Quality and Beyond



2024 AHCA Convention & Expo

July 15-17, 2024 + Sheraton Phoenix Downtown

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2024 AHCA Convention & Expo

July 15-17, 2024 | Sheraton Phoenix Downtown



EXCEPTIONAL EDUCATION

Earn up to 16 CEUs approved by:

- NAB National Association of Long Term Care Administrator Boards
- NCIA Arizona Board of Nursing Care Institution Administrators and Assisted Living Facility Managers
- APNCC Activity Professionals National Credentialing Center

PRE-CONVENTION INTENSIVES

Earn 2.0 CEUs by attending a pre-convention intensive on Monday, from 7:30 - 9:30 am.

SEPARATE TICKET EVENTS

• Celebrating Excellence: Awards Breakfast Gala, Tuesday, 7:30 - 9:00 am

OPENING GENERAL SESSION

We will kick off the convention on Monday at 10:00 am with David B. Rutherford!

EXPO

Visit over 120 business partners who provide cutting edge products and services in long term care.

SILENT AUCTION

Support the Arizona Health Care Foundation by purchasing items from the exciting silent auction! Place your bids on the online silent auction site.





REGISTRATION

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- Full convention rate includes admission to the education sessions and expo from July 15-17.
- One-day rate includes admission to the education sessions and expo on Tuesday, July 16 only.
- Attend pre-convention intensives on Monday, July 15, for an added fee.
- Attend Awards Breakfast on Tuesday, July 16, for an added fee.

ATTENDEE POLICY

Businesses or vendors who are not exhibitors, presenters, AHCA Board members, AHCA staff consultants, sponsors and/or licensed Nursing Home Administrators, Assisted Living Managers, or other staff of skilled nursing facilities or assisted living communities, may not attend the AHCA Convention & Expo.

PHOTOGRAPH POLICY

By registering for this event, you give permission to AHCA, or parties acting on behalf of AHCA, to take your photo, video, or other media and acknowledge that these photos, videos, or other media may be used by AHCA for any purpose related to its mission including educational and promotional uses.

CANCELLATION/REFUND POLICY

If it is necessary to cancel your convention registration, you must send an email request to Frank Caruso at fcaruso@azhca.org. Phone cancellations will not be accepted. Cancellations on or before July 18 will entitle you to a full refund minus a \$100.00 administrative fee. No refunds will be given for cancellations received after this date.

NO-SHOW POLICY

Refunds will not be issued to participants who do not attend the convention, do not send a substitute, or do not cancel their registration by July 18 as stated above. Survey Policy: if you are notified of a DHS survey in your facility the week of or during the convention, you will receive a full refund. Please notify AHCA as soon as possible if this occurs.

SPEAKERS 2024 AHCA Convention & Expo July 15-17, 2024 Sheraton Phoenix Downtown Quality and Beyond 4 AHCA 2024 Convention & Expo

MONDAY | GENERAL SESSION David B. Rutherford

David is living his dream as an internationally known motivational speaker, best selling author for kids and adults, world champion performance coach, and as an award winning Podcast host. His passion for motiving people is affording him the opportunity work with the top companies in the world, averaging over 50 events a year. His specialty is helping individuals, teams, and organizations to develop a specific and focused approach to managing people and the mission. David is committed to helping people embrace their fears, forge their Self-Confidence, how to live the Team Life and to live with purpose. David's high energy, entertaining style, and endless motivation inspires all of those who come in contact with him to dig deep, persevere, and commit to the development of wining cultures.



MONDAY | GENERAL SESSION Carrie Severson, Author & Speaker

Carrie Severson is a burnout, author, speaker, business owner, wife, and bonus mom who lives in Peoria. She lives her life somewhere between winging it and manifesting it. After leading burnout recovery workshops around the country to health care networks and Fortune 500 companies, she put her expertise into a guided journal called The Enoughness Method. Her first memoir, Unapologetically Enough: Reshaping Success & Self-Love, was a big hit among women because it explored what saying YES to yourself looked like during and after burnout.



