



Achieving Excellence

SESSION CATALOG

ORLANDO | JANUARY 22 – 24, 2024



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DAY 1

MONDAY 1/22

8:30 – 9:00 A.M.

Breakfast and Exhibits

9:00 – 9:10 A.M.

Opening



General Session

9:15 – 10:10 A.M.

Hazardous Drug Designated Person

Karen Spano

Which responsibilities come with the role of the hazardous drug designated person? Come interact with our experts to find out.



Compounding Pharmacy

Introduction/Managing a Survey

Richard Parker

Join us in this review of what to expect for the Life Safety and physical environment survey process and get tips on how to plan ahead.



Facilities Management (Hospital)

Common Inspection and Accreditation Failures: Lessons Learned and Pitfalls to Avoid

Becky Tolson

This session will examine recent trends in home health agency survey deficiencies, including the types of evidence to be reviewed by Surveyors and compliance tips that can help prevent these deficiencies during a Medicare accreditation or reaccreditation survey.



Home Health

9:15 – 10:10 A.M.
continued

Common Accreditation Failures

Lisa Meadows

What could stop a survey? This session will review the common issues that prevent a survey from going forward, identify ways to avoid those issues, and discuss the consequences for an initial Medicare certification or re-certification survey.

 Hospice

Do No Harm: Infection Prevention

Sherry Poulos

This interactive session will focus on the most crucial areas in infection prevention throughout an organization.

 Hospital Admin/Clinical

10:15 – 11:10 A.M.

Inspection and Accreditation Deficiencies: Avoiding Common Pitfalls

Mike Kirkbride

What are the most common inspection and accreditation deficiencies, and how can you avoid them? Come interact with our experts to find out.

 Compounding Pharmacy

The Building Tour

Ron Coulter

Meet with our experts to find out what to expect from top to bottom when Surveyors look over your facilities.

 Facilities Management (Hospital)

Reimagining Strategies for Effective Recruitment and Retention in the Post-Pandemic Staffing Crisis

Lourdes Wiley

Home health agencies face unique challenges in recruiting and retaining clinicians and caregivers. Agencies need to develop targeted and “out of the box” strategies to cultivate a workplace that draws employees through a healthy and supportive work culture and clear understanding of the barriers and challenges that create staff turnover. This session will challenge agencies to perform honest self-assessments and reimagine their approaches to staffing solutions.

 Home Health

10:15 – 11:10 A.M.
continued

How to Take the Pain Out of Pain Management

Ellen Fulp

Pain is one of the most reported and most feared symptoms in palliative care patient populations. This session reviews the importance of ongoing pain assessment and targeted management of physical pain. Non-pharmacologic and pharmacologic treatment options will be discussed, with a special emphasis on analgesic appropriateness for seriously ill patients. Case studies will be used to highlight optimal candidates for commonly prescribed medication classes.

 Hospice

Restraints: Optimizing Patient Rights Under Challenging Conditions

Tiffany Thompson

This session will guide you through the appropriate requirements from initiation to discontinuation of restraint use in real situations in the work environment.

 Hospital Admin/Clinical

11:10 – 11:25 A.M.


Break and Exhibits

11:25 A.M. – 12:20 P.M.

Keynote: Leadership Excellence

Pat Williams

Leadership Excellence: Hear from the entertaining Basketball Hall of Fame member who is a co-founder of the NBA's Orlando Magic, a cancer survivor, a marathoner, a popular motivational speaker, the author of more than 100 books, and the father of 19 children, including 14 who were adopted.

 General Session

12:20 – 1:20 P.M.

Lunch and Exhibits

1:20 – 2:15 P.M.

USP <795> Changes, Part 1: Personal Hygiene and Personnel Training/Competencies

Kathy Jackson

What changes to USP <795> will impact personal hygiene processes and personnel training/competencies? Come discuss these changes with our experts.

 Compounding Pharmacy

1:20 – 2:15 P.M.
continued

Emergency Management, Part 1: The Standards

Richard Parker

It's all about the planning. Meet with our experts for their tips and insights for managing emergencies. In this session, we will review the structure of the Emergency Management chapter, including planning, procedures, communication, training and testing, and operational requirements.



