



New Hampshire Health Care Association & Vermont Health Care Association

2024 Virtual Education Series

Timely Topics * Engaging Speakers

LIVE Presentations * Your Choice of Venue

Replay Friday

Documentation Series—Proactive LTC Consulting

2024 Survey Ready Series—Cat Selman

Potpourri

Luminary Leaders Healthcentric Advisors

Proactive Practices to Prevent Falls—Carmen Bowman

Mental Health & Caregiving Series—Barbara Speedling

Sessions Begin at 2:00p

Sessions Begin at 2:30p

JANUARY

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FEBRUARY

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AUGUST

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OCTOBER

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NOVEMBER

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DECEMBER

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Quick Reference Program Guide

Titles in Black are a part of the Base Virtual Ed Series.
Titles in Green Italics are a part of the SNF Add-on Series

2/6/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Great Bosses Make a Difference

2/12/2024, 2:00p: *Cat Selman*
QAPI Basics

2/13/2024, 2:00p: Carmen Bowman
Moving from the same old “interventions” to Proactive Practices to Prevent Falls

2/19/2024, 2:00p: Barbara Speedling
Mental Health: Schizophrenia and Schizoaffective Disorder

2/20/2024, 2:30p: *ProActive Medical Documentation: Behavioral Health & Mental Illness*

2/27/2024, 2:00p: Carmen Bowman
Prevent Falls: Anticipating Needs, particularly bathroom, by All

3/4/2024, 2:00p: *Cat Selman*
Social Services & the Revised MDS 3.0

3/5/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: The Five Essential Leadership Skills

3/12/2024, 2:00p: Ana Maria Rogers
Dept. of Labor

3/18/2024, 2:00p: Barbara Speedling
Caregiving: Caring for a New Generation

3/19/2024, 2:30p: *ProActive Medical Documentation: Pain Management*

3/26/2024, 2:00p: Carmen Bowman
Proactive Practice to Prevent Falls: Proactively checking in with residents by All

4/2/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Your Systems are Creating Your Outcomes

4/8/2024, 2:00p: *Cat Selman*
CMS Requirements of Participation: Non-pharmacological Interventions

4/9/2024, 2:00p: SkilledCyber
Cybersecurity

4/15/2024, 2:00p: Barbara Speedling
Mental Health: Bipolar Disorder and Depression

4/16/2024, 2:30p: *ProActive Medical Documentation: Elopement Risk and Incidents*

4/23/2024, 2:00p: Carmen Bowman
Proactive Practice: Increased Individualized Movement by All

5/7/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Grow Your Culture, the Rest Will Follow

5/13/2024, 2:00p: Cat Selman
CMS Requirements of Participation: Staff Competencies

5/14/2024, 2:00p: Barbara Speedling
Caregiving: All By Myself: Addressing Loneliness and Isolation in LTC

5/21/2024, 2:30p: *ProActive Medical Documentation: Dialysis Care*

5/28/2024, 2:00p: Carmen Bowman
Proactive Practice: Meaningful Engagement by All

6/3/2024, 2:00p: *Cat Selman*
CMS 2024 Survey Focus - Most-Cited Deficiencies

6/4/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Avoiding the Job Misery Model

6/11/2024, 2:00p: Ana Maria Rogers
Dept. of Labor

6/17/2024, 2:00p: Barbara Speedling
Mental Health: Obsessive Compulsive Disorder

6/18/2024, 2:30p: *ProActive Medical Documentation: End of Life Care*

6/25/2024, 2:00p: Carmen Bowman
Even More Proactive Practices to Prevent Falls by All

7/2/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: So Many Colors in the Rainbow

7/8/2024, 2:00p: *Cat Selman*
The Keys to Caring...Person-Centered Care

7/9/2024, 2:00p: Debra Weiss-Ford
Legal: Navigating the Complicated World of Leaves of Absences

7/15/2024, 2:00p: Barbara Speedling
Caregiving: Love Your Neighbor: Preventing Altercations

7/16/2024, 2:30p: *ProActive Medical Documentation: Pressure Ulcer Prevention & Management*

7/23/2024, 2:00p: Carmen Bowman
Proactive Practices: Honoring Sleep/Natural Awakening and Open Dining Times

8/6/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Words are Like Feathers in the Wind . . .

8/12/2024, 2:00p: *Cat Selman*
CMS 2024 Survey Focus - Cultural Competency

8/19/2024, 2:00p: Barbara Speedling
Mental Health: Personality Disorder

8/20/2024, 2:30p: *ProActive Medical Documentation: Nutrition/Hydration Services*

8/27/2024, 2:00p: Carmen Bowman
Proactive Practice: Identifying Highest Practicable Level of Well-being - as required by CMS regulations

9/3/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Atomic Habits-Ideas for Personal Effectiveness

9/10/2024, 2:00p: Barbara Speedling
Metamorphosis: Leadership in a Transformative Culture

9/16/2024, 2:00p: *Cat Selman*
CMS 2024 Survey Focus - Behavioral & Emotional Health

9/17/2024, 2:30p: *ProActive Medical Documentation: Respiratory Care*

9/24/2024, 2:00p: Carmen Bowman
Proactive Practice: Enhancing Well-being - now part of CMS requirements

10/1/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Creating a “Solutions” Culture

10/8/2024, 2:00p: Ana Maria Rogers
Dept. of Labor

10/15/2024, 2:30p: *ProActive Medical Documentation: ADL Care, Declines, and Restorative Nursing*

