



# 2022 Survey Process and Expectations

April 19 - May 24, 2022



## Program Description:

As providers navigate their operations in the current state of COVID, it is now time to focus attention on the survey process. This webinar series will prepare your organization for a successful survey. Critical information will be shared by leading long term care experts to identify the essential preparations needed and the key areas for compliance to be survey-ready. This six-part webinar series will offer the resources and insights for your entire team to be positioned for your next survey. With the right information and proper preparation, you can have confidence in your team.

## Webinar Schedule:

- **Weekly for 6 weeks: April 19 - May 24** 2:00 - 3:00 PM EST (*Webinar, Live-Streaming Online Format*)

## Continuing Education:

**KBN: 5-0014-12-23-1022**

This seminar has been approved for **1.2 contact hours** for nursing facility administrators by the Kentucky Board of Licensure for Nursing Home Administrators and Kentucky Board of Nursing for RN/LPNs for each session of the series.

***\*Must attend each session and complete a speaker/seminar evaluation form to receive 1.2 contact hours certificate per session.***

*(Kentucky Board of Nursing approval of an individual nursing continuing education provider does not constitute endorsement of offering content.)*

## For more information:

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## Presenters:

**Karolee Withers**, *Director of Reimbursement and Clinical Consulting*, Pathway Health

Karolee has more than 22 years of nursing leadership in long-term care, including 12 years as a director of nursing services for various facilities. She is a strong proponent of resident-centered care, establishing many programs and processes to bring about cultural changes to ensure quality care. Karolee has proven success with regulatory turn-around, nurse management mentoring and interim director of nursing roles. She is also experienced with implementing clinical software systems. Karolee is a licensed, registered nurse and an AHIMA-approved ICD-10-CM/PCS Trainer.

**Sue LaGrange**, *Chief Nursing Officer*, Pathway Health

As Chief Nursing Officer her primary responsibilities include planning and implementation of critical industry-leading clinical programs assisting our clients toward regulatory compliance, implementation of best practices as well as cutting edge changes in the industry. Sue has 30 years of long term care management experience, which included Director of Nursing Services and Consultant. She is a past president of the Wisconsin Director of Nursing Council. Sue has clinical experience in assisting facilities in resident care management, regulatory compliance, infection control and overall management of nursing operations. Sue is a nationally recognized infection control professional and is Board Certified in Infection Control.

**Colleen Toebe**, *Director of Consulting Services*, Pathway Health

Colleen has extensive clinical experience across the health care continuum. Prior to her current role, she was an accomplished clinical and reimbursement consultant, excelling in interim leadership roles in long term care and assisted living, developing educational programs and national Clinical Reimbursement Specialist. Colleen is a licensed registered nurse with a Master's in Nursing degree. Colleen is also a MDS and Medicare Master Trainer for the American Association of Nurse Assessment Coordinators, INTERACT Certified Trainer, Nursing Assistant Instructor, and ICD-10 Audit Nursing Instructor.



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## Agenda/Program:

### Module 1: Survey Preparedness

April 19, 2:00 - 3:00 PM EST

The hectic crisis period of the COVID-19 pandemic is subsiding in most areas and providers much now focus on your next survey. The high-risk survey areas will be reviewed with fresh approaches to managing quality and regulatory compliance.

- ◆ Identify and review new regulations and survey processes
- ◆ Review National survey deficiency trends to focus your systems improvement efforts
- ◆ Select tools and data sources to use in high risk systems analysis and improvement

### Module 2: Emergency Preparedness - What You Need to Know Moving Forward

April 26, 2:00 - 3:00 PM EST

How effective has your emergency preparedness plan been? Every provider must continually reassess their emergency preparation (E-prep) plans. This session will review ways to streamline your E-prep plan for effective implementation. Key CMS regulations will be highlighted for inclusion in your plan .

- ◆ Review the required components of an E-prep plan.
- ◆ Discuss ways to streamline the documents to make them user-friendly and effective.
- ◆ Review Lessons Learned from the pandemic.

### Module 3: Care Plans - The Guide for Quality Care

May 3, 2:00 - 3:00 PM EST

Are your resident care plans reflective of the residents' care needs? Some providers tend to over-complicate care plans, writing them for surveyors or writing them by the book. This session will explore how to simplify resident care plans so they reflect the resident's needs and strengths and use evidence-based interventions. The care plan structure, language, and how to engage the resident in the care planning process will be covered.