Facilities Management (Hospital)

Practical Guide to Home Health Competency Program

Irina Gorovaya

CMS mandates that home health agencies and their staffs adhere to accepted professional standards and principles. The growing complexity and acuity level of home health patients makes ongoing training, skill development, and competency evaluation imperative for home health staff to ensure they possess the knowledge, skills, and ability to provide individualized patient care effectively and safely. Implementing a successful competency program boosts clinicians' confidence and professional development and enhances patient outcomes.



Home Health

Developing a Patient-Centered Individualized Plan of Care

Lisa Meadows

An individualized plan of care identifies the physical, emotional, psychosocial, and spiritual needs of the patient and family as well as the goals of the patient and family. This allows the team to implement interventions specifically designed to achieve the established goals. This session will focus on both the regulatory requirements of the hospice plan of care and the inclusion of each patient's and family's unique needs and circumstances to be addressed by the interdisciplinary team.



Hospice

Continuum of Care: Admission to Discharge

Amy Antonacci

Which strategies ensure compliance throughout the accreditation cycle? Does the medical record tell the whole story? Find out when you attend this session.



Hospital Admin/Clinical

2:20 – 3:15 P.M.

USP <795> Changes, Part 2: Cleaning/Sanitizing and Environmental Monitoring

Kathy Jackson

What changes to USP <795> will impact cleaning and sanitizing procedures and environmental monitoring? Discuss these changes with our experts.

 Compounding Pharmacy

Emergency Management, Part 2: Evaluating the Emergency Preparedness Program

Richard Parker

What does an evaluation of the program mean? What elements should be in an evaluation? How does a good evaluation help my organization? Find out with our experts.

 Facilities Management (Hospital)

The Critical Role of Medication Profile and Reconciliation Management in Home Health: A Guide to Effective Error Prevention

Irina Gorovaya

Medication reconciliation is crucial for preventing medication errors and ensuring patient safety. In this session, we will go beyond regulatory compliance and identify practical strategies for developing an effective medication reconciliation process and practices to generate accurate medication profiles. We will address common barriers to successful reconciliation and discuss ways to promote a culture of safety within your organization.

 Home Health

Documenting Decline for the Hospice Patient

Lisa Meadows and Lourdes Wiley

Documentation of decline should not be a responsibility for the nurse alone. Other members of the interdisciplinary team can and should contribute to documentation of the physical decline they evidence and decline that may be reported to them by the patient and family. IDT involvement contributes to the overall picture of the patient's status.

 Hospice

2:20 – 3:15 P.M.
continued

What's Cooking? Nutrition and Dietary Services

Julie Vandenburg

A hospital's food department supports the nutritional needs of patients, staff, and visitors, serving hundreds or even thousands of meals each day. This session will highlight best practices for nutrition and dietary services to maintain compliance throughout the accreditation cycle.



Hospital Admin/Clinical

3:15 – 3:45 P.M.

Networking with Exhibitors

3:45 – 4:40 P.M.

USP <795> Changes, Part 3: BUDs and Water Activity

Kathy Jackson

What changes to USP <795> will impact beyond-use dates (BUDs) and water activity? Join the discussion with our experts.



Compounding Pharmacy

Ligature Risk: The Environmental Perspective

Tiffany Thompson and Richard Parker

That's a risk? This interactive session will focus on identifying, testing, and correcting ligature risk throughout your organization. Success involves collaboration and coordination between clinical and facility staff, so this will be a joint session for these two tracks.



Facilities Management (Hospital)



Hospital Admin/Clinical

Controlling the Real-World Cooties

Becky Tolson

An infection prevention and control program is essential to providing safe and quality patient care. This session covers the essential components of an IPC program, including policies, surveillance, staff education, equipment, and patient care practices.



Home Health

3:45 – 4:40 P.M.
continued

Medication Appropriateness: What You Should Know About Deprescribing

Ellen Fulp

Many patients living with a terminal illness experience polypharmacy, drug-drug interactions, and drug-disease interactions. Prescribing cascades and inappropriate medication use are frequently reported for patients receiving hospice care. This session will explore rational prescribing and deprescribing as part of “good” prescribing practices. Tools for evaluating medication appropriateness and tips for deprescribing will be provided. These tips will include step-by-step recommendations and communication models to practice with your staff.

