



ANNUAL **FALL** CONFERENCE

October 17-18, 2023 | Little Rock Marriott

Little Rock Marriott
3 Statehouse Plaza, Little Rock



SCHEDULE OF EVENTS

Tuesday, October 17, 2023


8:00 a.m.	●	Attendee Check-In/Registration	2nd Level Foyer
10:00 a.m. – 11:00 a.m.		Breakout Sessions	
	●	QAPI Basics* SNF <i>Catherine R. “Cat” Selman, BS, The Cat Selman Company</i>	Conway
	●	Transitions of Care: Strategies for Successful Outcomes* SNF <i>Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services</i>	Harris Brake
	●	What’s on Your Plate? Menu Planning in Assisted Living* ALF <i>Leslie Harpool, RDN, LDN, Healthcare Specialist, Sysco Arkansas Food Services</i> <i>Lisa Hailey, MS, RD, LD, Company Dietician, Southern Administrative Services/Nightingale Group</i>	White Oak
10:00 a.m. – 11:15 a.m.	●	AHCA Board of Directors Meeting <i>Closed Session; AHCA/AALA Members Only</i>	AR Ballroom
11:15 a.m. – 12:45 p.m.	●	Lunch & State Queen Pageant	Grand Ballroom
12:45 p.m. – 1:00 p.m.	●	Break	
1:00 p.m. – 2:00 p.m.		General Session	
	●	Provider Update from the Division of Provider Services and Quality Assurance (DPSQA)* All Providers <i>Martina Smith, Division Director, DPSQA, Arkansas Department of Human Services</i>	Grand Ballroom
2:00 p.m. – 2:15 p.m.	●	Break	
2:15 p.m. – 2:45 p.m.	●	Annual Business Meeting <i>Closed Session; AHCA/AALA Members Only</i>	Grand Ballroom
2:45 p.m. – 3:15 p.m.	●	Association Member Update <i>Closed Session; AHCA/AALA Members Only</i> <i>Rachel Bunch, AHCA/AALA Executive Director</i>	Grand Ballroom
3:15 p.m. – 3:30 p.m.	●	Break	
3:30 p.m. – 5:00 p.m.		General Session	
	●	The 11 Things You Can Control Every Day of Your Life** All Providers <i>Catherine R. “Cat” Selman, BS, The Cat Selman Company</i>	Grand Ballroom
8:00 p.m. – 11:00 p.m.	●	Evening Event at Cache Restaurant <i>Blue Wristband Required for Entry</i>	

* 1.0 CEU Available


** 1.5 CEU Available

● Approved for Certified Assisted Living Administrators only

● SNF only



Tuesday, October 17
Special Guest
Cori Keller
Miss Arkansas 2023



Please join us for an evening event at

Cache

R E S T A U R A N T



Tuesday, October 17th
8 p.m. to 11 p.m.

Drinks and Dessert Bar

**Cache Restaurant – Upstairs Dining Room
425 President Clinton Avenue
Little Rock, AR 72201**



Transportation from the Marriott to Cache Restaurant starts at 7:45 p.m.