10/21/2024, 2:00p: Barbara Speedling
Mental Health: Down Syndrome; Autism; Intellectual/Developmental Disability

10/22/2024, 2:00p: Carmen Bowman
Proactive Practice: Using the Environment to our Advantage to Prevent Falls

10/28/2024, 2:00p: *Cat Selman*
Motivating your Residents to Attend Activities Again, Post-COVID

11/4/2024, 2:00p: *Cat Selman*
Implications of the Psychosocial Outcome Severity Guide on the Survey Process

11/5/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Teams with Purpose

11/12/2024, 2:00p: Jen Moeckel
Policies, Training & Corrective Action for Preventing and Addressing Harassment in the Workplace

11/18/2024, 2:00p: Barbara Speedling
Rebuilding Consumer Confidence

11/19/2024, 2:30p: *ProActive Medical Documentation: Skilled Care Justification*

11/26/2024, 2:00p: Carmen Bowman
Individualizing Care Plans to include Proactive Practices to Prevent Falls

12/3/2024, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: When Things Go Wrong-Service Recovery

12/9/2024, 2:00p: *Cat Selman*
Trauma Informed Care, Part 1

12/10/2024, 2:00p: Carmen Bowman
End of Year, Successes, Lessons Learned, Strategies for Sustainability

12/16/2024, 2:00p: Barbara Speedling
Mental Health: Substance Abuse Disorder and Addictions

12/17/2024, 2:30p: *ProActive Medical Documentation: Infection Prevention & Control*

1/7/2025, 2:00p: Healthcentric Advisors
Luminary Leaders Lab: Protecting the Source-yes, You!

1/13/2025, 2:00p: *Cat Selman*
Trauma Informed Care, Part 2



REPLAY FRIDAY

Missed a session and short on CEUs? Join us for REPLAY FRIDAY, usually on the FINAL FRIDAY of each month*. We will replay the month’s sessions** via Zoom so that you can log in, be recognized, and receive CEUs! You can always replay the recordings on your own time, but CEUs aren’t offered for non-proctored sessions. At the end of the recordings, questions will be collected and sent to speaker for follow-up. A schedule of sessions will be sent prior to the Replay Friday so that you can check-in at the appropriate time(s).

* February Replay is Friday, March 1 * November Replay is Friday, December. 6 * December Replay is Friday, December 20
 ** ProActive Documentation Series is not available to be replayed for Replay Friday.

2024 Virtual Education Series

The 2024 Virtual Education Series (VES) offers something for EVERYONE among your staff. From Quality Improvement to Leadership to Quality of Life, each month there are at least four webinars developed and presented by experienced industry professionals that are available on your own device. Many of these topics are appropriate for **ALL types of long-term care**, including Assisted Living Facilities and Skilled Nursing Facilities/Nursing Facilities.

This year’s lineup includes monthly sessions with:

- **Barbara Speedling (pg.4): TWO Series: Mental Health Diagnosis (6) and Resident-Centered Care (5) -**
- **Carmen Bowman (pg.6): Proactive Practices to Prevent Falls**
- **Margie McLaughlin & Josh Clodius from Healthcentric Advisors (pg.8): Luminary Leaders Lab**
- **Plus a “Potpourri” featuring Department of Labor, Legal , and other pertinent Topics**

And Add-on Sessions for SNFs

- **Cat Selman (pg.10): 2024 Survey Ready Series**
- **Proactive LTC Consulting (pg.12): Documentation Series—NAB CREDITS AVAILABLE**

How does this work?

1. **NOW**, Register **your facility** to participate in the **series** and the Add-on series, if appropriate, by visiting your state association website: www.nhhca.org or www.vhca.net.
2. Upon registration will receive an email with a link and a password that you will use throughout the year to access information and Zoom links for upcoming programs! Register up to 5 individuals at your organization to receive regular VES email reminders and updates. Reminder, ANYONE from your facility may attend ANY session.
3. Your facility will be invoiced by your association after registration. Payment plans may be available.
4. **THROUGHOUT THE YEAR**, You choose individuals from your facility to attend appropriate webinars and provide them with the registration link. Attendees will register for the session with Zoom and will receive a link to attend the meeting.
Logins are transferrable to individuals employed by your facility. Registrations will be counted/verified post-event prior to CEU delivery.
5. All sessions take place via Zoom. It is highly recommended that participants join via audio AND video as many of our presenters will be using slideshows and demonstrations.
6. After each LIVE session, participants will complete a survey. Certificates will be sent via email following the session based on verified attendance via Zoom Log (or Chat comment of participation) AND completion of a survey at the end of the program.
7. **Attendees are encouraged to share their newfound knowledge with others in your facility!**

FACILITY PRICING	Number of Sessions	NHHCA/VHCA Members	Non-Members
Base Virtual Series <ul style="list-style-type: none"> • Barbara Speedling • Carmen Bowman • Healthcentric Advisors • Potpourri Topics 	40+	\$1200	\$1800
SNF Add-On <ul style="list-style-type: none"> • Cal Selman Survey Series • ProActive: Documentation Series 	23	\$800	\$1200

Featured Presenter



Barbara Speedling's
Innovations for Quality Living

BEHAVIORAL HEALTH: ADDRESSING MENTAL ILLNESS SERIES

As the numbers of long-term care residents with mental illness increases, the education and training of the staff becomes vital to successfully managing the needs of this population. Unlike dementia, a diagnosis of schizophrenia, bipolar depression, obsessive compulsive disorder, or other chronic mental illness requires a working knowledge of the symptoms and how the disease impacts the individual. This series is designed to provide basic, common sense information on these mental health challenges. The most effective avenues to assessment and care planning, as well as helping residents to find satisfaction and a quality of life in the management of their disease are central to these conversations.

