leanne Mull we will talk about the settings rule, the scope of guardianship in Illinois and ways to educate and support people to exercise their rights in their daily lives.

At the end of this session, participants should be able to:

- Discuss the Home and Community Based Services Final Rule and its importance for the ID/DD population.
- Describe the scope of guardianship in Illinois.
- Discuss ways to better support individuals with disabilities to exercise their rights.

Improving Your Safety and Health Program

Session Code: W108

Brian Bothast | OSHA

This session will address OSHA's Safe and Sound program and methods for improving existing safety and health programs. Mr. Bothast will also address common OSHA violations in the industry and provide an update on OSHA requirements.

At the end of this session, participants should be able to:

- Describe OSHA's Safe and Sound program and actions for improving safety in the workplace.
- Discuss common OSHA violations in the industry and steps that can be taken to control the hazards.
- Discuss the latest changes or additions to OSHA standards in 2025.

From Care to Courtroom

Session Code: W109

Mollie Werwas, JD | Airdo Werwas, LLC

Alyssa Lane, JD | Airdo Werwas, LLC

Nurse depositions play a pivotal role in the outcome of legal cases involving long term care facilities. This session provides aging services leaders and clinical staff with practical insights to prepare for depositions, emphasizing accurate documentation, effective communication, and sound clinical practices. Participants will learn to identify common pitfalls, such as inconsistent or incomplete charting, and explore strategies for presenting credible testimony that demonstrates high-quality care. Using real-world scenarios, the session equips attendees to mitigate legal risks while fostering a culture of accountability and compliance. This presentation explores the critical role of nurse depositions in legal cases involving long term care facilities. Attendees will learn strategies to improve documentation practices, prepare for depositions effectively, and present testimony that reflects high standards of care.

At the end of this session, participants should be able to:

- Understand the litigation process and the role of nurse depositions in defending long term care facilities against claims.
- Describe best practices for documentation and communication to support credible testimony and minimize liability.
- Discuss strategies to prepare nurses for depositions, including how to address challenging questions and handle inconsistent or incomplete records.

Put the Brakes on Frivolous Litigation

Session Code: W102

Logan Essig, LNHA | Informed Medical

SNF and ALF providers are repeatedly being sued across Illinois. This session offers senior care leaders transformative insight into why this is happening and what they can do to reduce these attacks. Learn how to effectively address the most common adverse outcomes, manage family expectations, and implement thorough documentation practices that align with regulatory standards. Attendees will leave with tools to improve outcomes, build trust, defend their care, and reduce the likelihood of litigation.

At the end of this session, participants should be able to:

- Identify and evaluate the common causes of adverse outcomes in skilled nursing facilities (SNFs) and their impact on legal vulnerability, including patient vulnerability and facility practices.
- Demonstrate effective techniques for setting realistic expectations with residents and their families to proactively manage perceptions and minimize grievances.
- Apply methods to thoroughly document care and risk disclosures, ensuring legal defensibility and compliance with regulatory standards.

Empathy: How it Can Support Us to Support the People Receiving Services

Session Code: W111

Leanne Mull, MHA | Blue Tower Solutions, Inc.

The definition of empathy is the ability to understand and share the feelings of another. When we look at the work that we do with an empathetic lens we can change our way of working with the people with disabilities we support and with those who directly support them. In this session we will learn about empathy and how to create a culture shift within our direct work environment, in a residential setting, within day services, in the community and as an organization. By understanding the experiences of the people we support, and the people who directly support them we have an opportunity to make a difference in countless lives.

At the end of this session, participants should be able to:

- Describe what empathy is and its importance in working with the ID/DD population.
- Discuss ways to use their own empathetic lens to support not only the individuals in their care, but their fellow caregivers and others who support their residents/clients.

- Discuss ideas of how to create a culture shift within their facilities, programs, etc.

Wellness in Nature

Session Code: W112

Tessa Hobbs-Curley, MA, LCPC | University of Illinois Extension

Cheri Burcham, MA | University of Illinois Extension

Research increasingly shows that spending time in nature can benefit mental and physical well-being. The study results have been so overwhelmingly positive, that there are health care providers in some countries that prescribe getting outside and in nature to their patients—and insurance covers the cost! From creating a sensory experience while growing vegetables and fruits in a garden, to hiking and exploring a forest preserve, even a short amount of time spent in nature can improve overall health. Join our educators as they share the actual health benefits of being present in nature and answer the question of exactly why does being in nature areas affect our health. Also, discover a wide variety of simple activities to foster experiences in the natural world.