SCHEDULE OF EVENTS

Wednesday, October 18, 2023

8:00 a.m.	Attendee Check-In/Registration	2nd Level Foyer
8:30 a.m. – 10:00 a.m.	Breakout Sessions	
	Training Requirements: What Will Surveyors Look For?* SNF <i>Catherine R. "Cat" Selman, BS, The Cat Selman Company</i>	Salon A
	Staff Stability in 2023: Recruiting & Retaining Great Staff** All Providers <i>Lou Ann Brubaker, President, Brubaker Consulting</i>	Salon B
	Wound Care Documentation: Quality Measures, Star Ratings, and Med-Legal (Part 1)** SNF <i>Henry Okonkwo, Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group</i>	Salon C
10:00 a.m. – 10:15 a.m.	Break	
10:15 a.m. – 11:15 a.m.	Breakout Sessions	
	Requirements of Participation and Regulatory Update* SNF <i>Hawley Hunt, MBA, MHA, LNHA, Director of Regulatory and Quality Services, American Health Care Association</i>	Salon A
	Assisted Living Update from the Division of Provider Services and Quality Assurance (DPSQA)* ALF <i>Taniesha Richardson-Wiley, MPH, Assistant Director, Office of Community Services, DPSQA, Arkansas Department of Human Services</i>	Manning
	ICD-10-CM Updates for FY2024 Including Changes to the CMS PDP Mapping File* SNF <i>Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.</i>	Salon B
	Wound Care Documentation: Quality Measures, Star Ratings, and Med-Legal (Part 2)* SNF <i>Henry Okonkwo, Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group</i>	Salon C
11:15 a.m. – 12:30 p.m.	Lunch	
12:30 p.m. – 1:30 p.m.	Breakout Sessions	
	MDS 3.0 Quality Measure Changes Due to MDS Changes on 10/1/2023* SNF <i>Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.</i>	Salon A
	Coaching Staff for Increased Performance* All Providers <i>Lou Ann Brubaker, President, Brubaker Consulting</i>	Salon B
	Education and Staff Competency in Assisted Living* ALF <i>Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services</i>	Manning
	Use of Medication Assistants-Certified in Skilled Nursing Facilities* SNF <i>Panelists to include Instructors, Nurse Consultants, and SNF Administrators</i>	Salon C

* 1.0 CEU Available

** 1.5 CEU Available

● Approved for Certified Assisted Living Administrators only

● SNF only

SCHEDULE OF EVENTS

1:30 p.m. – 1:45 p.m.



Break

1:45 p.m. – 2:45 p.m.



Breakout Sessions

COVID-19: Unwinding the PHE* All Providers

Salon A

Hawley Hunt, MBA, MHA, LNHA, Director of Regulatory and Quality Services, American Health Care Association



Preparing for Emergencies and Disasters* All Providers

Salon B

Donovan Shultz, Founder and CEO, Chief Investigator, Six Point Consulting
Sheriff Andy Brown, CEO, Six Point Consulting



What Does F-Tag 686 Really Mean and How are You and Your Patients Affected?* SNF

Salon C

Henry Okonkwo, Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group

2:45 p.m. – 3:00 p.m.



Break

3:00 p.m. – 4:00 p.m.



Breakout Sessions

Resident Interviews Updated 10/1/2023 and Impact on Payment* SNF

Salon A

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.



Antipsychotics: Strategies for Determining Effectiveness in Addressing Behavior in the Elderly* SNF

Salon B

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services



Project Firstline & Infection Control* All Providers

Salon C

Tori Gaston, BS, Public Health Educator – Project Firstline, Arkansas Department of Health

4:00 p.m. – 4:15 p.m.



Break

4:15 p.m. – 5:15 p.m.



Breakout Sessions

Social Services and the Revised MDS 3.0* SNF

Salon A

Catherine R. “Cat” Selman, BS, The Cat Selman Company



Not as Bad as You Think It Is: Helpful Tips and Tricks for Successfully Reporting in NHSN* SNF

Salon B

Nicole Bonecutter, BSN, RN, RAC-CT, IP-BC, CDP, AS-COM, Manager, Quality, AFMC



Strategies in Caring for People Living with Dementia* ALF

Salon C

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services

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** 1.5 CEU Available

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● SNF only

Scan the QR Code to access session handouts!



Scan the QR Code to complete session evaluations and earn CEUs!

Please note:
All survey responses will remain anonymous but your name is required to receive CEUs per DHS CEU guidelines.





NURSE LEADERSHIP PROGRAM

PART 2* – November 14-15, 2023

Check-in: 8:00 a.m. to 9:00 a.m.

Training: 9:00 a.m. to 5:00 p.m.

Hotel Information

Wyndham Riverfront Little Rock
2 Riverfront Place
North Little Rock, AR 72114

Hotel room reservations may be made online or by calling (501) 371-9000 and mentioning **Arkansas Health Care Association**.