Each session addresses the following important points:

- Overview of the disease: origins and prevalence in long-term care;
- Assessment; impact of the disease on the patient's life; early signs and symptoms; family history;
- Diagnostic procedures; differential diagnosis; co-morbid conditions (dementia);
- Behavioral health needs; communication, interpersonal relationships, and productivity;
- Pharmacologic and Non-pharmacologic interventions;
- Developing a person-centered, person-directed plan of care

Sessions:

February 19, 2024

Schizophrenia and Schizoaffective Disorder

April 15, 2024

Bipolar Disorder and Depression

June 17, 2024

Obsessive Compulsive Disorder

August 19, 2024

Personality Disorder

October 21, 2024

Down Syndrome; Autism; Intellectual/Developmental Disability

December 16, 2024

Substance Abuse Disorder and Addictions

OTHER PROGRAMS WITH BARBARA

March 18, 2024

Caring for a New Generation in Long Term Care

The contemporary long-term care community (AL/SNF) is challenged to address a broad range of emerging clinical and psychosocial considerations, as the next generation of resident is far more complex. In the wake of the COVID-19 Pandemic, many older adults report feelings of depression and anxiety, turning to substance use, and thoughts of suicide. The numbers of people impacted by dementia continues at epidemic rates, further complicating the contemporary adult care community's ability to create an environment that is satisfying to an increasingly diverse population.

Understanding the symptoms of illness and the psychosocial manifestations of trauma are two critical elements to creating a livable environment. This discussion explores the clinical and social influences to be considered in the assessment of and response to the behavioral health needs of the community. Accommodating the needs of the next generation requires an understanding of today's customer – far more independent, outspoken and likely to march to the beat of their own drummer. Strategies for addressing issues relative to dementia and mental health, social conflicts/bullying/aggression, substance abuse, and related concerns are a focus of this conversation.

May 14, 2024

All by Myself: Overcoming Social Isolation & Loneliness in Long-term Care

Social isolation and loneliness are serious yet largely unrecognized public health risks that affect significant numbers of disabled and older adults. Many of these adults are socially isolated or lonely in ways that puts their health at risk. Assisted living communities often represent a more desirable lifestyle over home care or other long-term care environments, insulating residents from the realities of dementia and more advanced physical dependency. While the community culture may be more satisfying, the independence associated with the assisted living lifestyle lends itself to diminished socialization and engagement. Given the staffing crisis in long-term care, residents of skilled nursing facilities are facing new challenges to loneliness and isolation. This discussion offers innovative ways to improve the social culture, while offering support for the independence and autonomy that is so vital to quality of life.

July 15, 2024

Love Your Neighbor: Preventing Resident-to-Resident Aggression

While there has been increasing attention to the subject of abuse prevention in long-term care, aggression between

residents is rarely recognized as a significant concern. Too often, negative and aggressive physical, sexual, or verbal interactions that in any other community setting would likely be construed as unwelcome and potentially leading to physical or psychological distress are overlooked.

The COVID-19 Pandemic has added an additional layer of stress to an already volatile environment. Heightened anxiety, depression, loneliness, and cabin fever have resulted in an increase in dissatisfaction and social unrest. This session provides strategies for anticipating the circumstances and events that may trigger negative interactions in a diverse community of residents, offering new thinking on how to achieve an environment of healing and recovery for today, and tomorrow.

September 10, 2024

Metamorphosis: Leadership in a Transformative Culture

Long-term care (ALF/SNF) leaders are traumatized, fatigued, disillusioned and, in some cases, hopeless to recover from the COVID-19 Pandemic. With many seasoned leaders opting out of the next chapter of LTC, valuable experiential knowledge and support is out of reach for a new generation of leaders. What will the LTC community of tomorrow look like? Do you know where your organization is headed or how you will attract and sustain the workforce you'll need to meet the needs of future customers?



*An inspirational and motivational speaker, **Barbara Speedling** is an author, educator and management consultant at the forefront of person-centered care.*

An innovator with more than 30 years of practical experience within the adult care community, she is the expert providers turn to when they want to ensure that the services they provide meet not only the physical needs of their residents, but their emotional and psychosocial needs as well.

Working from a core belief in the dignity and individuality of all people, Barbara has helped countless adult care communities implement her unique training and education programs that:

- *Improve the quality of care for those living with Alzheimer's disease*
- *Bring better quality of life to such residents, as well as to those who live with disease-related dementia, a mental illness, or a brain injury*
- *Encourage staffers to use newly developed cultural empathy to form better relationships with those in their care*
- *Offer new strategies for promoting harmony among increasingly diverse, younger and assertive populations*
- *Open new pathways to maintaining regulatory compliance*
- *Support leadership and organizational development*

In addition to her degree in healthcare administration, Barbara is an accomplished musician and artist. She uses those talents to develop new and creative ways of reaching out to those who are cognitively diminished. She was also certified in 2015 by Dr. Susan Wehry as a Master Trainer for the OASIS education program for improved care of residents with dementia.