- ◆ Review the varying structures of care plan elements
- ◆ Identify how to personalize a care plan while using evidence-based interventions
- ◆ Determine strategies for engaging the resident in the care planning process
- ◆ Understand the intersection of your care plans and the survey process

### Module 4: Staffing - The Challenges, The Requirements

May 10, 2:00 - 3:00 PM EST

This session will cover key staffing requirements and how to navigate staffing challenges in today's workforce environment. Providers will learn how to triage the residents' priority care needs with a focus on the critical areas in the community. Learn strategies for organizing your team to better serve the residents every day or when crisis staffing occurs .

- ◆ Characterize your workforce and develop a plan to effectively deliver the best level care to your residents
- ◆ Identify the key priorities when staffing is limited
- ◆ Understand regulatory requirements for staffing, reporting, and implications for non-compliance



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## Agenda/Program (Continued):

### Module 5: The Roles of the Leadership Team in the Survey Process

May 17, 2:00 - 3:00 PM EST

Facility preparation for the survey process is critical for a success survey outcome. Each interdisciplinary team member has a role in effectively managing the survey process. This session will discuss the role of each leader during the segments of the survey.

- ◆ Describe the role of each leader at the Entrance of surveyors to the building
- ◆ Discuss each leader's function throughout the survey process - tips and strategies for effective organization and communication with surveyors
- ◆ Illustrate each leader's role in providing key evidence of compliance to surveyors prior to exit
- ◆ Explain leaders' roles in development of an effective plan of correction

### Module 6: Infection Prevention and QAPI - Use Quality Data to Monitor Infection Prevention Practices

May 24, 2:00 - 3:00 PM EST

Infection Prevention has been a focus during the COVID-19 pandemic. Providers have heightened their awareness and honed infection prevention skills. Moving forward, providers must continue their attention to IP. This session will discuss how to use QAPI data and QAPI process to scan for potential issues. This session will also cover how to design a performance improvement plan to attain and maintain a low infection rate.

- ◆ Recognize sources of infection prevention data
- ◆ Review strategies to use QAPI for practice maintenance and improvement
- ◆ Examine a simple performance improvement plan to document your infection prevention efforts

## Who Should Attend:

Every member of your management team should be a part of your compliance and survey strategy. Your team can benefit from one registration!

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April 19 - May 24, 2022 | Webinar | Live-Streaming Online Format

## Complete Facility Information:

Facility \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

## Main Contact Information:

Fees are per connection at a facility. Registration instructions and handout materials will be sent to the main contact person listed below 1-2 days prior to the program. Registration fee includes electronic handout, one connection to the live webinar and instructions for receiving CE credit/attendance certificate.

Main Contact \_\_\_\_\_ Title \_\_\_\_\_

email \_\_\_\_\_

LeadingAge Kentucky webinars deliver value to you with:

- ◆ No travel cost and time out of the office.
- ◆ No limit to the number of staff who can participate LIVE and receive CE credit – using one connection per registration.

## Registration Information:

### LeadingAge KY Members

One Session	\$ 115
All 6 sessions	\$ 615

### NON-Members

One Session	\$ 145
All 6 sessions	\$ 795

## Cancellation Policy:

*Registrations may be canceled 48 hours in advance. After that time, no refunds will be permitted. However, substitutions are welcome. No-shows will be billed.*

Please check which sessions you would like to register for.

ALL 6 Sessions April 19 - May 24, 2022

April 19

April 26

May 3

May 10

May 17

May 24

**Registration Deadline: December 13, 2021**

## Payment Options:

- Check Enclosed (payable to LeadingAge Kentucky Foundation)
- Please invoice (*LeadingAge KY Members ONLY*)
- Charge my Mastercard/VISA

Credit Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Cardholder Signature \_\_\_\_\_

## Mail or Email Registration to:

**LeadingAge Kentucky FOUNDATION**  
1640 Lyndon Farm Court  
Suite 108  
Louisville, Kentucky 40223

**Phone:** (502) 992-4380

**Email:** [rhoyer@leadingageky.org](mailto:rhoyer@leadingageky.org)