<https://www.wyndhamhotels.com/groups/hr/ahca-nurse-leadership-part-21>

Cost

\$300 – AHCA Members
(On or before November 6)

\$325 – AHCA Members
(After November 6)

Lunch & Materials Provided

Topics including

- Care Planning
- Voluntary and Involuntary Discharges
- QAPI and QA Process
- Trauma-Informed Care
- Sufficient and Competent Staff and How it Relates to PBJ
- eINTERACT Tools in PCC and Rehospitalizations
- Medication Pass
- IDT Process / Team
- Reduction of Psychotropics
- PDPM
- Wound Care
- Top Tags
- MDS Updates

**Participation in Part 1 is not required to attend Part 2.*

Register Online Today!

www.eventleaf.com/e/NurseLeadershipNov23

Session Summaries

Tuesday, October 17

10:00 a.m. – 11:00 p.m.

QAPI Basics

Catherine R. “Cat” Selman, BS, *The Cat Selman Company*

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.

Transitions of Care: Strategies for Successful Outcomes

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, *Director of Consulting Services, Pathway Health Services*

Creating a person-centered care plan is the first step in a seamless transfer or discharge from skilled nursing to a different level of care. This session will provide the participant with the knowledge needed to work with person-centered care planning and three key strategies for methods of discharge planning to improve outcomes and decrease the chance of readmission to the hospital. Upon completion of this session, participants should be able to:

- Describe the elements of the discharge planning process from admission to discharge to home
- Identify helpful transition tips for a successful discharge
- Assist family and resident with preparation to discharge home
- Understand person-centered care planning requirements

What's on Your Plate? Menu Planning in Assisted Living

Leslie Harpool, RDN, LDN, *Healthcare Specialist, Sysco Arkansas Food Services*

Lisa Hailey, MS, RD, LD, *Company Dietician, Southern Administrative Services/Nightingale Group*

This session will discuss information relevant to the dietary department, such as regulations, guidance, and menu planning ideas.



Fall Conference WIFI Access

Network: Marriott Bonvoy Conference

Access Code: AHCA23

1:00 p.m. – 2:00 p.m.

Provider Update from the Division of Provider Services and Quality Assurance (DPSQA)

Martina Smith, *Division Director, DPSQA, Arkansas Department of Human Services*

Updates and information related to background checks, Enterprise Licensing Solution (ELS), and more.

1:00 p.m. – 3:30 p.m.

Association Member Update

Rachel Bunch, *AHCA/AALA Executive Director*

- State of the State – Year in Review
- Legislative Update – 2023 Special Session
- PASRR Process – Changes You Need to Know

3:30 p.m. – 5:00 p.m.

The 11 Things You Can Control Every Day of Your Life

Catherine R. “Cat” Selman, BS, *The Cat Selman Company*

We all know how it feels to lose control of our day. A resident has “issues” before you can even get into the door of the facility. Staff members have left messages on your voice mail and notes all over your desk. Families feel that you were hired “just for them...” And that’s just at work!! What about when you get home? Feel like the world is spinning out of control? Ever said, “It’s just out of my hands...?” Those thoughts can result in doubts about your abilities as a caregiver, devalue your worth as a person, foster a lack of confidence in your skills as a professional and just plain “wear you out!” Whatever the events happen to be, there is little we can do to prevent them from occurring. However, we should realize that there are some things in life that we CAN control. We can prevent life’s little diversions from completely derailing us day after day. This session will offer guidance and recommendations for exercising techniques to regain “control” of your life and work.

Wednesday, October 18

8:30 a.m. – 10:00 a.m.

Training Requirements: What Will Surveyors Look For?

Catherine R. “Cat” Selman, BS, *The Cat Selman Company*

F941 requires that staff training be conducted in very specific areas. The revised CMS Surveyor Guidance provides new clarifications, additional definitions, and detailed content for these trainings. Changes were made in approximately 10 areas of required education/training components. Will your in-services and training offerings meet the new survey focus? In this session, Cat will take each mandated/ recommended training topic and discuss content and process, so that you and your staff will be prepared to meet this new challenge.

