



# **QAS/CPERI 2024 ANNUAL HEALTHCARE CONFERENCE**

*“Be A Leader in YOUR Organization –  
A New Approach to Quality, Cutting Edge-Ucation”*

**Wednesday, February 28<sup>th</sup> through Friday, March 1, 2024**

**The Penn Stater Conference Center  
State College, PA 16801**

**(This program has been designed to meet new re-licensure requirements)**

**Wednesday, February 28<sup>th</sup>, 2024**

7:30 Program Registration

8:00 AM – 10:00 AM **Six Degrees to Success in Healthcare (Panel Discussion)**

This panel discussion will cover the below topics, encourage communication, engagement and problem solving.

- Getting health care workers off the side lines- many licenses/ certified folks are not working in the industry, let's re-engage them. How do we identify them, contact them and motivate them to re-join our industry? Recruitment for the Long-Term care industry- what is today's workforce looking for, what are the obstacles to our industry and the attractions?
- Quality of life in the post pandemic world- re-engaging in group activities, outings, hobbies and visitation “Safely” What is reasonable and still makes life worth living. The social isolation in the name of pandemic precautions was more impactful then people may have realized.
- Rehab integration in to all aspects of daily living in long term care. Does nursing and recreation know each person's individual rehab goals and build that into everyday activities: (walk to dine, to build and maintain endurance, perhaps planting seeds if working on fine motor skills, encouraging and allowing independence and support with ADL as much as possible, balloon volley ball for upper body ROM.....) Always bringing rehab goals and restorative perspective to each patient interaction.
- Building a positive work culture and positive team dynamics. What does that mean for today's work force lead by especially seasoned managers from another generation?
- Best practices of top performing organizations

**Panel Facilitators:**

- **Art Stern: NHA:** Nursing Home Administrator. Successfully accomplished the following: Primary role providing on-site direction and leadership that successfully brought troubled Facilities back into Compliance with State and Federal Regulations, Opened Nursing Facilities post new construction with Zero State Deficiencies, Opened the first and largest (120 bed) dedicated unit for people living with AIDS. Presented an Abstract at the 1991 International Conference on AIDS in Florence, Italy; Developed and opened four Pediatric Medical Care Centers in New Jersey; Developed a Specialized Care Unit for children who are Ventilator Dependent.

- **Mike Grove RN, BSN, MEd., NHA, FACHE (R):** Long Term Care Consultant Experienced Healthcare Administrator with a demonstrated history of working in the management consulting industry. Skilled in Healthcare Management, Healthcare, Patient Safety, and Quality Improvement. Strong healthcare services professional with a MEd. focused . Adult Education from Saint Francis University, Loretto, PA. Had been active in the emergency response arena, setting up several emergency shelters following hurricanes. Involved in community choral activities and church music for many years. Consistent presenter for Nursing Home Administrators education programs, providing information on numerous topics on Ethics and Healthcare law, Professional behavior etc.
- **D. Freeman RN, BSN, NHA, PCA:** VP of Redeemer Health at St. Joseph Manor and Holy Redeemer Hospital TCU. Both facilities 5 stars in regulatory compliance and QM, listed in News Week as #4 in PA for over 150 beds. History of building great clinical and financial performance in Long Term Care organizations, as well as, unique specialty programs.

10:00 AM – 10:15 AM

Break

10:15 AM – 12:15 PM

**Managed Care, Start to Finish** (Panel Presentation)

Past Participants strongly requested this panel discussion. Managed Care and how to manage it from start to finish is difficult for most facilities, staff, residents and families to understand and navigate. We have secured an amazing panel of professionals that can describe their roles within Managed Care, how they've learned to successfully navigate and educate others. Managed Care has become more and more a part of healthcare. You don't want to miss this interactive session.