TUESDAY | GENERAL SESSION Kenny Aronoff

Kenny Aronoff is one of the world's most influential and in demand drummers and percussionists. Rolling Stone Magazine named him as one of the "100 Greatest Drummers of All Time" and the readers of Modern Drummer Magazine named him the #1 Pop/Rock Drummer and #1 Studio Drummer. The list of artists he's worked with on the road and/or in the studio is a who's who of the music industry's top talent. Names like: Elton John, Bob Dylan, Celine Dion, John Fogerty, John Mellencamp, Avril Levine, Lady Gaga, Smashing Pumpkins and MANY more. Kenny's winning approach to drumming, teamwork, leadership, and life has given him the ability to sustain a successful career for over four decades. Known as the Hardest Hitting Man in



Show Business, Kenny has created some of the most iconic drum parts in rock history, including perhaps his most famous moment on John Mellencamp's "Jack and Diane."

WEDNESDAY | GENERAL SESSION

Beth Ziesenis: Author. Speaker. Nerd., Your Nerdy Best Friend

Since her first Motorola RAZR flip phone, Beth has made a verb out of the word "nerd." She's here to help you filter through thousands of apps, gadgets, widgets and doodads to find the perfect free and bargain technology tools for work and home. Although the only real trophy she ever won was for making perfect french fries at McDonald's in high school, Beth Z has been featured on Best Speaker lists by several organizations that write best speaker lists. She has written a whole shelf of books on apps and has spoken to more than 100 thousand audience members just like you.



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WEDNESDAY | GENERAL SESSION

Shelly Maffia, RN, MSN, MBA, LNHA, Director of Regulatory Services, Proactive Medical Review

Shelly Maffia is a highly accomplished and experienced professional in the long term care setting. As a Registered Nurse and licensed Nursing Home Administrator, she brings a wealth of expertise to her work. With her impressive qualifications and dedication to advancing long term care practices, she is a true leader and valued contributor to the long term care community. Her commitment to improving care standards and ensuring regulatory compliance makes her an indispensable asset in the field.



WEDNESDAY | GENERAL SESSION

Sean Fahey, Attorney, Hall, Render, Killian, Health & Lyman, P.C.

Sean Fahey helps skilled nursing facilities, assisted living facilities, home health providers, and hospice providers navigate regulatory and compliance matters. He represents clients in all areas of health care compliance, licensure, governance, transactions, Medicare enrollment, administrative appeals, agreements, accounts receivable, and reimbursement recovery. He frequently speaks before national and state healthcare providers and associations on assisted living and skilled nursing facility issues.



WEDNESDAY | GENERAL SESSION

Tyler Enslin, Speaker, Tyler Enslin International

Tyler is passionate about helping his audiences engage their brains and memory in a fun and energetic fashion with no notes or power point. This enabled him to work with Fortune 500 companies, large organizations, and wide variety of associations. Tyler has also served as a talent management consultant for Johns Hopkins University since 2015. He works with a wide variety of healthcare related associations, including the American Health Care Association.



TUESDAY | GENERAL SESSION Ashlev Campbell

Ashley Campbell, the youngest child of Kim Campbell and country music legend Glen Campbell, is an accomplished singer, songwriter and musician. Ashley put her own career and life on hold when her father was diagnosed with Alzheimer's. Her debut single, "Remembering," a deeply personal reflection about her father's Alzheimer's diagnosis, was featured in the documentary, Glen Campbell: I'll Be Me. The soundtrack for I'll be Me, was honored with two Grammy awards. Celebrating the healing power of music, Ashley shares her family's iourney with Alzheimer's, often integrating music and performance into her honest, raw and moving keynotes. Since her father's death in 2017, Ashlev has dedicated her life to her musical career and to sharing the impact of her family's journey with Alzheimer's.

MONDAY, JULY 15, 2024

7:30 - 9:30 am

PRE-CONVENTION INTENSIVES (Ticketed Event) (2 CEUs)

Caring for a New Generation in LTC: Contemporary Populations and Considerations Deer Valley...... Sponsor: Banner University Family Care

• Barbara Speedling, Quality of Life Specialist, Barbara Speedling Education Connection

This pre-convention intensive will explore the responsibilities and expectations for improvements in quality of life, behavioral health and the person-centered interventions developed for residents with dementia, mental illness, substance abuse, and other complicated psychosocial needs. Discussions will include the development of care relationships with community and contract providers, families, and caregivers to ensure a broad range of services are available to meet the medical and psychosocial needs of a rapidly changing resident population.