Session Summaries

Staff Stability in 2023: Recruiting & Retaining Great Staff

Lou Ann Brubaker, *President, Brubaker Consulting*

Long before COVID-19 senior care providers were in recruitment/retention crisis. For many senior care centers, the pandemic simply exacerbated the problem—and there is little reason to believe that this will get any easier in the future. We will target ways that care providers can improve their outreach, candidate handling, interviewing, first day/weeks post-hire strategies, and ways to maintain ongoing staff engagement without throwing more money at the problem. Following this session, participants will be able to:

- Correct the barriers that discourage applicant interest
- Increase desire to join their team (even before the interview)
- Prepare for a new team member's start
- Explain why 'on-boarding' shouldn't be the primary focus
- Make retention a team sport
- Describe why exit interviews are done at the wrong time
- List 2 staff engagement strategies that should happen each year
- Identify deficits in manager skills that can increase staff turnover

Wound Care Documentation: Quality Measures, Star Ratings, and Med-Legal (Part 1)

Henry Okonkwo, *Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group*

Wounds are the second most litigated issue in the skilled nursing facility. Statistically, cases filed against nursing homes have been increasing annually. Poor documentation negatively impacts your quality measures, your star ratings, and increases your exposure to lawsuits. Great documentation is one of the most important tools every facility has to mitigate exposure to lawsuits. The first step is to avoid common legal pitfalls associated with poor documentation.

Learning Objectives:

- Define the various forms of abuse and neglect
- Identify the most common legal pitfalls in wound care related documentation
- Employ best practice recommendations after recognition of the pitfalls and avoid them

10:15 a.m. – 11:15 a.m.

Requirements of Participation and Regulatory Update

Hawley Hunt, *MBA, MHA, LNHA, Director of Regulatory and Quality Services, American Health Care Association*

Learning Objectives:

- Understand updated ROP guidance from 2022 as well as trends noted since October of 2022
- Review regulatory trends specific to Arkansas over the last four years
- Review real-life case studies and discuss ways to avoid deficiencies in commonly cited areas

Assisted Living Update from the Division of Provider Services and Quality Assurance (DPSQA)

Taniesha Richardson-Wiley, *MPH, Assistant Director, Office of Community Services, DPSQA, Arkansas Department of Human Services*

Updates and information related to the HCBS Settings Rule, health care assessments, staffing ratio requirements, and more.

ICD-10-CM Updates for FY2024 Including Changes to the CMS PDPM Mapping File

Carol Maher, *RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.*

Learning Objectives:

- State one addition to the ICD-10-CM Coding Guidelines for 10/1/2023
- Report one new diagnosis that will be added to the SLP comorbidities for PDPM beginning 10/1/2023
- Identify one strategy to keep the SNF's ICD-10-CM Codes up-to-date
- Explain how to use the ICD-10-CM Conversion table to identify which residents have codes that will be invalid on 10/1/2023

Wound Care Documentation: Quality Measures, Star Ratings, and Med-Legal (Part 2)

Henry Okonkwo, *Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group*

This session will further discuss wound care documentation.

Learning Objectives:

- Understand the components of the Pressure Ulcer Risk Assessment Tool (Braden Score)
- Identify the most common mistakes made when performing and documenting a patient's assessment upon admission and during a change of condition (COC)
- Employ best practice when documenting your care plan

Scan the QR Code to access session handouts!



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Session Summaries

12:30 p.m. – 1:30 p.m.

MDS 3.0 Quality Measure Changes Due to MDS Changes of 10/1/2023

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.

Learning Objectives:

- Report how the late-loss ADL QM will be calculated using Section GG assessments
- List the Quality Measures impacted by the removal of Section G from the MDS
- Identify how the Quality Measures that require risk adjustment (high rise vs low risk) are impacted by the MDS changes

Coaching Staff for Increased Performance

Lou Ann Brubaker, President, Brubaker Consulting

The best managers in senior care target two important goals: increase their staff's sense of confidence AND competence. Through effective, daily staff engagement, every single desired outcome of a senior care provider is achieved: staff retention, resident/family satisfaction, profitability, and occupancy. This session describes the ways that a coaching discussion (whether scheduled or spontaneous) can motivate AND lead to a more rewarding day for senior care staff.