*The author of two books devoted to common sense advice for meeting the holistic needs of an increasingly diverse and challenging community, both *Why is Grandma Screaming* and *Toward Better Behavior: Yours Mine & Everyone Else's* are now widely distributed to staff members at community, residential and long-term care facilities across the country and in Canada.*

Blessed with boundless energy and tireless enthusiasm, Barbara also volunteers in her free time to offer caregiver education and support to families who need it most. Through her affiliations with local artists and musicians in her native New York City, she

This conversation will inspire a new leadership perspective, moving all leaders to be creative and tenacious in meeting the challenges of the emerging culture of LTC. The concept of transformative leadership and strategies every leader should consider in creating an environment of care that speaks to the needs and satisfaction of everyone living and working in the community is the focus of this session.

November 18, 2024

Rebuilding Consumer Confidence in Long-term Care: Strategies for Improving Consumer Relations

The general public has never had a positive view of long-term care. While the appreciation for assisted living has grown over the past decade, the COVID-19 Pandemic has intensified the negative public perceptions of senior care. Often failing to understand the difference between assisted living facilities and nursing homes, consumer confidence in both levels of care has declined. Rebuilding consumer confidence in long-term care requires more than a focus on amenities. Building trust requires reaching out with education, effective media coverage, and maintaining a consistent, coordinated team approach to customer care and service.

Carmen Bowman



Proactive Practices to Prevent Falls by ALL (12 Month Curriculum)

We've exhausted the same old fall prevention list. Replace old, institutional "interventions" with individualized approaches and proactive practices. Learn how to create a proactive fall reduction culture - by all - as falls do not belong to nursing. Teach everyone they can proactively prevent falls.

Teams commit to do the following:

- Create an interdisciplinary team that is *BEYOND NURSING* as "Falls do not belong to nursing." We gain more traction when it is the wider team to prevent falls. And in particular, activity/community life and MDS coordinators are key roles that can make things happen for this project and result in fewer falls sooner.
- As large as possible a team watches an educative webinar and learn together *every month*. The training is 60 min. and is recorded. If team members cannot make the live training, they agree to watch the recording as soon as possible and definitely before the next webinar.
- Decide upon, commit and keep track of an action item according to the practice highlighted right after each webinar. Team commits to implementing an action item immediately after webinar and commits to it.
- Implement at least one action item each month.
- Continue each action item and comment on progress in each subsequent month so as to not lose track of all action plans – at least 12 in total by end of year.
- Disseminate the handout prepared for furthering education each month, 12 in all.
- Because things move fast in this project, agree to adapt the new practice taught each month. Teams are aware that a new category of proactive practices is shared each month. Teams agree to very intentionally keep each action plan going while adding a new one each month. Practices are easy and doable but just need tending to.
- Select a contact person/champion for this one-year project who works closely with project coordinator exchanging cell numbers.
- Eagerly learn proven practices of the 30-year culture change movement including language. Team agrees to learn a Word of the Month and pass on to their wider community and have fun with changing language which costs no money. Using old, institutional language perpetuates old institutional culture; intentionally using normal language creates a normal, non-institutional, home culture.
- Share number of falls at end of each month as well as average falls per month from previous 12 months.

- Agrees to share their year long journey in a 5–10-minute presentation over Zoom during the last webinar sharing their unique story of participating in this project, fall data, end results, successes, lessons learned, etc.

Agrees to the big goal of seeking to see falls decrease every single month... and holding ZERO falls per month as the goal!

February 13, 2024

Moving from the same old "interventions" to Proactive Practices to Prevent Falls

February 27, 2024

Anticipating Needs, particularly bathroom, by All

March 26, 2024

Checking in with residents by All

April 23, 2024

Increased Individualized Movement by All

May 28, 2024

Meaningful Engagement by All

June 25 2024

Even More Proactive Practices to Prevent Falls by All

July 23, 2024

Honoring Sleep/Natural Awakening and Open Dining Times

August 27, 2024

Identifying Highest Practicable Level of Well-being - as required by CMS regulations

September 24, 2024

Enhancing Well-being - now part of CMS requirements

October 22, 2024

Using the Environment to our Advantage to Prevent Falls

November 26, 2024

Individualizing Care Plans to include Proactive Practices to Prevent Falls

December 10, 2024

End of Year, Successes, Lessons Learned, Strategies for Sustainability



Carmen Bowman is a consultant, trainer, author, and owner of Edu-Catering: Catering Education for Compliance and Culture Change, turning her former role of regulator into educator. Carmen was a Colorado state surveyor for nine years, a policy analyst with CMS Central Office where she taught the national Basic Surveyor Course and was the first certified activity professional to be a surveyor.

As a contractor to CMS, Carmen co-developed the original Artifacts of Culture Change (ACC, 2006) and has since co-developed the ACC 2.0 and ACC – Assisted Living (2021).

She facilitated both CMS/Pioneer Network Creating Home national symposiums. She facilitated the Pioneer Network Task Forces that developed the new Dining Practice Standards and subsequent Toolkit. Carmen has a master's degree in Healthcare Systems, a bachelor's in Social Work and German, is a Certified Eden Associate and Eden Mentor, Certified Validation Worker, Group Practitioner and Presenter. She co-founded the Culture Change Coalitions in Colorado and Wyoming. With Action Pact, she's hosted Conversations in Culture Change with Carmen, since 2009, and has authored eight culture change workbooks including one from which content will be used in this project, Alarms: The New Deficient Practice? Eliminating Alarms and Preventing Falls by Engaging with Life.

Carmen has been influencing the reduction of falls with simple, no-cost, proactive practices for a decade now coaching teams monthly, which makes the most profound impact in reducing falls, and teaching via all-day workshops, webinars, and conferences.

