



LeadingAge Kentucky is excited to host our [2022 Annual Conference](#) on September 29-30 at the Louisville Marriott East. This is a conference that you won't want to miss as it will provide opportunities to learn from your peers, the space to contemplate solutions to your challenges, and strategies to contemplate your organizations preferred future. The conference has been designed to help attendees consider what's next for their communities and to provide ideas on how to tackle some of the challenges we all face – building **momentum** for our journey!

This year's Annual Conference theme is **Momentum**, and it speaks to our hope and optimism as we continue to emerge from the global pandemic and meet the challenges of whatever comes next. **Momentum** is what propels our field forward. When harnessed, nurtured, and built upon, it can spread quickly, resulting in significant growth. Our world has changed. Our field has changed. Now we need to build on what we have accomplished to prepare for what lies ahead. The [2022 LeadingAge Kentucky Annual Conference and Trade Show](#) is your opportunity to reconnect with your peers, and your purpose, to hear from industry experts in top notch education sessions, to gather business intelligence in our solutions expo and to take a much-needed breather and re-energize for the goals you choose to tackle ahead.

Connect with your LeadingAge Kentucky community and reignite your passion and commitment to the people you serve. Join us and find out what's new and what's working, so that you're equipped to effectively meet the expectations of your current and future clients. **Join us for our [Annual Conference and Trade Show](#) in September to help accelerate momentum and keep moving forward!**



Thursday, September 29

9:00 a.m. – 10:30 a.m. Opening Keynote Session

1. Keynote Speaker - Tired to Inspired

Denise Boudreau, *Drive*

We all come into the aging services field wanting to make a difference in the lives of others, but after a few years we find ourselves feeling more tired than inspired! In this unique and powerful presentation, you'll discover the astonishing underlying cause of the fatigue that so often turns the most idealistic and well-intentioned staff into part of the problem. You'll find out how doing the right thing, in every sense of the word, will fill your community, build your reputation, and have the hearts of your staff brimming with the love and enthusiasm that led them into aging services in the first place. You'll take an exhilarating round trip from tired to inspired and return to your workplace with new ideas and concepts, and a simple but amazingly effective system to raise and sustain everyone's energy.

1:15 p.m. – 2:45 p.m. Education Breakout Sessions

2. Secrets Your Employees Aren't Telling You

Denise Boudreau, *Drive*

Ever wonder what your team members are saying about your organization when you aren't around? It's not what you think! Benefit from the insightful feedback of thousands of employees who have shared what goes right in their organization, and what could go better. Guaranteed the same bright spots and downsides can be found in your own organization and that they are impacting your customers' experience as well as your bottom line! Once you find out the secrets, learn the essential actions to address them and positively impact satisfaction, engagement, finances and clinical outcomes and your bottom line.

3. Technology Panel: Workforce Solutions

Tom Meyers, *Vice President, Ziegler*

Mary Lynn Spalding, *President & CEO, Christian Care Communities*

Peter Corless, *Executive Vice President, OnShift*

Workforce is clearly a top priority for the vast majority of senior living and healthcare organizations. This session will specifically showcase how technology can be a critical tool in workforce recruitment, retention, training and overall staff efficiencies. A panel consisting of a senior living operator and technology provider will cover topics such as using advanced data analytics, robotics and other machine learning to address current workforce challenges.

4. COVID: IPC Lessons Learned and Questions Remaining

Dr. Nimalie Stone, *Medical Epidemiologist for Long-term Care, Division of Healthcare Quality Promotion, Centers for Disease Control and Prevention (CDC)*

Keith Knapp, *Senior Advisor – Adult Programs, Kentucky Cabinet for Health and Family Services*

Systemic imperfections have been revealed across the post-acute care continuum during the COVID Pandemic. Some of them underscored the magnitude and urgency of issues that were already suspected of causing health or safety risks for both residents and caregivers. This interactive session will describe selected opportunities identified by the Centers for Disease Control and Prevention and Kentucky Cabinet for Health and Family Services for implementing policies that foster inter-agency and/or regulator-provider collaboration - to the ultimate benefit of long-term care community residents, staff or the families of either. Which interventions and approaches launched in the tense climate of a public health emergency had the most positive impact? Which of them deserve consideration as the most promising for us to keep through changes in statute, regulation or practice standards?