Behind the Numbers: Demystifying the Facility Assessment and Staffing RatiosParadise Valley....... Sponsor: Castle Biosciences

Kay Huff, Director of Quality and Regulatory Services, AHCA

This pre-convention intensive is designed to help long term care providers with the knowledge and strategies necessary to navigate the complexities of the new updates to the provider assessment and staffing mandates. In this session, we'll delve into the regulatory requirements, compliance measures, and best practices for ensuring sufficient staffing levels and high-quality care in long term care facilities.

10:00 - 11:00 am

GENERAL SESSION (1 CEU)

• David B. Rutherford, Motivational Speaker, Team Froglogic

Join us as we celebrate the beauty of human diversity, the power of perseverance, and the boundless potential that lies within each of us. "Exploring the Human Condition" is not just a keynote – it's a transformative experience that will leave you inspired, enlightened, and ready to embark on your own journey of self-discovery and fulfillment.

11:00 am - 12:30 pm BREAKOUT SESSION #1 (1.5 CEUs)

Kay Huff, Director of Quality and Regulatory Services, AHCA

This session will provide an overview of the federal regulations and help gain a better understanding of the purpose and scope of specific requirements. Join us as we decipher and explore the common the F-tags and their meanings and implications for providers.

Promoting Resident Health: A Blueprint for Diabetic Management in Assisted Living ... Camelback A....... Sponsor: Medline Industries

• Burton Korer, PhDc, DNP, MSN, RN-BC, CPHQ, CADDCT, CEO, Korman Healthcare

This presentation will discuss strategies and standards of care for effectively managing diabetes in assisted living facilities. Participants will learn about glucose monitoring and medication management in high-risk populations including memory care and residents with limited life expectancy.

Patricia Howell RN, BSN, WCC, CFCS, Clinical Support Manager, Clinical Resource Team, McKesson Medical-Surgical
Join us for this education session tailored to clinical providers as we move forward from the challenges posed by COVID-19. This session goes beyond the pandemic to focus
on effective infection control strategies crucial for maintaining resident safety and well-being.

• Danae Mierau, General Manager, KARE

Throughout this presentation we'll examine the misconceptions we make as community leaders and identify where we "get it right" and "get it wrong" to attract and maintain top talent. Backfilling turnover positions takes away critical time, money, and resources that are essential to maintain a positive work culture for caregivers and happy, healthy residents. Consistently overworking your full-time staff can lead to fatigue and burnout.

SNF Synergy: Using Activities and Social Services to Enhance Marketing.......North Mountain..... Sponsor: Covenant Health Network

Molly Greenwald, President, LTC with Molly

Discover the untapped potential of your activities and social service departments as invaluable assets to boost your facility's marketing efforts. Learn how your activities and social service departments can create resident ambassadors for your brand. Walk away with fresh activities ideas and solid social services solutions and a team approach to marketing.

12:30 - 2:00 pm

LUNCH IN THE EXPO Phoenix Ball Rm Sponsor: Plaza Healthcare

2:00 - 3:00 pm

BREAKOUT SESSION #2 (1 CEU)

Gabe Guttman, Red Tape Advisors

There are many key items often overlooked by facility leadership within the SNF/ALF revenue cycle. Deepening our understanding of the "minute" day to day AR functions and their importance will help facilities better capture revenue that will otherwise go uncollected.

Strategies for Successful Assisted Living Management.......Paradise Valley...... Sponsor: PharmcareUSA

- Jai Larman, Executive Director, Freedom Plaza
- Yovan Luvt. Regional Vice President, MBK Senior Living
- Scott Wade, Executive Director Avista Senior Living
- Brandy Walp, Regional Director of Operations, View Point Senior Living

In this educational session, participants will dive into the landscape of operating assisted living facilities with finesse and efficacy. Through a comprehensive exploration of best practices, innovative approaches, and practical strategies, attendees will gain invaluable insights into optimizing resident care, enhancing operational efficiency, and fostering a supportive environment for both residents and staff.:

• Cindy Leach, Vice President, Long Term Care, Mercy Care

This session will empower individuals with the skills and strategies necessary to foster strong, collaborative partnerships with their case managers. Participants will learn effective communication techniques, conflict resolution methods, and the importance of mutual trust and respect to develop support provided by case management services.