**Panel Facilitators:**

- **Tammy Lucas-Coleman, RN, CNDLTC, RAC-CTA:** Vice President of Clinical Services and Reimbursement, Affinity Health Services  
Tammy began her healthcare career in long-term care in 2004 as an RN, a Nursing Supervisor, Assistant Director of Nursing and in 2009 evolved as a Director of Nursing for a skilled nursing facility. By blending her clinical experience and managerial roles, she has achieved expertise in nursing department operations such as budgets, staffing and human resources. In addition, Tammy has experience with development and implementation of quality assurance initiatives focused on improving residents' quality of care and life in a long-term care environment and has achieved a Certificate of Training in Infection Prevention in the Long-Term Care Setting. Tammy is a member of PADONA and Leading Age PA. She is on the advisory committee for the PA College of Technology nursing department. Tammy is a member of the American Association of Nurse Assessment Coordination (AANAC) and has been with Affinity for 14 years.
- **Michele Conner, RN, BSN, RAC-CT:** Clinical Consultant, Affinity Health Services Michele brings more than 20 years of experience across the spectrum in long-term care, home care and post-acute care. In 1998, she began serving as an Assistant Director of Nursing, then as a Director of Nursing. Over the course of her skilled nursing positions, she also served as a Lead Registered Nurse Assessment Coordinator (RNAC). With her vast experience with facility-based management, Michele assumed the position for a for-profit provider as a Clinical Reimbursement Specialist/Clinical Service Specialist with oversight of multiple skilled nursing facilities and personal care homes in western PA. Michele has extensive hands-on experience in regulatory compliance and survey management, clinical programming, comprehensions, and analysis to develop interventions to reduce high risk areas to enhance quality outcomes, Minimum Data Set (MDS) and Patient Driven Payment Model (PDPM) processes with completion of assessments and reimbursement factors. She holds a Bachelor of Science in Nursing and is a certified Dementia Practitioner and Infection Preventionist.
- **Valerie Prave, BSN, RN, CCM:** Director of Case Management, Encompass Health Nittany Valley. A demonstrated leader with 31 years experience in healthcare; 20 years in leadership roles; Skilled at learning new concepts quickly, working well under pressure, and communicating ideas clearly and effectively. Strong organizational, managerial and leadership skills; Proficient computer skills including Microsoft Office
- **Holly Reigh, LPN, CDP, CMC:** Founder, Advocate, A Ray of Care. A proven health care provider of over 15 years. Holly has a unique way of communicating to family, residents and community information about Elder Care Coordination programs; Remote care manage clients through the health care system by assist in research, examine options, discuss plans, provide education, review resources, and help set goals. Continues to serve as a liaison and utilized excellent communication and organization

skills, advocating for clients and their families; Provide excellent customer service and comply with HIPAA confidentiality; Establish working relationships with referral sources.

12:15 PM – 1:00 PM                      Lunch

1:00 PM – 3:00 PM                      **Relationships and Residents: The Cornerstone of Legacy Leadership and Service Excellence**

This interactive working session explores best practices in relationship building with team members, residents, and their families. You will experience various activities which you can implement with your teams right away when you return home. Leadership and Service Excellence best practices from some of the finest communities nationwide and from the speaker's firsthand experience working with guests at Walt Disney World and Disney Institute will also be shared. You will leave this session energized and equipped with various tools and tactics to make a difference in your life and in the lives of your community.

**Facilitator:**

- **Steve Rowell, Master's Degree in Organizational Development:** President, Accelerated Ventures Seven years working in operational and training leadership roles at Walt Disney World, including Disney University and Disney Institute; Consulting experience with 528 health care facilities and communities nationwide; Licensing of his patient satisfaction improvement system to 1100 health care facilities nationwide; Trained over 90,000 Physicians, DON's, Administrators, CNO's and Nurses; Published Author

3:00 PM – 3:15 PM                      Break

3:15 PM – 5:15 PM                      **Medication Evaluation – A Pharmacist's Review**

This session was requested by past participants. Requesting that a Pharmacist and/or Physician review the roles for De-Prescribing Medications, Hospice – Assessing Pain Levels and Medicinal Interventions, Understanding Regulations in LTC related to the Pharmacist Role and how to build a good relationship and communication with your facilities and different levels of care.