Following this session, participants will be able to:

- Pivot to catching people doing things right, not wrong
- Utilize the elements required in meaningful performance feedback
- Assist the staff member in exploring positive future decisions

Education and Staff Competency in Assisted Living

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services

Prospective and current residents are curious about the training and competency of the caregiving team that will be caring for them. They are encouraged to inquire about this training when they choose a residence for loved ones. Likewise, in the competitive race to hire and retain top talent, we need to ensure our caregivers enjoy knowing they have the skills, expertise, and knowledge to do their job well.

Learning Objectives:

- Verbalize the competencies that must be covered in New Employee Orientation, and in the first days of employment
- Describe 3 ways to infuse your company's values into your education programs
- Describe how training can improve recruitment and retention of top performing staff
- Describe best practices for delivering top educational opportunities for your staff, and verifying they gained knowledge and competence

Use of Medication Assistants-Certified in Skilled Nursing Facilities

Tabitha Lancaster, RN, Arkansas Health Care Association

This session will review legislation and training requirements regarding certified medication assistants and explain how to utilize MA-Cs in the nursing facility.

1:45 p.m. – 2:45 p.m.

COVID-19: Unwinding the PHE

Hawley Hunt, MBA, MHA, LNHA, Director of Regulatory and Quality Services, American Health Care Association

Learning Objectives:

- Understand which regulations have ended/changed with the end of the Public Health Emergency
- Understand which regulations will continue after the end of the Public Health Emergency, and for how long
- Understand updated guidance from the CDC for COVID-19

Preparing for Emergencies and Disasters

Donovan Shultz, Founder and CEO, Chief Investigator, Six Point Consulting

Sheriff Andy Brown, CEO, Six Point Consulting

This session will focus on emergency preparedness protocols and reporting for multiple situations that can impact long term care facilities. Upon completion of this session, participants will be better prepared to identify and respond to a variety of emergencies and disasters, including tornadoes, floods, chemical spills, gas leaks, and active shooter situations.

What Does F-Tag 686 Really Mean and How are You and Your Patients Affected?

Henry Okonkwo, Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group

When a patient is admitted to a Skilled Nursing Facility, a comprehensive skin assessment is a critical part of the initial assessment. F-tag 686 outlines very important requirements that can help a facility prepare for survey and avoid worse medical legal issues resulting from a poor assessment or poor documentation. Understanding that not all wounds discovered upon the initial assessment result from pressure in etiology requires a high level of knowledge and confidence. We will explore this conflicting challenge and discuss further steps to avoiding common legal pitfalls associated with poor assessment and documentation.

Learning Objectives:

- Understand the components of F-tag 686
- Understand the definition of avoidable and unavoidable pressure injuries/ulcers
- Understand how to identify different types of non-pressure ulcers located on pressure sites

Session Summaries

3:00 p.m. – 4:00 p.m.

Resident Interviews Updated 10/1/2023 and Impact on Payment

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.

Learning Objectives:

- Explain how your staff will know whether to continue the mood interview after completing the first 2 questions of the new PHQ2 to 9 interview
- State the new interview item added to the Pain interview
- List which interviews will impact PDP payment
- State the timeframes required to complete resident interviews that must be followed to prevent lost reimbursement
- Report which resident interviews impact Quality Measures

Antipsychotics: Strategies for Determining Effectiveness in Addressing Behavior in the Elderly

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services

History shows us that in 2012, The Centers for Medicare and Medicaid Services launched a nursing home initiative to reduce the use of antipsychotic medications in residents without the appropriate diagnosis. With the increased stringent regulatory oversight and the ongoing focus on unnecessary medications, use of individualized non-pharmacological methods to reduce resident behaviors remains a priority for quality outcomes. Plan to attend this informational session and learn about the Positive Approach to Care™. Upon completion of this session, participants should be able to:

- Review the current trends and prescribing practices in behavior altering medications
- Discuss non-pharmacological approaches to reduce resident behaviors
- Identify the key steps in implementing a sustainable QAPI program reducing behavior altering medications

Project Firstline & Infection Control

Tori Gaston, BS, Public Health Educator - Project Firstline, Arkansas Department of Health

Project Firstline is a CDC-backed collaborative that provides infection control training and education to healthcare workers and public health personnel. Project Firstline delivers information on the CDC's infection control recommendations and the science behind them so that participants can understand and confidently apply the infection control principles and protocols needed to protect themselves, their facility, their family, and their community from infectious disease threats, such as COVID-19.