MONDAY, JULY 15, 2024



- Jim Mullen, CPCU, ARMUSI, USI
- Michael C Dwiggins, ARM, Risk Control Consultant, USI

When a loss occurs at a facility, it is imperative to navigate the insurance-side of the equation in a quick and efficient manner. This informative session will give providers the opportunity to learn about the basics of insurance as it relates to losses and catastrophic claims. Attendees will hear from industry experts on how to leverage commercial insurance and other key relationship to help protect long term care providers from risk.

• Barbara Speedling, Quality of Life Specialist, Barbara Speedling Education Connection

Changing demographics, coupled with the challenges of caring for a new generation of resident, make it vital for long term care providers to successfully address the varied needs of many. The bar has been raised on what makes a community attractive to potential residents and staff. Achieving true culture change: not simply a project, but a positive and lasting change in the thinking and behavior of those who live and work in the environment is a central theme of this conversation.

3:00 - 4:00 pm

GENERAL SESSION (1 CEU)

......Valley of the Sun Sponsor: UnitedHealthcare
Community Plan

Bounce Back After Hitting the Wall

Carrie Severson, Author & Speaker

Burnout Recovery Expert Carrie Severson, author of The Enoughness Method and Unapologetically Enough, shares easy-to-implement burnout recovery techniques in How to Bounce Back After Hitting the Wall. This interactive workshop is specifically designed to address burnout recovery and burnout prevention, which many healthcare workers struggle with today. In this real, raw, authentic talk, attendees will walk away with tips to retrain their nervous system and tangible self-care tips that will support a more balanced way of life.

4:15 - 6:15 pm

AHCA LONG TERM CARE CHEF'S CHALLENGE (2 CEUs)

...... Sponsor: Shamrock Foods

Join us at the first AHCA Long Term Care Chef's Challenge for an innovative event dedicated to exploring the intersection of culinary artistry in our long term care communities. Esteemed chefs will engage in a cook off, showcasing their skills to address the unique nutritional needs and sensory experiences of individuals in long term care settings. This educational experience promises to inspire attendees with cutting-edge approaches and recipes to enhance the dining journey in their communities. One team will walk away as the AHCA Long Term Care Chef Champions.

TUESDAY, JULY 15, 2024

7:30 - 9:00 am

CELEBRATING EXCELLENCE: AWARDS BREAKFAST GALA (Ticketed Event) (1.5 CEUs) Phoenix Ball Room.. Sponsor: The Checkett Law firm

...Phoenix Ball Room.. Sponsor: The Checkett Law firm & Creative Care, Inc.

Join us for a morning committed to celebrating the dedication and excellence of long term care professionals. Our awards breakfast honors their outstanding contributions, showcasing their commitment to compassionate care and innovation within long term care. Let's come together to celebrate their achievements!

Ticketed Event: \$35 individual ticket / \$200 table of 6 / \$250 table of 8

9:00 - 10:00 am **GENERAL SESSION (1 CEU)**Valley of the Sun Sponsor: Bandera Healthcare A Family's Journey with Alzheimer's Glen Campbell's I'll Be Me - A Conversation with Ashley Campbell Ashlev Campbell During this heartful session hear the personal experiences of the Campbell family in facing Alzheimer's disease. Led by Ashley Campbell, daughter of legendary musician Glen Campbell, she offers a candid discussion about the challenges, triumphs, and poignant moments encountered while caring for a loved one with Alzheimer's. 10:00 - 11:00 am **EXPO BREAK** Phoenix Ball Rm..... Sponsor: Omnicare/a CVS Health Co. **BREAKOUT SESSION #3 (1.5 CEUs)** 11:00 am - 12:30 pm Barb Averyt, MHA, Senior Executive Director, Health Services Advisory Group, Inc. Keith Chartier, DrPH, MPH, Executive Director, Health Services Advisory Group, Inc. Attendees will gain access to HSAG's tools, resources, and educational opportunities offered at no cost to support efforts to strengthen the implementation of Quality Assurance & Performance Improvement (QAPI) with the goal of improving care coordination, preventing avoidable readmissions, reducing opioid utilization and misuse, and preventing facility acquired infections. • Brandon Chuman, PsyD, Chief of Neuropsychology, Behavioral Health Solutions In this session attendees will identify what a "behavior" is by covering biological and environmental causes of behaviors in skilled nursing facility and assisted living center settings. Then participants will explore strategies for reducing behavioral outbursts before they become worse by reviewing de-escalation techniques. Veronica Ceaser MBA, MSN, LNHA, RN-BC, RAC-CT, Principal Consultant, GEM Healthcare Consultina Explore the core components of the Facility Assessment and learn how to ensure its accuracy in this essential session. With updated requirements looming in the proposed final rule, it's crucial to grasp the significance of this document in shaping your facility's future. Always on Guard: Understanding Your Facility's Fire Protection SystemsNorth Mountain Sponsor: Fire and Life Safety Mat Amerman, President, Intelligrated Communications, Inc. & Intelligrated Communications, Inc. Stan Szpytek, Life Safety/Disaster Ready Consultant, AHCA Maintaining life safety compliance in a long term care facility is one of the most critical elements of operations. Understanding the complexities of fire protection systems is of paramount importance. This session will provide a close look at the inspection, testing and maintenance regimens required for these life saving systems in regulated health care facilities to help ensure a safe environment of care. • Jeffreys B. Barrett, MHA, NHA, QCP, Director of Workforce and Leadership Development, AHCA