**Facilitator:**

- **Brent Ronan, Pharmacist:** LTC Pharmacy Manager and Consultant, Thompson Pharmacy Pharmacist with a proven record of working with various levels of care for over 15 years. Developing, maintaining relationships with Health Care staff, making recommendations for medication reductions, medicinal interventions and recommendations, while offering education, support and compliance for health care organizations we contract with. Involved in QAPI and other facility committees to ensure quality of care and improved resident/patient outcomes.

**Thursday, February 29<sup>th</sup>, 2024**

7:30 AM                                      Registration

8:00 AM – 10:00 AM                      **A Contracted Company's Responsibility for Infection Control**

Facilities contract with a large number of Service Providers, Vendors. Individuals that may visit multiple facilities and locations in one day. How are they notified, trained about potential risks, updated policies and procedures to limit exposure? What role should they play in your facility and committees? How are you able to utilize their services to enhance your programs? This session will delve into all these issues and more.

**Facilitator:**

- **Zweli Tunyiswa, Owner, Founder** SNFist Zweli is an experienced healthcare executive with 16 years of experience, ranging from PM&R, Pain Management, Pharmacy, and Wound Care. He has been in the long-term care space since 2011. His expertise is bringing sustainable growth to practices through innovation, iteration, and integration. He attended the Atlantic College in the United Kingdom, the International Christian University in Japan, and the University of Pennsylvania.

10:00 AM – 10:15 AM                      Break

10:15 AM – 12:15 PM

**Infection Control – A New Approach to Prevention 2024**

Our group will discuss measures to mitigate infection through a wholistic approach to symptom management, assessment, and planning without initiation of antibiotics. We will review methods to diffuse families who insist on antibiotics and adopt antibiotic stewardship. Treating our patients should come from a keen sense of understanding emotional acumen while keeping our providers focused on patient preferences rather than simply lab values. We will discuss how to evaluate a patient's understanding of infection and what is important to the consumer and their family. Open discussion about the difficulties we face engaging our staff, residents, and families in protecting lives from infection.

**Facilitator:**

- **Theresa M. Bush, BS, RN** Regional Director of Wellness, Juniper CommunitiesHealthcare Manager/Registered Nurse with expertise in turnkey medical operations, Profit and Loss, Performance Improvement, policy development and implementation. Thirty-five-plus years working for large for-profit corporations with progressive responsibility with each new role. Infection Preventionist – CDC Certified since 2020 - Policy writer for over 30 LTC Communities in PA, NJ, TX, and CO; Presenter at National Conferences related to Managed Care and supply chain.

12:15 PM – 1:00 PM

Lunch

1:00 PM – 3:00 PM

**There's no I in PREPARE; How healthcare providers can work with each other and other stakeholders to improve preparedness.**

Increasing your organizational capability to prepare, manage and recover from emergency events has never been more important. Increased regulatory scrutiny along with ongoing resource and financial constraints makes emergency preparedness even more complicated. Sometimes an answer to a problem may be right in front of us, and we just don't know it. Unknown to many care providers are the thousands of organizations across the country that can provide resources, expertise, or guidance in supporting your preparedness journey. This session will present common local, state, and national resources that are available. Participants will leave with a better understanding of how to engage with these resources to promote preparedness. The session will share various case studies around how other similar facilities have engaged external partnerships to increase capability, and attendees will leave with a greater understanding of best practices to improve preparedness capability and response by leveraging external resources and partners.

**Facilitator:**

- **Matthew J. Gallardo, BSW, MBA-C** Account Executive HAPevolve - Health Care Preparedness Solutions Matthew develops and nurtures relationships with hospitals, health systems and long-term care providers in and outside Pennsylvania to assess their challenges and goals. Then establishes and promotes how our consulting services can help, particularly in the area of Emergency Management and Infection Prevention. Duties include managing client relationships, providing education and demonstrations, collaborating with the HAPevolve team and/or 3rd party providers to administer consulting services, plus maintaining sales data, goals, and contractual obligations. Additionally, providing assistance with project management, sales and marketing planning, and building a network and partnerships with other health care and ancillary providers.