Potpourri Topics

US Dept of Labor

March 12

Wage and Hour Division Updates

During this hour we will discuss the following updates and trends: proposed rule, The Pump Act, child labor, and retaliation. We will go over the information you need to know in order to protect yourself from violations should an investigation occur and what these updates may mean for your company.

June 11

Wage and Hour Division Overview on Fair Labor Standards Act (FLSA)

Who we are, and what we do. I will do an overview of the Fair Labor Standards Act (FLSA) to include: minimum wage, overtime, record keeping, and child labor.

October 8

Problems in Healthcare

I will discuss common violations in the healthcare industry and how to avoid them. This hour will consist on discussing what is considered hours worked, pre/post shift work, and lunches. In this hour we will also discuss calculating the regular rate when bonuses need to be included and how to calculate with multiple rates.

Presenter:

Ana Maria Rogers is the Community Outreach and Resource Planning Specialist (CORPS) for the Northern New England District Office for the Wage & Hour Division. Before becoming the CORPS she was an investigator in the Portland, ME office for three years. Prior to joining WHD, Ana Maria worked for the Department of Defense in New Jersey and Ohio. She graduated from New Mexico State University with a bachelor's degree in business administration with a concentration in Human Resources.

Legal Topics

July 9, 2024

Navigating the Complicated World of Leaves of Absences

This interactive presentation includes hypothetical situations and practical management tools designed to address the interplay of job protected leaves of absence under the FMLA, ADA, and workers' compensation laws. The seminar will give attendees insight into what is and is not permissible under various leave laws and provide practical advice on preventing leave abuse and other tips for effectively managing the complicated laws of leaves of absence.

Presenter:

JacksonLewis

Debra Weiss Ford is Office Managing Principal of the Portsmouth, New Hampshire office of **Jackson Lewis P.C.** Ms. Ford has over 40 years of experience representing employers in litigation matters before the state and federal courts and administrative agencies. She also represents employers before the New Hampshire Commission for Human Rights, the Maine Human Rights Commission, the Equal Employment Opportunity Commission, the New Hampshire Department of Labor, and the Massachusetts Commission Against Discrimination.



November 12, 2024

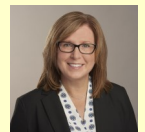
Policies, Training & Corrective Action for Preventing and Addressing Harassment in the Workplace

This session will cover recent guidance provided by the EEOC, tips for designing and implementing effective anti-harassment and workplace relationships policies, elements of effective anti-harassment training, and taking corrective action in response to harassment.

SHEEHAN PHINNEY

Presenter:

Jennifer Shea Moeckel is a shareholder in the law firm of **Sheehan Phinney Bass & Green** in the Manchester, NH office. As a management-side employment lawyer, Jen devotes her practice to assisting employers in complying with legal requirements during all phases of the employment relationship. Jen has 30 years of experience assisting employers with issues including wage & hour compliance, laws prohibiting harassment, discrimination, and retaliation, and leave of absence and accommodation requirements. She also defends employers before the NH Commission for Human Rights, the Equal Employment Opportunity Commission, and state and federal Departments of Labor.



Luminary Leaders Lab (30 min sessions)

Featured Presenters



A monthly leadership/coaching workshop that provides support and tools to those who supervise staff (charge nurses and department heads, etc). Each session will offer practical tools & skills along with an array of ideas to grow a better workplace. Join us and, with your peers, we will discuss ways to become a luminary leader!

February 6, 2024

Great Bosses Make a Difference

Great bosses influence service delivery, inspire staff, create winning teams and organizations, and have deep and meaningful relationships with people. This session and the companion assignment will offer:

- ideas to inspire your personal luminary leadership
- discover why healthcare needs your leadership
- exploration into what matters most to staff

March 5, 2024

The Five Essential Leadership Skills

Exploring the Five Essential Elements will provide a framework for your personal coaching/leadership style.

This session will explore:

- The five elements
- ways that you can activate the five elements
- a discovery activity to do with staff

April 2, 2024

Your Systems are Creating Your Outcomes

When you spot the irritants in your life, what you might discover is a broken link in the system behind it.

What you will discover in this session is:

- ways to look at irritants and build stronger functioning systems
- judgement-free problem solving
- a leadership lab activity to which you can apply what you learn to your own personal irritant

May 7, 2024

Grow Your Culture, the Rest Will Follow

Whether it is staffing, quality, operations, relationships, or teams that you wish to improve, developing the ethos/culture within your organization will impact all of these and more. Work on it and, over time, you can see extraordinary results.

In this session we'll discuss:

- ideas and strategies that can improve culture
- a framework and reference for growth
- an activity to engage staff in the process

June 4, 2024

Avoiding the Job Misery Model

The job misery model is real! There are three components to it. In this session, we'll talk about:

- ways that luminary leaders can avoid its curse
- address some of its prickly components
- explore the misery level within your organization

July 2, 2024

So Many Colors in the Rainbow-supporting & celebrating the diversity of staff

We, folks who support the long term care community, represent the greatest melting pot in our country! Ensuring that everyone feels included and can work to their fullest potential becomes a major focus of luminary leaders. In this session, we'll talk about:

- generations, diversity and inclusion so we ensure that everyone has a place
- celebrating your diverse culture
- leadership activity that looks at ways you can strengthen support of your rainbow

August 6, 2024

Words are Like Feathers in the Wind . . .

. . . once you let them go, you can never get them back".

In this session, we'll talk about ways to better communicate needs, issues, and successes. We'll consider:

- some opening phrases you can use to better draw out information
- ways to communicate more broadly
- and several strategies for advancing your mission.