> During this session learn the importance of leadership and peer leadership within frontline CareForce. Discuss strategies to build a strong CareForce leadership team and thoughts on important techniques to achieve your highest potential as CareForce leaders. The core of this session will be driven by the AHCA CareForce Leadership Academy.

TUESDAY, JULY 16, 2024

12:30 - 2:00 pm	LUNCH IN THE EXPO & CLOSE OF EXPO
2:00 - 3:15 pm	BREAKOUT SESSION #4 (1.25 CEUs)
	 Unlocking Opportunities: VA Reimbursement and Workforce Development in LTC North Mountain Sponsored: Life Care Centers of America Dana Ritchie, Member Services and Government Relations, American Health Care Association Jeffreys B. Barrett, MHA, NHA, QCP, Director of Workforce and Leadership Development, AHCA Explore the intersection of VA reimbursement and workforce development in long term care settings. Attendees will learn how strategic utilization of VA funding can not only optimize financial resources but also support workforce recruitment, retention, and professional development initiatives, ultimately fostering a thriving care environment.
Quality and	Safeguarding Residents' Rights: A Legal Perspective for Long Term Care Providers
Quality and Beyond	Best Practices in Clinical Partnerships
	 ALTCS Unveiled: Debunking Myths and Maximizing Eligibility Eric K. MacDonald, Attorney & Shareholder, JacksonWhite This session is an opportunity to better understand the challenging landscape of ALTCS by debunking myths that may keep residents from applying for ALTCS and identifying trouble areas that may keep them from qualifying. Learn to differentiate between the ALTCS issues that generate red-flags and create obstacles and the ALTCS fallacies that generate frustration and create fear.
	 The Meat and Potatoes of Dining Data Kimberly Fremont, MEd, RD, LD, Vice President, Health Technologies, Nutrition Alliance, a Dining RD Company Business intelligence by the spoonful! As one of the largest cost centers in the community, dining and foodservice data analysis gives the opportunity to understand resident preferences, budget control, and nutrition care. In this session, attendees will evaluate dining dimensions and formulate insights to dining, resident care, and beyond.
3:30 - 4:30 pm	GENERAL SESSION (1 CEU) Valley of the Sun Sponsor: Pharmcare USA
	 Rhythms of Success: Unleashing Your Inner Rockstar Kenny Aronoff Join renowned drummer Kenny Aronoff for an electrifying keynote session that explores the heartbeat of success. Drawing from his illustrious career playing with music legends like John Mellencamp, Bob Dylan, and countless others, Aronoff shares powerful insights and anecdotes on what it takes to thrive in a competitive industry. Get ready to be inspired, motivated, and ready to unleash your inner rockstar!