3:00 PM – 3:15 PM

Break

3:15 PM – 5:15 PM

**Preparing for Violence in the Workplace: How to think and prepare for low-frequency, high impact events!**

Today, more than ever, we all need to be diligent to prepare ourselves, staff, facilities to the potential threat of violence in the workplace. This session will help participants to evaluate, prepare and continually review their standard of practice and policies.

**Facilitator:**

- **Joe Tibbs, MBA:** Joe is the President of HAPevolve and is responsible for its strategy, operations, and growth. HAPevolve is a subsidiary of the Hospital and Health System Association of Pennsylvania (HAP) which is focused on extending expertise to hospitals in Pennsylvania and beyond. Joe leads the HAPevolve team in working to address some of the many challenges facing health care today, including a special focus on healthcare emergency preparedness and management. Tibbs has more than two decades of experience in healthcare supply chain, operations, and consulting.

**BONUS THREE NAB CEU'S FOR NHA'S, PCHA'S, SW, RN'S, ALL DISCIPLINES**

Thursday, February 29, 2024

5:15 PM -8:15 PM

Family Support Alliance - REQUIRED 3-HOUR Child Abuse Training.  
Additional Registration Required and Limited to 70 participants.

**Friday, March 1, 2024**

7:15 AM Registration

7:45 AM – 9:45 AM **Hospice Care – New Regulations and the Positive Impacts to Our HealthCare Partners**  
This session will provide participants with an update on new regulatory requirements and an over-view how Hospice programs will support your current plans of care and enhance residents quality of life.

**Facilitator:**

- **Georgia Lord-Waugaman, RN, MA Nursing:** Executive Director, 365 Hospice Over 13 years experience in Hospice Field. Responsible for the day to day operations of the company. With this, is responsible for an understanding, continual updates and training of nursing staff, as well as, psychosocial staff; Developed Emergency Preparedness Manual; Developed new hire nursing training program and continued education; updating policies and procedures to reflect changes in conditions of participation based on Medicare and Medicaid guidelines for hospice; Conduct random audits to ensure compliance guidelines are being met with Plans of Correction; QAPI; Deficiency free surveys.

9:45 AM Break

10:00 AM – 12:00 PM **Developments in Employment and Labor Law presented by Capozzi Adler, P.C.**

- Overview of federal and state discrimination law
- Update on employment discrimination law
- Update on handbook rules and other employment law topics
- Overview of federal Labor Law
- Recent developments in Labor Law including, supervisory status, successorship law, independent contractor, protected concerted activity, confidentiality, non-competes, and severance agreements.
- How to avoid employment-labor lawsuits
- What to do when faced with an unfair labor practice charge or employment-labor lawsuit
- Dispute resolution techniques
- Supervisory authority
- New nursing home regulations
- Reporting misconduct
- Questions & Answers

**Panel Facilitators:**

- **Louis J. Capozzi, Jr., Esquire President & CEO, Chair, Labor & Employment Practice Group** Louis J. Capozzi, Jr. began his career with the prestigious Philadelphia law firm of Fox, Rothschild, O'Brien, and Frankel. Thereafter, he became a sole practitioner and later a shareholder at the law firm of Shumaker Williams. Prior to founding Capozzi & Associates, P.C., Mr. Capozzi founded the law firm of Latsha and Capozzi, P.C., where he was a shareholder and the chairman of the Labor and Employment Law Group. He was also responsible for handling and supervising over 1000 Medicaid and Medicare reimbursement appeals. Mr. Capozzi was also employed as the Director of Healthcare Appeals at Zelenkofske Axelrod and Company, where he litigated Medicaid and Medicare reimbursement appeals. Mr. Capozzi has presented many seminars for LeadingAge PA, PACAH, PALA, PHCA, and the American Health Lawyers Association.. Mr. Capozzi has also spoken on behalf of the American Health Lawyers Association, the American Bar Association, LeadingAge PA, and PHCA. Mr. Capozzi also served for many years as General Counsel for the Pennsylvania Assisted Living Association. He was appointed by the Pennsylvania House Lender to serve as Commissioner for the Pennsylvania Senior Care and Services Study Commission in 2009-2010, where he provided Governor Rendell with the state of the healthcare industry in Pennsylvania. Mr. Capozzi is an arbitrator for the American Health Lawyers