Learning Objectives:

- Understand the purpose of Project Firstline
- Outline reasons why hand hygiene is especially important in healthcare
- Describe how hands are a main way that germs can spread in the environment

4:15 p.m. – 5:15 p.m.

Social Services and the Revised MDS 3.0

Catherine R. "Cat" Selman, BS, The Cat Selman Company

In August 2023, CMS released the updated final Minimum Data Set (MDS) 3.0. This new document, including all finalized revisions, will go into effect 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.

Not as Bad as You Think It Is: Helpful Tips and Tricks for Successfully Reporting in NHSN

Nicole Bonecutter, BSN, RN, RAC-CT, IP-BC, CDP, AS-COM, Manager, Quality, AFMC

Learning Objectives:

- Review the history of the National Healthcare Safety Network (NHSN) in long-term care facilities (LTCF)
- Discuss NHSN Pathways, Vaccine, and POC Test Reporting modules
- Compare Vaccine Reporting Options-Person Level or Summary
- Discover how reports from data entered can be useful for ICP Programs
- Provide examples of how to add new or existing users and deactivate users in NHSN
- Discuss how to successfully change an email address in NHSN and SAMS
- Changing NHSN Facility Administrator roles with turnover
- Demonstrate the healthcare personnel safety flu reporting module

A live demonstration will be available for objectives and questions.

Strategies in Caring for People Living with Dementia

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services

Assisted Living Facilities provide housing to individuals with a varying level of needs. The services provided include the management of common conditions including hypertension, heart disease, arthritis, dementia, Alzheimer's, and generalized debility. Approximately 70% of those residing in assisted living facilities have some form of memory loss. The challenges of caring for those with dementia require skills in understanding changes that occur, and a positive approach to care.

Learning objectives:

- Identify the changes that occur in persons with dementia
- Review the changes in vision with aging
- Discuss the value of consistent positive reinforcement to promote person centered care

Speaker Bios

Catherine R. "Cat" Selman, BS, The Cat Selman Company Educator. Motivator. Communicator. Consultant. Author.



Catherine R. "Cat" Selman, BS, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and common-sense strategies for the aging services professional. She presently serves as President and Co-Owner of The Cat Selman Company, a company specializing in continuing education for healthcare

professionals. Ms. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi. With over 40 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. In demand, and on topic, she is considered an authority in aging services.

Colleen Toebe, RN-MSN CWCN RAC-MTA, RAC-MT, Director of Consulting Services, Pathway Health Services



Ms. Toebe's experience includes critical care, long term care, assisted living and home care. Colleen's previous positions include Director of Nursing, Staff Development, Quality Improvement Coordinator, Infection Control, Employee Health, Medicare, and MDS coordinator. She aspires to promote quality of care and has a Six Sigma Green Belt in Health

Care. In addition, Colleen is a MDS and Medicare Specialist Master Trainer for the American Association of Post Acute Care Nurses and a Certified Trainer on the Positive Approach to Care. In Ms. Toebe's role as a Nurse Consultant with Pathway Health Services, she has excelled in her performance in interim leadership roles in long term care and assisted living, developed educational programs, and served as a National Clinical Reimbursement Specialist. Colleen's passion is to promote excellence in long term care through education, mentoring, and ongoing quality improvement.

Leslie Harpool, RDN, LDN, Healthcare Specialist, Sysco Arkansas Food Services



Leslie Harpool is an experienced registered and licensed dietician, having worked with Sysco Arkansas for 19 years and in the healthcare industry for 42 years. Throughout her time at Sysco, she has held titles including Business Resource Specialist, Account Executive, and Clinical Dietitian. Leslie's previous work experience includes Director of Clinical Nutrition at Baptist

Health/Baptist Rehab and Clinical Dietitian at Baptist Hospital. Leslie received her degree in Dietetics from Missouri State University.

