



Quality Symposium

Presented by the PHCA Foundation in conjunction with PHCA

**COMMITTED TO QUALITY.
TOGETHER WE CAN.**

6th Annual Educational Summit

Wednesday, May 22, 2019

8:00 AM - 4:00 PM

Sheraton Harrisburg Hershey Hotel
Harrisburg, PA

Learn from industry leaders about:

- Excellence in Health Care
- Quality Care through Transitions of Care
- Infection Control through Performance Improvement
- Quality Improvement through Performance Improvement
- Process Management
- Workforce Best Practices
- Effectively Reduce Readmissions
- Technological Challenges to Ensure Excellence

**REGISTER NOW AT
www.phca.org**

**Sign-up by March 29 &
bring a colleague at no cost!**

Quality Symposium Agenda – Wednesday, May 22, 2019

7:00—8:00 am **Registration/Continental Breakfast/Networking**

Welcome

PA Department of Health and Bureau of Human Services Licensing (*Commonwealth Ballroom*)

8:00—9:00 am
General Session
(1.0 CEU)

The speakers will discuss their vision, initiatives and expectations as it pertains to Quality. Participants will gain insight from the Department Director's perspective as it relates NFs and BHSL department's perspective as it relates to PCH and ALRs on quality performance expectations.

Jacci Rowe, Director, Bureau of Human Services Licensing (BHSL), PA Department of Human Services

Susan Williamson, Director, Division of Nursing Care Facilities, PA Department of Health

9:00—9:15 am **Break/Networking**

BREAKOUT 1-A: Value-Based Purchasing (*PA Ballroom*)

Understand the components of SNF VBP related to 30-Day All-Cause Readmission (SNFRM) and the financial impact on SNFs. The presentation will identify the top reasons for hospital readmissions and how to effectively reduce readmissions and improve quality of care.

Amy Lee, President/CEO, Coretactics Healthcare Consulting, Inc.

9:15—10:15 am
Breakout Sessions
(1.0 CEU)

BREAKOUT 2-A: Quality Improvement through Performance Improvement (*Commonwealth Ballroom*)

The speaker will show you how to use quality improvement tools and processes to help you meet your quality improvement goal. Participants will see how performance improvement can work to help achieve success for staff and residents.

Penza Imes, RN Project Coordinator, Quality Insights

BREAKOUT 3-A: Workforce Focus (*Lower Level - Ash/Birch*)

The speaker will discuss workforce environment and engagement from a Gold Quality Award Perspective. The presentation will discuss workforce capability, capacity, climate, and development.

Gold Quality Award Winner

10:15—10:30 am

Break/Networking

10:30—11:30 am
General Session
(1.0 CEU)

Excellence in Health Care (*Commonwealth Ballroom*)

The speaker will provide insight on performance excellence and strategy. Participants will learn effective approaches to plan, guide and implement business practices to achieve high quality performance.

Joel Ettinger, President and CEO of Category One

11:30 am—
12:30 pm

Lunch/Networking

BREAKOUT 1-B: Patient Handoff: Best Practices for Quality Care across the Health Care Continuum (*PA Ballroom*)

This session will highlight how to engage in care coordination between settings to optimize patient outcomes and reduce rehospitalization. Discussion will include methods to optimize outcomes while delivering the right care in the most clinically appropriate setting.

Donna Diedrich, Vice President of Clinical Operations, Aegis Therapies

Mark Besch, PT, Chief Clinical Officer, Aegis Therapies

12:30—1:30 pm
Breakout Sessions
(1.0 CEU)

BREAKOUT 2-B: Root Cause Analysis (*Commonwealth Ballroom*)

A review of critical thinking and real-life scenarios that have led to negative outcomes and how they could have been avoided by using root cause analysis. An open conversation using the steps in root cause analysis.

David Ferraro, RN, MSN, LNHA, President, 4RO Post Acute

BREAKOUT 3-B: Measurement, Analysis, and Knowledge Management (*Lower Level - Ash/Birch*)

The speaker will discuss how their organization selects, gathers, analyzes, manages and improves its data. Discussion will include how the organization reviews findings to improve performance.

Gold Quality Award Winner

1:30—1:45 pm

Break/Networking

BREAKOUT 1-C: Infection Control and Performance Improvement (*PA Ballroom*)

The speaker will present on quality through infection prevention based on performance improvement projects. Discussion will include examples of process improvements for infection control practices.

JoAnn Adkins, BSN, RN, CIC, FAPIC/Senior Infection Preventionist, PA Patient Safety Authority

1:45—2:45 pm
Breakout Sessions
(1.0 CEU)

BREAKOUT 2-C: Discussion on Challenges: Technology and Quality (*Commonwealth Ballroom*)

Panelists will discuss technology implications for high quality performance. The panel will discuss experiences, practices and systems based on a customer focus to ensure excellence.

PointClickCare

BREAKOUT 3-C: Process Management (*Lower Level - Ash/Birch*)

The speaker will discuss effective and efficient design, prevention, process development and linkage to overall performance excellence. Participants will learn about the key measures important to ensure success.

Gold Quality Award Winner

2:45—3:00 pm

Break/Networking

3:00—4:00 pm
Closing
General Session
(1.0 CEU)

Workforce from a Process Perspective: Best Practices (*Commonwealth Ballroom*)

The speaker will discuss workforce from a process perspective. Participants will learn how to utilize best practices to improve quality through their workforce.

Ed McMahon, PhD., Vice President of Quality, Sunrise Senior Living

Schedule subject to change

REGISTRATION

Three convenient ways to register and pay:

1. **Online** with **credit card** at www.phca.org
2. By **fax** with **completed registration and credit card information** to 717-221-8687
3. By **mail** with **completed registration and check** payable to:
PHCA Foundation
315 N. 2nd Street
Harrisburg, PA 17101

Hotel Accommodations

Sheraton Harrisburg Hershey Hotel

4650 Lindle Road
Harrisburg, PA 17111

Hotel Reservation Deadline: **May 8**
\$138 per night (plus taxes)

To make reservations, call 1-800-325-3535
Mention "**PHCA Quality Symposium Room Block**"
Conveniently located less than 3 miles
from the PA Turnpike, Harrisburg East exit

Educational Summit Registration

Name

NAB Registry No.

Title

Facility/Organization

Address

City, State, Zip

Phone

Email

Name of Colleague (registered at no cost if paid by 3/29/19)

NAB Registry No.

Title

Facility/Organization

Address

City, State, Zip

Phone

Email

Payment Information

Register by March 29 and bring a colleague at no cost!

Registration Fee: Member: \$59 Potential Member: \$159

Total amount enclosed: \$_____

Check payable to PHCA Foundation

Visa / MasterCard / Discover / AmEx

Credit Card Number

Expiration CRV code

Cardholder's Name

Cardholder's Signature

6 CEUs for ALR, PCH and NHA

The educational program will be submitted for approval to the National Association of Long Term Care Administrator Boards (NAB) for 6 CEUs for assisted living residence, personal care home and skilling nursing administrators.

Membership

Is your facility currently a member?
Contact Beth Weachter at 717-221-7932 to
discuss membership benefits and to \$save today.

Cancellations received by **May 8** will receive a full refund minus a \$50 administrative fee. Registrants who do not cancel and do not attend will not receive a refund. Please call Beth Graham at 717-221-7936 to cancel. PHCA events will be held regardless of inclement weather. If a participant elects not to attend the event due to inclement weather, no refund or credit will be provided. Participants accept all liability for their own travel choices.



PHCA Foundation
315 North Second Street
Harrisburg, PA 17101

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