Association and has issued awards to participants in those arbitration proceedings. He was selected by LeadingAge PA to provide Corporate Compliance Programs to its members and was lead counsel in a class action lawsuit against the Pennsylvania Department of Public Welfare which resulted in a \$151 million settlement to non-county homes. Mr. Capozzi is a member of the Pennsylvania, Maryland, and New Jersey Bar Associations and is admitted to practice before the Federal District Courts for the Eastern, Western, and Middle Districts of Pennsylvania as well as the Third Circuit Court of Appeals, the Pennsylvania Supreme Court, and the Federal Districts of New Jersey, Maryland, and the District of Columbia. demonstrated outstanding dedication to the welfare of their communities and to the highest principles of the legal profession. He was nominated by his peers and elected by the Board of the American Bar Foundation for his extraordinary leadership in the legal profession.

- **Edward J. Bonett, Jr., Esquire Associate Attorney, Labor & Employment Practice Group** Capozzi Adler, P.C. Ed brings a wealth of labor law experience from his 20+ years at the NLRB. Ed has extensive experience in handling unfair labor practice charges from both employer and union perspectives. Ed has participated in numerous trials and investigations of healthcare providers, construction companies, and hospitality groups. At Capozzi Adler, P.C., Ed will negotiate with unions, counsel employers on union avoidance, assist employers with avoiding unfair labor practices, and resolve issues with unions. Ed has long demonstrated exceptional service and is wellrespected by both sides of the labor bar for his fairness and practical approach. He is an exceptional trial lawyer, settlement facilitator, writer and speaker.
- **Brandon S. Williams, Esquire Associate Attorney, Labor and Employment Practice Group** Brandon S. Williams, Esq. is a Litigation Associate at Capozzi Adler, P.C. with an emphasis on labor and employment law. Since joining the firm in 2011, Attorney Williams has successfully represented the firm's clients in tribunals ranging from the Pennsylvania Unemployment Compensation Board of Review to the United States Court of Appeals for the Third Circuit. Attorney Williams also practices extensively before the Pennsylvania Human Relations Commission, the Federal Equal Employment Opportunity Commission and the National Labor Relations Board. Prior to joining Capozzi Adler, P.C., Attorney Williams concentrated his practice on employment law issues, representing creditors in bankruptcy proceedings, and qualifying residents of long term care facilities for Medical Assistance benefits.

12:00 PM – 12:45 PM

Lunch

12:45 PM – 2:45 PM

### **Attitude, Approach & Delivery in Activities – Post Quarantine**

The role of Activities, Wellness, Self-Care has never been made so aware until the Pandemic. The aftermath of the emotional psychosocial effects it's had are still being felt. It is imperative we continue to come up with new, innovative approaches to engage our residents, guests. Staff plays a huge role in this. No one person can do it alone. This session will provide participants with ideas, attitude, approach, ways to engage your staff, recruit volunteers and encourage individuality and group involvement.