Lou Ann Brubaker, President, Brubaker Consulting

Lou Ann Brubaker is a highly accomplished Senior Health Care Consultant, entrepreneur, and educator with more than 36 years of success in the post-acute care marketplace. Leveraging extensive experience working with individuals from the C-suite to the front line, Lou Ann is a valuable asset to senior care provider organizations in market strategy, leadership development, occupancy growth, customer service, and board governance. She works with senior care providers throughout the US. Lou Ann is the President and Founder of Brubaker Consulting. Lou Ann is a highly sought-after speaker



at both national- and state-level senior care conferences. Her most requested topics currently include staff stability, occupancy/mix development, and front-line leadership skills. She has a remarkably diverse background. Her earliest work included administration of a senior citizen utility assistance program, as well as writing governmental policy. She transitioned an in-house advertising agency of a leading

senior care medication distribution systems company to a revenue-generating division, while also directing the company's sales efforts. Just prior to founding her own company, Lou Ann directed the North American promotions for STN International, which grew in 3 years to become the world's largest provider of online medical, scientific, technical, and patent information. Lou Ann holds a B.S. in Public Policy from Kent State University. She is Past Chair and Past Director of the Board of Trustees for the Beacon Institute, the educational affiliate of the Lifespan Network, Maryland's largest senior care organization. She also served as a nationally elected Director of the Business & Professional Women's Foundation, Washington, DC.

Speaker Bios

Henry Okonkwo, Chief Operations Officer/Chief Medical Officer, Skilled Physicians Group/Skilled Wound Care Surgical Group



Henry Okonkwo is the Chief Operations Officer and the Chief Medical Officer of Skilled Physicians Group/Skilled Wound Care Surgical Group and the co-founder of the College of Long-Term Care. He is a Surgical Wound Care Specialist with nearly 19 years of healthcare experience in the fields of wound care, general surgery, trauma surgery, vascular surgery, internal medicine, family

medicine, and dermatology. Mr. Okonkwo is also an author of many publications; he has presented previous research findings at national wound care conferences and has written and published multiple textbooks, most recently including *The Atlas of Wounds, Ostomy, and Skin* (2nd edition) and has also created multiple phone apps, including *The Wound Atlas Pro App* for Apple and Android Phones. Henry is a passionate educator and leader for Skilled Physicians Group/Skilled Wound Care Surgical Group, having educated and trained hundreds of doctors, PA's, and NP's and thousands of nurses in various aspects of wound care and clinical care throughout the United States.

Carol Maher, RN-BC, RAC-MTA, RAC-MT, CPC, Director of Education, Hansen, Hunter & Co., P.C.



Carol Maher is a Board Certified Gerontological Registered Nurse with over 30 years of long term care experience and has worked in many LTC roles. She worked as the MDS Coordinator in a 300 bed SNF in Pennsylvania for 8 years before moving to California to become the MDS Coordinator/Director for a 1200 bed SNF in San Francisco. She has also worked as the MDS Coordinator

in a SNF that typically had 60-75 residents on Medicare, in addition to 160 long-term care residents. Most recently, she was the Senior VP of Utilization Services and Director of Reimbursement for large multi-facility organizations. Carol has worked as one of the Gold Standard nurses for MDS 3.0, serving on the RAP workgroup to prepare the way for the CAAs for MDS 3.0, and participating on a number of Technical Expert Panels related to MDS, Quality Measures and care planning. A sought-after speaker, she has given presentations at AAPACN, AHCA and Leading Age national conferences as well as many state organizations. She is also a frequent author of articles related to the RAI process and PPS. Carol served as a member of the AAPACN Board of Directors for 9 years. She is presently serving as the immediate past chair of the AAPACN Expert Advisory Panel and as an AAPACN Master Teacher of the RAC-CT and RAC-CTA certification courses. Ms. Maher is the Director of Education for Hansen Hunter & Co., providing MDS and Medicare classes across the country, presenting monthly educational webinars and completing compliance audits. She is the author of *Long-Term Care MDS Coordinator's Field Guide* (HCPRO 2016).