WEDNESDAY, JULY 17, 2024

7:00 - 9:00 am	BREAKFAST GIFT CARD	Registration Desk Sponsor: Healthcare Systems & Services Theoria Medical
8:00 - 9:00 am		Valley of the Sun
	There will also be discussion about clinical and regulatory ch	ate from AHCA, CEO, David A. Voepel and a look into the year. Hear from the AHCA President, Brett Robertson. allenges faced by facility leaders and solutions will be considered. Leadership decisions will be made through the ctors. This meeting will comprise important news, regulatory reimbursement updates and the vision for the future.
9:00 - 10:00 am	GENERAL SESSION (1 CEU)	Valley of the Sun Sponsor: UnitedHealthcare
	Al's Biggest Questions, Myths and Mysteries Beth Ziesenis, Author. Speaker. Nerd. Your Nerdy Best F	ciend Community Plan
		f artificial intelligence (AI). In this keynote session, Beth delves into the fundamental questions surrounding AI,
10:00 - 10:10 am	EVENT WRAP-UP & FOUNDATION 50/50 DRAWING	
10:15 – 11:15 am	GENERAL SESSION (1 CEU)	Sponsor: WJ Wealth Management
	Abuse & Neglect Sexual Consent & Updated Guida • Shelly Maffia, RN, MSN, MBA, LNHA, Director of Requi	
	 Sean Fahey, Attorney, Hall, Render, Killian, Health & Ly 	
		se and neglect prevention and reporting for long term care, with an emphasis on determining capacity to consent issues in abuse and neglect DAB decisions and best practices for responding to abuse and neglect allegations.
11:15 am - 12:15 pm	GENERAL SESSION (1 CEU)	Sponsor: Arizona Complete Health
	Mastering Your Memory	
	Tyler Enslin, Speaker, Tyler Enslin International The human brain possesses an ingredible amount of possesses.	ver to store and recall information. Unfortunately, most people are never taught how to fully access this ability.
	In this fun and highly engaging training, attendees will program teaches participants how to use these concept	earn unique and exciting methods to increase their memory skills to extraordinary levels. Most importantly, this in daily life. Instantly recalling people's names, giving presentations without notes, increased focus, and improved fits of this intriguing program. Tyler delivers this session in energetic fashion with no notes or PowerPoint to
Total CEU Pos	ssible: 18.75 CEUs	
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Midwestern University

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PACS (formerly Windsor)

PCG-DIRECTV for Hospitality

Peace of Mind Consultants **Pharmcare USA**

PharMerica

Phlebotomists on Wheels Arizona

Phoenix Vascular Access

Pic Rite Management and Consulting

Plaza Healthcare

PointClickCare

Powerback Rehabilitation

Quality Transport Services of Arizona

Red Mountain Funeral Home

Red Rock Pharmacy **Red Tape Advisors**

RestorationHO

Restorix Health/AMT

Reunion Rehabilitation Hospital River Valley Home Health and Hospice

Safety Drugs

Saliba's Extended Care Pharmacy

SCAN Desert Health

Sentience Psychological Services

Shamrock Foods

Simple, a Netsmart solution

Simply Thick

SNF Wound Care

Sonora Ouest Labs

Sonoran Vein and Endovascular

Span America, a division of Savaria

StateServ

Stillwater Hospice

Strategic Healthcare Programs

Stratton/BMS CAT

Sunland Risk Retention Group

TapestryHealth

Target1Medical

TeamHealth

Theoria Medical

TMC

Triton Supply

UnitedHealthcare Community Plan

United Hospice & Palliative Care of

Arizona LLC

University of Arizona Center on Aging

VIC the PICC

View Point Senior Care

Weber State University

Wellness Labs WellSkv

2024 Convention & Expo Registration

PRE-CONVENTION INTENSIVE (Monday AM)	AHCA Member	Non-Member
Caring for a New Generation in LTC	\$75/person	\$95/person
Behind the Numbers	\$75/person	\$95/person
ADDITIONAL EVENTS (Tuesday AM)	AHCA Member	Non-Member
Breakfast Award Ceremony	\$35/person \$200 table of 6 \$250 table of 8	
FULL CONVENTION (Monday, Tuesday, Wednesday)	AHCA Member	Non-Member
Registrants 1 through 4	\$405/person	\$725/person
Registrants 5 through 9	\$295/person	\$555/person
Registrants 10 Plus	\$255/person	\$450/person
Wednesday Only (ONE DAY RATE)	\$195/person	\$305/person
If registering by June 10, subtract 10% off total	Quality and	

Fees are based on staff from one facility in one location. Full convention registration fees include lunch on Tuesday, Wednesday and Thursday. Central office staff associated with a multi-facility sponsor or other agency may similarly register under the fees noted above.

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