At the end of this session, participants should be able to:

- Understand and describe the mental and physical benefits of spending time in nature.
- Discuss the specific technique of mindfulness walks or forest bathing and additional activities to be practiced outdoors.
- Describe and discuss sensory gardens – the benefits and actual logistics of creating one for enhanced well-being.

From Data Collection to Impact: Leveraging MDS and Updated Surveyor Guidance for Patient-Centered Excellence

Session Code: W113

Sabrena McCarley, MBA-SL, OTR/L, CLIPP, RAC-CT, QCP, FAOTA, RAC-CTA | Transitional Care Management

Navigating the dual challenges of ongoing MDS updates and the CMS 2025 Revised Surveyor Guidance requires SNFs to adapt their workflows, improve staff training, and foster interdisciplinary team collaboration. This session addresses these challenges, offering actionable strategies and best practices for aligning MDS processes with updated surveyor guidelines.

At the end of this session, participants should be able to:

- Identify the role of each interdisciplinary team member in the MDS data collection and completion process to ensure accuracy and regulatory compliance.
- Interpret key elements of the CMS 2025 Revised Surveyor Guidance and integrate updated terminology, guidelines, and pathways into facility operations.
- Apply best practices for fostering IDT collaboration and improving workflows to meet MDS and surveyor guidance requirements.

Steady Steps: Fall Risk and Prevention for Adults with Intellectual and Developmental Disabilities

Session Code: W115

Danielle Hughes, PT, DPT | DD Homes Network

Falls are a leading cause of injury among adults with intellectual and developmental disabilities (IDD), yet they are often preventable with the right strategies and support. This presentation is designed for caregivers, direct support professionals, health care providers, and service coordinators who work with adults with IDD. The session will provide a comprehensive overview of the unique risk factors for falls in this population, including medical, environmental, and behavioral contributors. Attendees will learn how to identify early warning signs of fall risk, assess home and community environments for hazards, and implement fall prevention strategies that promote safety without limiting independence.

At the end of this session, participants should be able to:

- Discuss the unique risk factors for falls in the ID/DD population.
- Identify the early warning signs of fall risk, as well as environmental hazards in ID/DD facilities and communities.
- Implement fall prevention strategies that promote safety without limiting independence.

Responding to Records Requests from Families, Lawyers, and Litigation

Session Code: W116

Mollie Werwas, JD | Airdo Werwas, LLC

Alyssa Lane, JD | Airdo Werwas, LLC

Michael Airdo, JD | Airdo Werwas, LLC

Nursing home administrators frequently receive records requests from families, attorneys, and regulatory agencies, each carrying unique legal and compliance considerations. Failing to respond appropriately can lead to liability exposure, regulatory scrutiny, and potential litigation. This session will equip attendees with a clear understanding of medical records—what is included, what is not—and the legal distinctions between standard medical records requests, subpoenas, and specialized requests, such as IDPH surveys. Administrators will learn best practices for handling these requests efficiently while safeguarding resident privacy and protecting their facility from unnecessary risk. The session will also discuss facility obligations for producing records in litigation, and tips for working with defense counsel to respond to written discovery.

Presenters will also offer best-practices and considerations when responding to unique requests, such as demands to review surveillance footage, to provide incident reports, and navigating similar requests from families. This session equips nursing home administrators with practical guidance on handling records requests from families, attorneys, and regulatory agencies. Attendees will learn to distinguish between various types of requests, including medical records disclosures, subpoenas, and regulatory inquiries, while implementing best practices to ensure compliance, protect resident privacy, and reduce legal exposure.

At the end of this session, participants should be able to:

- Explain what constitutes a medical record and what falls outside its scope to ensure accurate and compliant responses to requests.
- Distinguish between standard medical records requests, subpoenas, and specialized regulatory inquiries, such as IDPH surveys and surveillance footage requests.

- Develop effective strategies for managing records requests in litigation, including working with defense counsel to respond to discovery and other legal demands.

Understanding SNF Consolidated Billing

Session Code: W117

Amanda Wetzel | Consolidated Billing Services, Inc

This session takes a deep dive into CMS Consolidated Billing Policy starting from the basics and into the more complicated parts of guidance. Our speaker will cover all of the exclusions, different types of fee schedules, where and how to locate them, as well as give real life examples of common billing errors to look out for, avoid, and manage if encountered.