September 3, 2024

Atomic Habits-Ideas for Personal Effectiveness

So much of our work comes around to our own personal skills. In this session we'll talk about:

- personal excellence
- developing daily practices and habits to make you shine
- a leadership activity to become more luminous in your leadership

October 1, 2024

Creating a “Solutions” Culture

It’s easy to whine these days about the state of things but what makes luminous leaders different is their ability to place faith in their staff, hope and optimism in their day to day presence and work, and spend dedicated time working with staff on solutions to irritants. In this session we’ll discuss:

- the advantages of a solutions culture
- what you can do to create it
- a leadership activity to carry out with staff

November 5, 2024

Teams with Purpose

Teams, big and small, serve as an organization’s superpower. The stronger the skills and function of your team, the greater impact on quality, relationships and culture-even staffing! In this session, we will discuss:

- ways to strengthen your teams’ impact
- ways that teams are making a difference
- how to reflect back their work for motivation

December 3, 2024

When Things Go Wrong-Service Recovery

*“When things go wrong, as they sometimes will,
When the road you’re trudging seems all uphill, . . .”*

Despite your luminary leadership, there are those days, moments or situations that don’t go well at all. Recognizing what to do in those moments, what to say and how to recover the relationship or situation is vital.

In this session, we’ll talk about:

- Service recovery
- share ideas that can make a difference
- use the lab to consider how you would recover certain situations



Marguerite M. McLaughlin is Director of Education & Transformation at Healthcentric Advisors and a recent honoree of the prestigious Providence Business News “2023 Leaders & Achievers Award”. She leads a twelve-state team of healthcare experts providing coaching and hands-on assistance to healthcare organizations in their effort to improve quality and develop a strong, nimble and skilled workforce. Her approach combines quality improvement with person centered care based on the HATCh Model. Marguerite is an enthusiastic educator and consultant who pursues her passion for improving the lives of residents living in long term care centers by teaching, problem-solving and developing educational resources, tools and products. Ms. McLaughlin works both locally and nationally to accelerate change in healthcare. Her years of experience include Senior Director of Quality Improvement at the American Health Care Association, Sr. Program Administrator for Healthcentric Advisors-the New England QIO, Saint Elizabeth Home, and the Alzheimer’s Association. These experiences have provided her with unique insights and “boots on the ground” experience in helping organizations improve their care and service to their residents. Areas of special expertise include workforce development, dementia care, culture change and quality improvement.



Joshua Clodius, BS, LNHA, is a Program Coordinator for Healthcentric Advisors. Mr. Bernard has 6 years of experience in healthcare and quality improvement. As a Quality Improvement Specialist, he is responsible providing technical and on-site support for Nursing Homes participating in the CMS contracted Nursing Home Quality Care Collaborative across New England. Prior to joining Healthcentric Advisors, Mr. Clodius served as the Administrator at a nursing home in Rhode Island. During an internship while attending college, he participated in a project from Rhode Island Hospital, focusing on improving care transitions including data collection for the “Pillars Project” and also worked with human resources to assist with event coordination. He also served as a Quality Assurance Specialist for LogistiCare, investigating issues and emergencies reportable to the Rhode Island Department of Health. Joshua Clodius received his Bachelor of Science in Healthcare Administration degree from the University of Phoenix. He is licensed as a Nursing Home Administrator in Rhode Island and Massachusetts.

Potpourri Topics - CyberSecurity

April 9, 2024

Understaffing & Underfunding Your Compliance Program: Riskier Than Ever

In this webinar you will find out why an ineffective or underfunded compliance program is riskier than ever and what you can do about it today. With the Department of Justice, the FBI and DHHS beefing up their fraud strike forces along with

Cyber Criminals becoming increasingly proficient at their dirty craft your facility should no longer just consider compliance as someone else’s job. Administrators, Financial Officers, and CEO’s have a lot at risk. We will walk through what risks are present, how to take immediate action and develop a compliance mindset.

Presented by **John Ruffner**, Owner, SkilledCyber



SKILLED CYBER

Add-on Series

Cat Selman: Survey Ready 2024!

Cat's seminars and workshops are known for quality in content and education, provided in an easily understood, "common-sense" manner. With over 30 years' experience in management, education and consultation, Ms. Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. On topic, and in demand, her seminars provide the necessary skills and competencies for your staff to provide quality of care and life to the elders in our communities.

Educator. Motivator. Communicator. Consultant. Author. Catherine R. "Cat" Selman uses her dynamic personality and compelling presence to spread the message of continued education motivation for any given professional field. As a seasoned lecturer, Cat has more than 30 years of experience in management, social work, activities/recreation, education and consultation.

As a speaker in all fifty states, Cat is in demand and on topic. Whether short or long, it doesn't matter - the audience is transfixed! Their attention comes not only from the impact of Cat's message but also from her qualification to deliver it.



February 12, 2024

QAPI Basics

CMS requires that all skilled nursing centers develop Quality Assurance & Performance Improvement (QAPI) programs. The purpose of the program focuses on systems of care, outcomes of care, and quality of life. In this session, Cat will offer a "common sense," realistic way to implement this process in your facility. She will be addressing the 5 CMS Elements of QAPI, as well as the 12 Action Steps that CMS recommends to get started. Additionally, Cat will be providing suggestions/ ideas for PIPs, as well as discussing which areas of care and quality of life are "best received" by surveying agencies. We've made this harder than it is! QAPI shows us how to make improvements in our weakest areas. Let's identify those areas, BEFORE the survey team finds them...