 Hospice

5:30 – 7:30 P.M.

Welcome Reception

 General Session

DAY 2

TUESDAY 1/23

8:30 – 9:00 A.M.

Breakfast and Exhibits

9:00 – 9:55 A.M.

The Changing Healthcare Landscape

Patrick Horine

This presentation will focus on the key variables impacting the broader healthcare ecosystem in both hospital and physician delivery spaces. The impact of mergers and acquisitions; specialty roll-ups; and market consolidation will be discussed in detail in an engaging keynote that will leave you feeling smarter!



General Session

10:00 – 10:55 A.M.

Performance Improvement/Quality Assurance/ Quality Control

Karen Spano

Why are performance improvement, quality assurance, and quality control so important? Our experts will help you find out.



Compounding Pharmacy

Water Management

Richard Parker and Julie Vandembark

This in-depth review of processes and practice to reduce legionella in the water system will highlight the elements needed for an effective risk assessment.



Facilities Management (Hospital)



Hospital Admin/Clinical

10:00 – 10:55 A.M.
continued

Creating Patient Success with Individualized Home Health Plans of Care: Best Practices from Assessment to Execution

Irina Gorovaya

Gain insight on how to develop individualized care plans that comply with regulatory standards and ensure consistent, high-quality care across healthcare disciplines. Learn how assessing patient needs and preferences, collaborating effectively with interdisciplinary teams, and promoting patient engagement and adherence to care plans promotes exceptional care and positive outcomes.

 Home Health

Myths and Misconceptions of Hospice: How to Cultivate Effective Conversations with Anyone About End-of-Life Care

Lourdes Wiley

American culture avoids discussion, awareness, and planning for death as a normal part of life. Myths and misconceptions about end-of-life care create barriers to patients and families receiving effective care, to recruitment and retention of staff, and to community conversations with referral sources and the public at large. This session introduces effective communication strategies that can help professionals at all levels of experience more skillfully navigate these challenging conversations. Bring an open mind toward communicating not only “what” but most importantly “how”!

 Hospice

10:55 – 11:25 A.M.

Networking with Exhibitors

11:25 A.M. – 12:20 P.M.

Cleanroom Certification and Recertification Testing

Mike Kirkbride

What’s the big deal about cleanroom certification and recertification testing? Find out when you meet our experts.

 Compounding Pharmacy

Role of the Safety Officer

Ron Coulter

What does it take to be a hospital safety officer? Our experts will answer that question and more.

 Facilities Management (Hospital)

11:25 A.M. – 12:20 P.M.
continued

Home Health QAPI: Best Practices and Strategies for HHVBP

J'non Griffin

Quality assurance and performance improvement (QAPI) helps to ensure safe, effective, and patient-centered care. In this session, we will explore best practices and strategies for QAPI in home health, including how to establish a QAPI program, use data and metrics to drive QAPI efforts, implement quality improvement initiatives, and measure the impact on patient outcomes.

Finally, we will explore how to effectively communicate QAPI results and progress to stakeholders, including patients, families, caregivers, and regulators.



Home Health

How to Perform Mock Surveys in Order to Have Continual Survey Readiness

Sharon Litwin

This session will provide participants with the knowledge to prepare for surveys and remain survey-ready at all times. The presenter will go over conducting a mock survey step by step, which will include a focus on what to look for during home visits. Next, an important portion is to be able to take the findings and develop working action plans – including process, policy, and procedure. Education and QAPI development and implementation will facilitate maintaining compliance on a continual basis. Simple but effective strategies and tips will help participants conduct their own mock surveys like a Surveyor does.



Hospice

Ask the Surveyor: Eliminating the Fear Factor

Standards Interpretation Team

Did you ever not ask a question on a survey? Join a lively Q&A session where you can ask anything. Presenters represent the roles of Surveyors who perform on-site hospital surveys.



Hospital Admin/Clinical

12:20 – 1:20 P.M.

Lunch and Exhibits

1:20 – 2:15 P.M.

USP <797> Changes, Part 1: Compounding Categories; Personal Hygiene and Garbing; and Personnel Education/Training/Competencies

Mala Crossley

What are the changes in USP <797> that will affect compounding categories; personal hygiene and garbing; and personnel education, training, and competencies? Talk with our experts about these changes.