Hawley Hunt, MBA, MHA, LNHA, Director of Regulatory and Quality Services, American Health Care Association



Hawley Hunt is the Director of Regulatory and Quality Services for AHCA. Prior to joining AHCA, she was an Administrator for many years in a skilled nursing facility in Raleigh, North Carolina. Hawley has a Bachelor's degree in Health Services Management, and a dual Master's in Health Care Administration and Master's in Business Administration from

Pfeiffer University. Hawley has a passion for the long-term care industry, especially quality improvement and caring for residents with dementia diagnoses.

Lisa Hailey, MS, RD, LD, Company Dietician, Southern Administrative Services/Nightingale Group

Lisa Hailey has 24 years of experience in long term care as a consultant, with previous positions including Food Service Director at Pinnacle Pointe Hospital and Clinical Dietician at Baptist Medical Center-North Little Rock, and has been in her current role for 2 years. Her expertise includes PCC Nutrition Management. Lisa has a Bachelor of Science degree in Nutrition and a Master of Science degree in Health Education from the University of Central Arkansas.

Speaker Bios

Donovan Shultz, *Founder and CEO, Chief Investigator, Six Point Consulting*



Donovan Shultz has over 20 years of Law Enforcement experience with the Jackson Parish Sheriff's Office. Donovan started his career as a volunteer fireman, prior to joining the Jackson Parish Sheriff's Office. While working for the Sheriff's Office, Donovan also attended Louisiana Tech University, majoring in Nursing, before realizing his calling was to serve

as a Deputy Sheriff. Donovan also worked with the Jackson Parish Ambulance Service for 10 years while working at the Sheriff's Office. In 2006, Donovan started his own business, Six Point Consulting, LLC, which conducts emergency preparedness and fire drills in nursing homes and hospitals.

Sheriff Andy Brown, *CEO, Six Point Consulting*



Sheriff Andy Brown has over 38 years of Law Enforcement experience. Sheriff Brown first came to work at the Jackson Parish Sheriff's Office in September of 1985, working on the radio and then in Patrol and Investigations. In 2000, Sheriff Brown was promoted with a new Sheriff to the rank of Chief Deputy. In 2003, he ran and was elected by the people of the

Parish to be the next Sheriff of Jackson Parish with over 80% of the vote. Sheriff Brown assumed office on July 1, 2004, and since then has been unopposed in every election. He is currently serving his 19th year as Sheriff. Sheriff Brown joined Six Point Consulting, LLC in 2021.

Tori Gaston, *BS, Public Health Educator - Project Firstline, Arkansas Department of Health*



Tori Gaston is a Public Health Educator at the Arkansas Department of Health, currently providing education on Project Firstline. A native of Pine Bluff, Tori received his B.S. in Health Promotions with a minor in Family Consumer Sciences from the University of Central Arkansas in 2019.

Nicole Bonecutter, *BSN, RN, RAC-CT, IP-BC, CDP, AS-COM, Manager, Quality, AFMC*



Nicole Bonecutter is a registered nurse who serves as an AFMC Quality Manager to advance the quality improvement of nursing homes throughout Arkansas. She has over 15 years' experience working in long term care in roles such as a charge nurse, infection control nurse, MDS and care plan coordinator, admissions coordinator, marketing director, and assistant director of nursing.

While at AFMC, she has effectively helped reduce infections and improve stewardship efforts, the vaccination rates, and assist with enrolling and reporting COVID and MDROs into the National Healthcare Safety Network (NHSN). Ms. Bonecutter provides education to providers and healthcare workers on these and other quality improvement issues and has offered the latest techniques for improving care to nursing home healthcare providers at professional conferences throughout Arkansas and the region. She holds her Bachelor of Science in Nursing from the University of Arkansas for Medical Sciences, Infection Preventionist certification and Antibiotic Stewardship Certificate of mastery through NADONA, and RAC-CT certification through AAPACN. She has been a National Healthcare Safety Network Enrollment Practitioner, Education, and User since 2016.

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