5. Recreating Your Culture After the Pandemic

Bette McNee, *Senior Clinical Risk Management Consultant, Graham Company*

Hunter Henderson, *Producer, Graham Company*

The unprecedented disruption to the way the world literally “works” now carries with it a certain degree of acceptance as our new normal. What we do not yet know is the mid-to-longer term impact on the workforce dynamic and on the individual culture of aging services communities. Anxiety still remains high at all levels of the workforce and concerned community leaders worry about the sustainability of operations. Early response consisted of flexible work scheduling, hazard pay and more to help ground and motivate employees. But was that enough? What about ongoing mental health issues facing workers where the work itself is unexpectedly challenging? What can be done to ensure that this crucial aspect of overall wellness is not neglected?

This session will describe an effective approach to avoid the impact of burnout and disengagement of employees; illustrate how to improve engagement of team members to recreate a culture of high performance; and discuss practical measures that can be implemented in already established processes to rebuild a new and improved culture.

3:00 p.m. – 4:30 p.m. Education Breakout Sessions

6. Resources to Keep Those Heads in the Beds

Rob Leffler, *VP of Clinical Services, Synchrony Pharmacy*

Liz Barlow, *RN, CRRN, RAC-CT, DNS-CT, Synchrony Health Services*

Maintaining census is critical to a facility's success. Learn how to prevent hospital readmissions through patient-centered interventions and how your therapy and pharmacy teams can help support you in that mission. Regardless of your vendor partners, you will be able to identify key

strategies that your teams can utilize to reduce risk for readmissions and promote successful transitions of care.

7. Public Health AmeriCorps Program - Workforce Pipeline

Todd Schmiedeler, CEO, Thumbprint Consulting

Family Scholar House (FSH) was awarded a 1-year grant from the Public Health AmeriCorps federal agency to provide 200 AmeriCorps members. FSH and LeadingAge KY will provide healthcare support to seniors and disabled individuals in maximum of 50 LeadingAge KY healthcare facilities. We will recruit individuals, including single parents, foster care, disadvantaged populations, high school students, and young adults to these paid part-time positions. The AmeriCorps members will be responsible for developing their healthcare knowledge and complete credentialing coursework through a pre-apprentice program enabling them to work in memory care, skilled nursing, assisted living, and other healthcare related environments and providing concurrent services for a minimum of 2000 patients.

8. Living in a New "Normal": Current Trends & the Future of Senior Living

Tom Meyers, Senior Managing Director, Ziegler
Jason Choi, Ziegler

The world is now living in a new "normal" and the senior living sector is certainly not exception. The purpose of this session will be to paint a picture of what our senior living sector will look like as it emerges from the COVID-19 pandemic to what will most likely be an endemic. During this session, presenters will address topics such as growth, the dynamic healthcare environment, and the state of senior living capital markets.

9. Boomers and Beyond: Planning for the Next Generation

Richard Kieley, Senior Associate, Project Manager, SFCS Architects
Marcelo Menza, Senior Project Manager, SFSC Architects

While the senior living industry continues to prepare for Baby Boomers, of whom all will have reached retirement age by 2030, now is a critical moment for organizations to begin future-proofing their communities to ensure they remain viable and sustainable for generations to come. In anticipation of the next generations, the speakers will highlight a series of strategic initiatives that they believe will be critical in shaping the future of senior living.

Friday, September 30

9:00 a.m. – 10:30 a.m. Education Breakout Sessions

10. Survey Expectations and Current Top Ten Citations

Adam Mather, *Inspector General, Kentucky Cabinet for Health and Family Services*

Top ten most cited deficiencies including Life safety and key components to Past non-compliance and IJ removal plans.

11. Elopement Prevention & Response

Shelly Maffia, *MSN, MBA, RN, LNHA, QCP, CHC, CLNC, CPC, Director of Regulatory Services Proactive Medical Review*

This session will review best practices for preventing and responding to adverse events related to elopements with an emphasis on the root cause and QAPI process, with example scenarios.

12. Leading Today's Teams with Today's Workforce

Mike Muetzel, *Author, Speaker, Consultant, Mx Marketing Management Solutions*

In today's world, coaching "Teams of Today's Employees" is not nearly as easy as it may sound. With four generations in the workforce, the growing issues of trust, living with the Great Resignation Culture, and all the new dynamics of change, leading teams is far different than it used to be. Understanding the stages of team development, both ways, and how leadership techniques need to adjust depending on the team's development are critical to be effective leaders at every level. This session will help make leading your teams less stressful and shorten the curve to maximum productivity and success.