Compounding Pharmacy

Life Safety, Part 1: General Requirements, Means of Egress, and Fire Alarm Systems

Ron Coulter

Breaking down the Life Safety standards by topic, beginning with the big picture of your policies and system documentation before moving into standards for fire alarms.



Facilities Management (Hospital)

Specialized Care in Home Health: A Transformation in Patient Services

Irina Gorovaya

Many home health agencies provide generalized care, but the increasing level of acuity and complexity in patient needs suggests that a more specialized approach could improve outcomes and organizational performance. By narrowing the focus of care and developing advanced clinical pathways based on disease-specific management, home health organizations may be able to better address the needs of patients in their homes. In this session, explore the impact of specialized care services on key performance areas, including hospital readmission rates, care variances, and documentation accuracy. Additionally, we will discuss how applying specialized care in home health can improve staff retention, performance under the expanded Home Health Value-Based Purchasing Model (expanded HHVBP Model), and return on investment.



Home Health

1:20 – 2:15 P.M.
continued

NMDA Antagonists: Methadone and Ketamine Use in Hospice and Palliative Care

Ellen Fulp

This session will review some of the pharmacologic considerations for safely and appropriately using methadone in hospice and palliative care. Case studies will be presented to identify methadone candidates and tips for its use in outpatient settings. Methadone can be a challenging analgesic to work with but can be worth the extra work!

Ketamine, a less-utilized NMDA receptor antagonist, has received increased interest in treating refractory pain. This session also will briefly discuss ketamine, its evidence for use in refractory symptom management, and tips for use at subanesthetic doses.



QAPI – Part 1

Julie Vandembark and Tiffany Thompson

QAPI is fundamental to facilitating best practice. This session highlights the fundamental elements that make your QAPI program effective.



2:20 – 3:15

USP <797> Changes, Part 2: BUDs

Mala Crossley

Which changes to USP <797> will impact beyond-use dates (BUDs)? Join us to discuss these changes with our experts.



Life Safety Part 2: Fire Suppression Systems, Fire Safety Systems, Building Services, and Operating Features

Ron Coulter

A continuation of the Life Safety standards focus with more on fire safety and the myriad services and operating features in your buildings.



2:20 – 3:15
continued

Understanding OASIS E: A Comprehensive Overview

J'non Griffin

An overview of OASIS E, including its purpose, content, and use. This session covers the key components of the tool: patient demographics, clinical assessment, functional status, and health outcomes. Discuss the importance of accurate and timely data collection, the role of OASIS E in quality measurement and improvement efforts, and the potential impact of OASIS E on patient care and outcomes.

 Home Health

Ways to Increase Social Work and Spiritual Care Buy-in from Patients and Families

Lisa Meadows

How does your agency compare to the national or state average for use of social work and spiritual care services? Can your hospice nurses and hospice aides competently describe the role of the social worker and/or spiritual care providers? Patients and families often refuse these services due to lacking knowledge or having misperceptions of the roles. Regardless of the acceptance of these services, the emotional, spiritual, and psychosocial needs of the patient and family must be addressed. Increasing acceptance of these services not only increases the likelihood of a better death but also decreases the burden on your nurses.

 Hospice

QAPI – Part 2

Julie Vandembark and Tiffany Thompson

This workshop session uses real scenarios to walk you through the process of using your data to create and execute a performance improvement project with sustainable results and more.

 Hospital Admin/Clinical

3:15 – 3:45 P.M.

Networking with Exhibitors

3:45 – 4:40 P.M.

USP <797> Changes, Part 3: Environmental Monitoring and Surface and Air Sampling

Mala Crossley

Which changes to USP <797> will impact environmental monitoring and surface and air sampling? Come discuss these changes with our experts.

 Compounding Pharmacy

3:45 – 4:40 P.M.
continued

Physical Environment

Ron Coulter

What are the Life Safety requirements for building safety, building security, fire safety controls, and managing utility systems? What about requirements for handling hazardous materials and wastes, managing medical equipment, and overseeing the design, construction, and monitoring of the environment? Join our experts to find out.