March 4, 2024

Social Services & the Revised MDS 3.0

In August, 2023, CMS released the updated final Minimum Data Set (MDS) 3.0. This new document, including all finalized revisions, became effective October 1, 2023. Guidance and examples in numerous chapters and appendices have been revised for clarification and to reflect current regulations and best practices. A number of the revisions directly involve items and sections that are historically considered social service responsibilities, or have psychosocial implications. In this session, Cat will address those specific revisions, and provide guidance, not only regarding the revisions, but the implications they may have for your interdisciplinary care team.

April 8, 2024

CMS Req. of Participation: Non-pharmacological Interventions

"Non-pharmacological intervention" refers to care that does not involve medications, generally directed to stabilizing and/or improving a resident's mental, physical, and psychosocial well-being." CMS requires that "non-pharmacological interventions/approaches" be utilized in a number of specific care areas: behavior, pain management, psychosocial disorders, and trauma, to name a few. In addition to the care areas, CMS has very detailed guidance regarding staff competencies and non-pharmacological interventions. In this session, Cat will address each regulation that provides surveyor guidance for these specific interventions. Additionally, she will be provide effective examples that are included in the revised Surveyor Guidance. If Surveyors have been given examples of these interventions, you may be assured this will be a

focus when they review your assessments, and, more specifically, your care plans.

May 13, 2024

CMS Requirements of Participation: Staff Competencies

CMS requires that a "facility must have sufficient staff who provide direct services to residents with the appropriate competencies and skills sets to provide nursing and related services to assure resident safety and attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident, as determined by resident assessments and individual plans of care and considering the number, acuity and diagnoses of the facility's resident population in accordance with §483.70(e)." So what does this mean in regard to facility assessment, hiring of staff, and the training that we provide within our buildings? In this session, Cat will be covering the requirements and surveyor guidance for assessing staff competencies. Attention will be given to CMS expectations for all disciplines/ departments, as well as recommendations/suggestions on how to meet these specific requirements.

June 3, 2024

CMS 2024 Survey Focus - Most-Cited Deficiencies

In November, 2023, CMS released guidance to surveyors on areas of focus for upcoming surveys in 2024. CMS identified three (3) long-term care concern areas, and specific Ftags/Requirements of Participation, along with certain Critical Element Pathways. In this training, Cat will address these areas of concern, as well as the "top 10" most-cited deficiencies that are currently trending; i.e., nurse staffing, unnecessary Psychotropic medications, and facility-initiated discharges. She will be providing recommendations/suggestions regarding facility, staff, and operational practice that should be in place to meet these new challenges.

July 8, 2024

The Keys to Caring...Person-Centered Care

Now more than ever, our staff need to know a resident's story! From the moment we meet a new "admit" the "facts" begin pouring in - birth date, marriages, education, occupation, children, significant health issues, and on and on it goes. We have the DATA, but often don't discover the person until we read their obituary - it is filled with insight and stories we wish we had known. We need to meet the PERSON, not the RESIDENT. When we know their story we can better meet their needs and provide true, person-centered

care. The better we know them the more likely we are to avoid the desensitization that happens because of what we see, hear and work around each day. We need to see our elders as individuals. Did we knock on his door? speak to Mrs. Jones when we passed her in the hall? respond to calls for help no matter how often they happen? did we have a conversation during her meal? Come and learn as Cat teaches us the role we play in developing an elder's story, a process that ultimately helps us better meet the needs of people with dementia and helps us provide true, person-centered care and improve the quality of life of those we serve.

August 12, 2024

CMS 2024 Survey Focus - Cultural Competency

From CMS: **“Cultural Competency”** is a developmental process in which individuals or institutions achieve increasing levels of awareness, knowledge, and skills along a cultural competence continuum. Cultural competence involves valuing diversity, conducting self-assessments, avoiding stereotypes, managing the dynamics of difference, acquiring and institutionalizing cultural knowledge, and adapting to diversity and cultural contexts in communities. In this session, participants will have the opportunity to self-assess their cultural competence - looking at bias, prejudice, ethnicity and diversity; and learn techniques to improve their cultural awareness and competency. Facilities are mandated to provide services to each resident to assist in attaining or maintaining his or her highest practicable quality of life. Our staff cannot do this if they are not properly trained in this area, and actually practice those competency skills in daily interactions with our elders.

September 16, 2024

CMS 2024 Survey Focus - Behavioral & Emotional Health

F740 states that “each resident must receive and the facility must provide the necessary behavioral health care and services to attain or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care. Behavioral health encompasses a resident’s whole emotional and mental well-being, which includes, but is not limited to, the prevention and treatment of mental and substance use disorders.” This particular requirement underwent major revisions in the new Guidance to Surveyors. From depression and mental disorders, to substance use disorders, the guidance specifies behavioral health care and services as an integral part of the person-centered environment. In this session, Cat will be reviewing the new guidance, while offering specific recommendations for staff practice and comprehensive care planning.