At the end of this session, participants should be able to:

- Describe the 5 major categories of exclusions from Consolidated Billing and how to identify, as well as the items excluded by statute.
- Discuss all of the different fee schedule types, how rates are calculated and which are appropriate for each different site of service. APC/OPPS vs PFS, ASC, Carrier priced codes, Labs, Drugs, etc.
- Discuss multiple common billing errors which occur due to SNF error as well as provider billing errors, how to identify them, how to communicate to providers while fostering a positive relationship, and how to correct.

Nutrition: Supporting Wounds from the Inside Out

Session Code: W118

Sara LeBrun-Blashka, MS | Medtrition

Understanding the clinical nutrition needs of wound residents and how to implement nutrition to reduce healing time and cost is vital to providing quality care. This session will review the science of wound healing from the inside out. The presenter will dive into studies showing how wound-specific oral nutrition can save on high costs to long term care centers and help residents heal quickly.

At the end of this session, participants should be able to:

- Describe how nutrition can be used to heal pressure ulcers and other wounds.
- Develop a deeper understanding how the nutrition can reduce the cost of wound healing.
- Apply knowledge of nutrition to work through case studies to develop an oral nutrition action plan for their facility.

The Untold Secrets to Optimizing Your Senior Care Workforce

Session Code: W119

Ryon Stewart | ShiftKey

It's no secret that the ever-evolving demands and desires of today's workforce, combined with the workforce shortage, have challenged the senior care industry. It's time to shift the paradigm by revamping workforce strategies and moving to a modern approach that will support your organization's growth. Join us to explore the data behind the shifting dynamics of the senior care workforce, the impact on the industry, and innovative practices to help your workforce succeed above the rest.

At the end of this session, participants should be able to:

- Strategies to attain consistent staffing levels while reducing burnout
- Out-of-the-box methods to develop your talent pipeline
- How to look beyond the traditional workforce to meet your needs

Discover the Road Leading to Your Professional Passion

Session Code: W121

Tiffany Karlin | Wipfli LLP

When your actions and beliefs match your values, life is usually good—you're satisfied and content. This is the primary reason identifying your values is so important. Values exist, whether you recognize them or not. Yet, your leadership impact will be much more confident and stronger when you know and acknowledge your values and when you make plans and decisions that honor them.

At the end of this session, participants should be able to:

- Describe their critical leadership values and how to utilize them daily.
- Discuss building relationships with influence and credibility while communicating their overall expression to create a legacy.
- Understand how to make decisions that reveal their courage to take a stand to get the outcomes they desire.

Psychotropic Medications: But What if they are Needed?

Session Code: W122

Michelle Stuercke, RN, BSN, MSN, ND, LNHA QCP | Transitional Care Management

The changes in regulations early this year require an entirely new approach to the use and management of psychotropic medications. This session will review the documentation requirements for the use of psychotropics medications as well as tips on how to manage resident behaviors to ensure the lowest dosage.

At the end of this session, participants should be able to:

- Understand the documentation required for psychotropic medication use.
- List the steps of an Interdisciplinary Gradual Dose Reduction plan.
- Understand a variety of non pharmacological interventions to ensure psychotropic drug use at the lowest level.

Unlocking Success: Navigating Managed Care for Enhanced Clinical and Operational Performance

Session Code: W123

Deepti Bajaj, DPT | QRM

Join this session for key take-aways on successfully navigating the world of Managed Care. From contracting through admissions, care provision and billing, the presenter will be sharing keys to unlock success for enhanced clinical outcomes and operational success.

At the end of this session, participants should be able to:

- Identify key strategies to utilize in navigating the Managed Care contracting and renegotiation process.
- Describe what Managed Care organizations need to know about their community and organization to overcome the “network closed” blockade and other common obstacles.
- Explain the critical Managed Care details required by Admissions, Rehab, Nursing, and Billing departments for successful clinical and operational performance.

The Impact of Teamwork on Revenue Cycle Performance

Session Code: W125

Felicia Adams | Forvis Mazars, LLP

Malissa Fields | Forvis Mazars, LLP

In this presentation, the presenter will explore the critical components of the skilled nursing revenue cycle and identify strategies to improve compliance and collections. This session will focus on the importance of interdisciplinary teamwork and the implementation of best practices to optimize accounts receivable performance.

At the end of this session, participants should be able to:

- Identify and differentiate key roles and responsibilities within the long term care interdisciplinary team and their impact on revenue cycle performance.
- Understand best practices to enhance collaboration and communication to improve accounts receivable metrics.
- Develop strategies for team motivation and addressing solutions to prepare for turnover within the team to avoid delays with collections.