Facilities Management (Hospital)

Home Infusion Therapy Accreditation Information

Becky Tolson

What is Home Infusion Therapy Accreditation, and how can it benefit your agency? Come meet our experts to explore whether this opportunity is a fit for your agency.



Home Health

Understanding and Overcoming Barriers to Hospice Recruitment and Retention

Lourdes Wiley

Competition for wages and benefits, burnout and compassion fatigue, and misperceptions of hospice care and services all developed before the COVID-19 PHE, but now record personnel shortages are creating a staffing crisis. Hospices must understand the barriers to recruitment and retention in the industry to develop both short- and long-term solutions. This session will help hospices assess their current situations and challenge leaders at all levels to think creatively about redesigning an approach to recruitment and retention with a healthier work and care culture for all.



Hospice

Coffee Chat: Trending Topics

Acute Care Hospital Staff

Join us for your favorite Coffee Chat series with a panel of experts discussing trending topics in health care.



Hospital Admin/Clinical

DAY 3

WEDNESDAY 1/24

8:30 – 9:00 A.M.

Breakfast

9:00 – 9:55 A.M.

USP <800>, Part 1: Hazardous Drug List, Assessment of Risk, and PPE

Brenda Jensen

Hear our experts discuss the Hazardous Drug List, how to complete an Assessment of Risk, and the appropriate PPE when compounding hazardous drugs.



Compounding Pharmacy

Plan of Correction

Richard Parker

Don't delay! Post-survey corrections can begin during the survey. Writing a good Plan of Correction saves your organization time and resources.



Facilities Management (Hospital)

Mastering the Maze: Unleashing the Power of Policies and Procedures for Your Agency's Success

Suzanne Deem

Take a deep dive into the essential components of policies and procedures, including those for administration, operations, fiscal management, human resources, clinical and documentation, QAPI, and risk management.



Home Health

9:00 – 9:55 A.M.
continued

Is Your QAPI Program Addressing the Right Issues?

Lisa Meadows

A robust quality assurance and performance improvement (QAPI) program allows hospice providers to improve all aspects of their program from patient outcomes to operational efficiencies. CMS provides a roadmap but minimal detail as to the content of your QAPI program. Many providers struggle to establish a QAPI program that addresses the right issues without just becoming a “hoop to jump through” to meet the Medicare Conditions of Participation. This session examines the potential of a QAPI program to drive real agency improvement, plus the regulatory requirements you’ll meet.



Hospice

Plan of Correction Workshop

Sherry Poulos

Become a PoC expert! Accelerate your process using a Plan of Correction that gets accepted on the first submission. This interactive session will teach you everything you need to know.



Hospital Admin/Clinical

10:00 – 10:55 A.M.

USP <800>, Part 2: Hazardous Communication Plan; Deactivating and Decontaminating; and Wipe Sampling

Brenda Jensen

What do you need to know about creating a Hazardous Communication Plan; deactivating and decontaminating hazardous drugs; and properly performing wipe sampling when compounding hazardous drugs? Find out during this session.



Compounding Pharmacy

Risk Assessment

Richard Parker

What constitutes a good risk assessment process for a hospital's physical environment? Learn how to test approaches to find the most effective solution for your organization.



Facilities Management (Hospital)

10:00 – 10:55 A.M.
continued

How to Perform Mock Surveys to Achieve Continual Survey Readiness

Sharon Litwin

Check out our step-by-step guide to conducting a mock survey with a focus on what to look for during home visits. Then go beyond to take the findings and develop working action plans – including process, policy, and procedure. Education and QAPI development and implementation will support ongoing compliance. Simple but effective strategies and tips will help you conduct mock surveys like a Surveyor.



Home Health

Incorporating Telehealth into Hospice Care Without Compromising Quality

Lisa Meadows

The recent COVID-19 public health emergency (PHE) promoted the use of telehealth services in home care and hospice. Many have asked if telehealth can continue after the PHE. Hospice providers have always been able to use telehealth or telecommunications as part of the care delivered to patients and families. This session focuses on the use of telecommunications to supplement in-person visits to improve the overall experience of the patient and family without compromising quality.



Hospice

The Little Things That Make a Difference

Julie Vandembark

Join us for a session shining a light on easily missed standards across multiple chapters that make a real difference in the quality of your patient care.