October 28, 2024

Motivating your Residents to Attend Activities Again, Post-COVID

Our residents used to look forward to every event/activity in their community - their home. THEN we had at least TWO YEARS of isolation and “lockdown” within our buildings. For most residents, the activity program was their lifeline to quality of life, and something to look forward to each day. And because of the pandemic, overnight, our group programs were effectively shut down. If we provided anything at all, it was a program of 1-1 activities, spread out individually to residents in their rooms...by themselves! For some, this literally killed their spirits and motivation to be involved. Now that most facilities have reopened, and have gotten “somewhat” back to “normal,” we are finding that not all residents want to

leave their room and be a part of the group/community activity program again. For some, it is simply a lack of motivation. For others, they have enjoyed and become accustomed to receiving that individual attention (in their room)...and the LIKE it! So how do you rebuild the group programs, yet meet individual preferences? How do you motivate your residents to WANT to become involved again? In this session, Cat will discuss the challenges that we are facing...and why. She will be offering effective strategies and techniques that remotivate residents to become involved in group programs, activities, and community life within your facility.

November 4, 2024

Implications of the Psychosocial Outcome Severity Guide on the Survey Process

In 2006, CMS released the “Psychosocial Negative Outcome Severity Guide.” Most professionals in the industry thought we would see many citations from the new, separate Severity Guide, but there was little movement in regard to facilities receiving deficiencies. When the CMS RoP became effective in 2016, being implemented in three phases, facilities began to see much more emphasis placed on the area of “psychosocial harm and well-being.” When CMS revised the Surveyor Guidance in October, 2022, they added one statement to almost every Resident Rights’, Abuse & Neglect, and Quality of Care/Quality of Life Requirement: “Refer to the Psychosocial Outcome Severity Guide in Appendix P.” Within the last five years, facilities have been receiving more IJs for “psychosocial harm.” Cat will be reviewing the Psychosocial Outcome Severity Guide, the actual requirements that share this new area of survey focus, as well as the revised Surveyor Guidance. In doing so, she will provide suggestions/recommendations on what staff practice, care planning, documentation and training should include to meet the challenge of “psychosocial harm.”

December 9, 2024 & January 13, 2025

Trauma Informed Care

Do you need help teaching your staff to recognize and identify triggers for trauma? Are you on top of CMS expectations for utilizing non-pharmacological interventions? These are just a few of the areas of survey focus for 2024 for which you and your staff will be held responsible. Trauma-informed care involves understanding, recognizing and responding to the effects of all types of trauma in residents, and incorporating knowledge about trauma into care plans, policies, procedures and practices to avoid re-traumatization. It encompasses approaches which are culturally-competent, account for experiences and preferences, and address the needs of trauma survivors by minimizing triggers and/or re-traumatization. In this two-part series, Cat Selman will present realistic, common-sense recommendations and guidance for facility practice and operational process.

- December 9: This session covers the key changes that were made to F699 (Trauma-Informed Care) in the revised Surveyor Guidance including CMS expectations regarding identification/assessment; comprehensive care planning; and staff competencies. (February Webinar)
- January 13: Minimizing triggers and/or re-traumatization is the responsibility of any person who provides care or services to individuals within your community, whether nurses, CNAs, dietary staff, laundry aides, housekeeping or volunteers. In this session, Cat will present a common-sense approach to educating staff and offer presentations, handouts, and recommendations to use in your staff trainings.

Add-on Series

Documentation in Depth with ProActive LTC Consulting



This monthly series facilitates moving clinical documentation from satisfactory to superior with a focus on defending quality of care and supporting accurate reimbursement. Discussion will include assessment considerations, effective care planning in high-risk areas, reporting daily care and services, and overcoming common barriers. Extensive case studies and documentation examples will be included. This webinar series aims to empower healthcare professionals in SNFs/NFs to provide the highest quality of care while maintaining the integrity and accuracy of their documentation.

Target Audience: Directors of Nursing, Nursing Leadership, Compliance Staff, Risk Management, Social Services, Therapy, Dietary, Administrator, Staff Development Coordinator, Infection Preventionist, Medical Records

February 20, 2024

Behavioral Health & Mental Illness

March 19, 2024

Pain Management

April 16, 2024

Elopement Risk and Incidents

May 21, 2024

Dialysis Care

June 18, 2024

End of Life Care

July 16, 2024

**Pressure Ulcer Prevention
& Management**

August 20, 2024

Nutrition/Hydration Services

September 17, 2024

Respiratory Care

October 15, 2024

**ADL Care, Declines,
and Restorative Nursing**

November 19, 2024

Skilled Care Justification

December 17, 2024

Infection Prevention & Control



**NAB Credits
Available
for these LIVE
Sessions**

IMPORTANT INFORMATION FOR DOCUMENTATION SERIES ONLY:

- The NHHCA & VHCA Contract with ProActive LTC Consulting for this series. Our Associations do not host nor have control over these sessions. There will be participants on these sessions from other states.
- Each facility may register for ONE connection to this webinar Series. One person may receive NAB Credits for this session.
- Additional team members may WATCH on one screen at no additional cost, but no CEUs/NAB Credits will be available. Additional connections/NAB Credits are available for a small fee. Please reach out to Kristen (in NH, kschmidt@nhhca.org) or Sherry (in VT, scallahan@vhca.net) for details.
- We will register you for all eleven sessions with one name and email address. After registration, your association will reach out to obtain the appropriate name and email address to use.
 - If you wish to change the email address associated with the registration, please reach out to Kristen (in NH, kschmidt@nhhca.org) or Sherry (in VT, scallahan@vhca.net) one week prior to the webinar.
 - We must provide a list of connections to each webinar one week prior to that webinar, so changes to that one email address must be made in advance.
- You will receive a confirmation email prior to each session which contains connection information.
- These webinars are conducted via GoToWebinar.
- Recordings of the sessions are available to registered attendees, but will not earn CEUs/credits.
- These sessions will NOT be included on Replay Fridays.