#### **Facilitator:**

- **Cory Geishauser, Regional Activity Director, Wynwood House** Cory Benjamin Geishauser, aka CorBen Geis, has been involved with therapeutic recreational activities since he was in high school. His grandfather, who was stricken with Parkinsons, had to be admitted into a nursing home as it was too difficult for his grandmother to provide the proper care at home anymore. Cory was a senior and was getting ready to go to the Art Institute of Pittsburgh and went to visit his grandfather one day at this facility and he happened to skim over the activity calendar and was quite aggravated with what was written on it. "BINGO & THE LAWRENCE WELK SHOW" were the only two things written on the calendar. "These good folks are here to LIVE not to DIE," Cory thought to himself. So, that summer, before taking off for college, Cory started volunteering at this facility bringing in lots of art, music and dance activities to his grandfather and to the rest of the residents. Cory has worked in activities for most of his professional career, while teaching art to the young, calling square dances to the young at heart and playing his piano sing-a-longs to both groups. Perhaps you have had Cory visit your center or community while calling the wheelchair square dances. He has worked in professional baseball for a good chunk of his career as well and has written as well as illustrated about a dozen children's books. Cory lives in Altoona, PA with his wife Jen, his daughters Morgan and Mikayla and Golden Doodle Bear. Cory has spoken at many activity director's seminars, conferences and educational forums over the past 25 years showcasing and demonstrating his creative viewpoints on nursing centers, personal care homes and assisted living communities seniors and staff in his lighthearted way. "It's all about attitude, approach and delivery with so many things in this post-pandemic world of ours.", says Cory, who will be sharing some fun, interesting and cool ideas and concepts.

2:45 PM – 3:00 PM

Break

3:00 PM – 5:00 PM

### **OK, Now What? Action Plans to Boost Your ROI (Return on Investment)!**

This conference wrap-up session is a facilitated journey for each participant to make the most out of all the networking, learning, expo, and fellowship throughout the entire conference. Your facilitator will help you sift and sort through your biggest takeaways and greatest actionable items to take home and implement right away. This interactive working session will give you the jumpstart you need to get the most out of this year's conference for the benefit of your team members, residents, and their families.

#### **Facilitator:**

- ***Steve Rowell, Master's Degree in Organizational Development***, President, Accelerated Ventures  
Seven years working in operational and training leadership roles at Walt Disney World, including Disney University and Disney Institute; Consulting experience with 528 health care facilities and communities nationwide; Licensing of his patient satisfaction improvement system to 1100 health care facilities nationwide; Trained over 90,000 Physicians, DON's, Administrators, CNO's and Nurses; Published Author

You may register by emailing [info@cperi.com](mailto:info@cperi.com) or registering on-line at [www.cperi.com](http://www.cperi.com)

Questions, please call 814-880-2841 or email [info@cperi.com](mailto:info@cperi.com)

### **Registration: [www.cperi.com](http://www.cperi.com) (Participants/Registration tab)**

Register now to take the next step in your professional development. QAS/CPERI provides a variety of program options to the health care professional. Whether it's Conference Continuing Education Units, Webinars, or Facility/Corporate Trainings.

#### **RATES:**

Tuesday, November 7, 2023 through Jan. 9, 2024 - (24 NAB/NCERS - NHA, PCHA CE's) = \$430.00

Wednesday, January 10, 2024 - February, 1st, 2024 - (24 NAB/NCERS - NHA PCHA CE's) = \$460.00

After February 2, 2024 - (24 NAB/NCERS - NHA, PCHA CE's) = \$490.00

One Day Registration - (8 NAB/NCERS - NHA, PCHA CE's) = \$175/day

**\*\*Select programs will be submitted for approval for RN's & SW's**

**NOTE: With Conference Registration, you may register for "3" Complimentary CEU's, provided by Family Support Alliance – the REQUIRED Child Abuse Training, credentialed for ALL disciplines.**



**FOR PROVIDING OUR AUDIO/VISUAL NEEDS FOR THIS EVENT!**

**[Sonlight Productions - Recording Studio in Perkasie, PA](http://www.sonlightproductions.net)** [www.sonlightproductions.net](http://www.sonlightproductions.net)

**Chair Massages will be offered throughout the Conference.  
Thank you to Wynwood House for their sponsorship.**



**If you are interested in having a private massage scheduled, please contact [info@cperi.com](mailto:info@cperi.com) to have available times and rates emailed to you.**