13. Raise More Money for your Mission: A Transformative Approach to Fundraising

Chris Stevenson, *Vice President Fundraising Solutions, Ashley Rountree and Associates*

As the saying goes, "no money, no mission." But how do you raise money in an economy with rising inflation, market fluctuations, and deficits in Medicare and Medicaid reimbursement systems? In this exciting, high-octane session, you will learn how to combat these external issues by focusing internally to create a culture of philanthropy in your organization that engages all stakeholders in powerful ways. The result: more gifts and bigger gifts from a profoundly committed base of raving fans for your mission for years to come.

10:45 a.m. – 12:15 p.m. Education Breakout Sessions

14. How to Retain Workers: Kindness and Civility in the Workplace

Kelly Holden, *DBL Law*

Pay and benefits is not enough to retain workers in today's competitive environment. Employees want more out of work and want to work in a collaborative and harassment free environment where they are appreciated. This session will discuss the value of kindness and civility to retain workers and to avoid legal action. We will discuss practical application of respect and dignity at work.

15. Implementation of Senate Bill 11

Adam Mather, *Inspector General, Kentucky Cabinet for Health and Family Services*

Transferring ALFs from DAIL to OIG from social model to medical model.

16. Exploring the Revenue Cycle: From Revenue Creation to Cash Collections

Leah Shoulders, *Billing Manager, Hargis and Associates*

Rhonda Houchens, *Director of Operations, Hargis and Associates*

Discussing the Revenue Cycle and the importance each component plays in maximizing revenue and collections. From the role the admissions team play in census mix to the role the business/billing team play in Account receivables follow up.

17. Opening Doors to Aging Services: Moving Public Perceptions

Gwen Fitzgerald, *Director, Public Messaging, LeadingAge*

Every day you provide quality of care. Take steps to prepare your organization so your annual survey, quality measures and PBJ reflect the quality of care you provide. This presentation will highlight the Five-Star rating system and key strategies to attain Five-Star results. Attendees will learn about industry trends and organization-centered best practices to assess individual opportunities and risks. We will provide hands-on worksheet examples so attendees can calculate and determine the potential impact of Five-Star results.

18. Opportunity is Knocking: PDPM Missed Opportunities and Audit Risks

Stacy Baker, OTR/L, CHC, RAC-CT, Proactive Medical Review

Through the challenges of the past two years, a focus on Medicare systems management and MDS accuracy has been a lower priority in many cases. In this session, we'll explore SNF/PPS reimbursement updates, and examine top areas of missed opportunity identified through PDPM audits. Proactive Medicare auditors share insights on what IDT members can do to drive successful PDPM outcomes without having to reinvent the wheel. Emphasis will be placed on improving processes to gather necessary data for correctly capturing information impacting reimbursement accuracy and to strengthen supportive documentation. Discussion will include avoiding common MDS coding errors to promote and maintain MDS and PDPM precision with extensive case study examples of common errors, including the financial implications

19. Programs of All-Inclusive Care for the Elderly (PACE)

Staff Representative, Department for Medicaid Services

LeadingAge KY Member, PACE Provider

Paul Soczynski, Volunteers of America

In March of 2020, the Kentucky Department for Medicaid Services implemented administrative regulations to establish coverage and reimbursement for Programs of All-Inclusive Care for the Elderly (PACE). In addition to meeting federal guidelines, approved Kentucky PACE providers will provide comprehensive, capitated health services that enhance the lives of frail, older adults, and enable those adults to live in the community as long as the services are medically and socially feasible. Coverage and reimbursement for PACE will include primary care, social services, restorative therapies, including physical and occupational therapy, personal care and supportive services, nutritional counseling, recreational therapy and meals.

Staff from the Department for Medicaid Services will provide program attendees with available information to participate in this new comprehensive provider category. In addition, an approved LeadingAge Kentucky member will share insights and guidance regarding establishing an approved PACE program in Kentucky.

20. Managed Care Contracting

Nicole Fallon, LeadingAge

Todd Lacy, Masonic Homes of Kentucky

More information coming soon!