Hospital Admin/Clinical

10:55 – 11:10 A.M.

Break

11:10 A.M. – 12:05 P.M.

Cold Chain Shipping Requirements

Karen Spano

Do you ship medications to your customers? Do those meds need to be kept cold? How do you know they are still cold when they arrive? Find out how to know by joining our experts on this topic.



Compounding Pharmacy

Four Levels of Control

Richard Parker

Structure your Life Safety compliance strategy using four levels of control: documentation, mechanical areas, areas above the ceiling, and areas below the ceiling grid.



Facilities Management (Hospital)

Prepare for the Worst, Hope for the Best: Emergency Preparedness Guidelines

Suzanne Deem

This training session will educate agencies on the various aspects of emergency preparedness, including risk assessment, emergency planning, emergency preparedness policies and communication strategies. This presentation is an essential resource for anyone looking to enhance their emergency preparedness knowledge and skills.



Home Health

Top Deficiencies

Lisa Meadows

Do you understand the difference between a standard-level deficiency and a condition-level deficiency and the consequences associated with each? This session will focus on the differences between the two. The session also will identify the top deficiencies that lead to a condition-level decision and ways to prevent these deficiencies during your next survey.



Hospice

Promoting a Culture of Safety

Tiffany Thompson

Safe practices throughout a medical facility include medication security, patient handoffs, and much, much more. Join this discussion of best practices. Bring your questions and your solutions to share!



Hospital Admin/Clinical

12:05 – 1:05 P.M.

Lunch

1:05 – 2:00 P.M.

Care Planning**Mala Crossley**

How do you write a complete care plan that is individualized but not complicated? Join our experts and see how easy it is.



Compounding Pharmacy

**Clinical Record Documentation:
Do Your Records Read Like Mystery Novels?**
Sharon Litwin

Most agencies are committed to quality care for patients, but the clinical records—the legal record of care delivered—often read like a whodunnit. In this session, we will review commonly deficient areas of documentation and best practices for the processes, strategies, auditing, and education that can bring documentation into compliance.



Home Health

**Beyond Resource Referral and Spiritual
Presence: Interventions for Social Workers
and Spiritual Care Providers**
Lisa Meadows

What interventions do your social workers and spiritual care providers use most, and how are you auditing to determine compliance? As with nursing, both social work and spiritual care have discipline-specific interventions that require documentation. This presentation will address common interventions and documentation examples to ensure compliance.



Hospice

**Violence in the Workplace: Using the Standards
to Support Preparedness and Safety**
Sherry Poulos and Richard Parker

This session will discuss how our standards relate to workplace violence. Success involves collaboration and coordination between clinical staff and facility staff, so this will be a joint session for these two tracks.



Facilities Management (Hospital)



Hospital Admin/Clinical

2:05 – 3:00 P.M.

Ambulatory Infusion Centers and the Future of Healthcare Delivery

Mala Crossley

What does the future hold for ambulatory infusion centers and healthcare delivery? Come and join us for an in-depth discussion.



Compounding Pharmacy

Expecting the Unexpected: Be Prepared for a Workplace Emergency

Sherry Poulos and Richard Parker

A scenario-based session on workplace emergencies will show you how to implement your emergency preparedness plan. Success involves collaboration and coordination between clinical staff and facility staff, so this will be a joint session.



Facilities Management (Hospital)



Hospital Admin/Clinical

Mastering the Art of the Discharge and Transfer Summaries

Suzanne Deem

This training session will educate agencies on the importance of producing accurate and complete discharge and transfer summaries of the care provided to the patient while under the care of the agency. This presentation will also emphasize the requirements to meet compliance with ACHC Standards and Medicare Conditions of Participation (COPs) for creating and transmitting discharge and transfer summaries. This presentation is an essential resource for home health agencies to ensure safe and effective coordination of care for their patients.



Home Health

2:05 – 3:00 P.M.
continued

How to Manage the Consequences of Public Reporting

Lisa Meadows

Medicare certification survey results are now available to the public. Can your staff competently discuss recent survey deficiencies with patients, families, and referral sources who may ask questions? This presentation will provide talking points that staff can use to educate the public, patients, and families in order to calm any fears associated with survey results.



Hospice

