

NCHEA

8TH ANNUAL



*Embassy Suites Resort at Kingston Plantation
9800 Queensway Boulevard
Myrtle Beach, South Carolina 29572*

AUGUST 7-9, 2019

WEDNESDAY, AUGUST 7

Registration

12:00 NOON - 6:00 PM

Participants may obtain their Symposium materials and name badges during this period. On-site registrations may be made at this time.

NCHCFA Sponsor Showcase

12:30 PM - 4:30 PM

Stop by and visit our sponsors on Wednesday or set a time to meet during one of the networking opportunities scheduled throughout the Symposium.

Medicaid Managed Care

1:00 PM - 2:30 PM

Medicaid managed care starts rolling out in the state starting on November 1, 2019. This session provides an overview of the Medicaid managed care system, recent updates to the system, and how your facility can prepare to deal with the various managed care companies that may have residents in your facility covered under a Medicaid managed care plan. Although the initial Medicaid nursing home population is limited, providers need to be prepared before implementation starts.

Sam Clark is the NCHCFA Vice President of Finance and is primarily responsible for issues related to reimbursement of nursing facility services. In addition to acting as an information resource on matters pertaining to reimbursement, Sam is also the staff contact for the Health Insurance Portability and Accountability Act (HIPAA), Certificate of Need and Life Safety Code.

Legal Update - Medical Malpractice Reform

2:45 PM - 3:45 PM

In 2011, the North Carolina General Assembly enacted several vital reforms to the law governing medical malpractice claims. These reforms included a statutory cap of \$500,000 (adjusted for inflation) on noneconomic damages in medical malpractice cases. Other reforms included limiting the recovery of medical expenses to expenses paid, excluding those that are billed but not paid. Noneconomic damages caps in medical malpractice cases have been challenged in court by the medical malpractice plaintiffs' bar in virtually every state that has adopted them. For several years, Robinson Bradshaw lawyers Mark Merritt, Rob Harrington, and Brian Church have coordinated the defense of the noneconomic damages cap and related 2011 reforms, serving as attorneys of record on these issues, monitoring lawsuits, and preparing arguments supporting the constitutionality of the reforms. In this program, Harrington and Church will discuss the substance of the 2011 reforms, recent developments related to the reforms, and the importance of vigilance in litigating challenges to the reforms.

Brian Church is a litigation shareholder with Robinson Bradshaw in Charlotte, beginning his career in private practice in 2010. Brian is a member of the North Carolina and South Carolina bars and regularly litigates complex commercial disputes in federal and state courts. He has assisted the coalition defending North Carolina's tort reform since 2012. He graduated from Clemson University and the University of Alabama School of Law, after which he clerked for the Honorable Joel F. Dubina, Chief Judge of the Eleventh Circuit Court of Appeals.

Robert Harrington is a litigation shareholder with Robinson Bradshaw in Charlotte, where he chairs the firm's litigation department. Rob is a fellow of the American Bar Foundation and a member of the American Law Institute. He has served as president of the Mecklenburg County Bar, as a member of the North Carolina Commission on the Administration of Law & Justice, and as a member of the North Carolina Bar Association Board of Governors. He graduated from Duke University and Duke University Law School, after which he clerked for the Honorable Martin L.C. Feldman of the United States District Court for the Eastern District of Louisiana.

Hurricane Emergency Preparedness

4:00 PM - 5:00 PM



The 2019 Atlantic hurricane season officially began on June 1, 2019. This timely session presented by the North Carolina Office of Emergency Medical Services/Regional Healthcare Preparedness Coalition will review lessons learned from the devastation of the 2018 hurricane season directly to North Carolina skilled nursing facilities (SNFs). Specific examples will be provided from NCHCFA member SNFs that weathered Hurricanes Florence and Michael. This session will also provide an overview of how the North Carolina State Medical Response System prepares for and responds to disasters, and valuable resources available to SNF providers to ensure the highest level of preparedness before, during, and after a disaster.

WEDNESDAY, AUGUST 7 (*continued*)

Informal Dispute Resolution (IDR) Update

5:15 PM - 6:15 PM

The Standards and Ethics Committee co-chairs will give an update on the IDR process post the issuance of Appendix Q. The session will be moderated by Polly Welsh who will also give an update on citations at the level of Immediate Jeopardy over the past five months.

Amber McIntosh is the Executive Director at United Church Homes and Services (UCHS) in Newton, NC. Amber is a licensed nursing home administrator and has a Bachelor of Business Administration (BBA), Health/Health Care from Appalachian State University. She has served on numerous committees for NCHCFA. In addition to co-chairing the Standards and Ethics Committee, she serves as the Non-Proprietary Vice Chair on the NCHCFA Board of Directors.

Todd Roper is a licensed nursing home administrator at Conover Nursing & Rehabilitation Center and studied at the University of North Carolina at Chapel Hill. In addition to co-chairing the Standards and Ethics Committee, Todd has worked on numerous committees for NCHCFA.

Polly Welsh is the NCHCFA Executive Vice President and focuses on long term care policy, regulation, and quality issues, serving on many advisory committees, task forces and other government policy collaboratives with the Division of Health Service Regulation, the Division of Medical Assistance, and the Division of Aging, within the Department of Health and Human Services. Polly conducts statewide, as well as national, educational sessions on leadership, quality, and regulatory issues.

Chair's Welcoming Reception

6:15 PM - 7:30 PM

Chair Jim Martin and the Board of Directors invite you to kick off this year's Summer Symposium with complimentary light hors d'oeuvres and cocktails. Enjoy the music of Dan Hood while you reconnect with colleagues after a long drive or before you go out for the evening. This reception is included with your registration.

THURSDAY, AUGUST 8

Sunrise Yoga

6:30 AM

Join your colleagues for sunrise yoga before you start the day. Mats will be provided. Additional details will be provided on-site.

Registration

8:30 AM - 12:00 NOON

Participants may obtain their Symposium materials and name badges during this period. On-site registrations may be made at this time.

NCHCFA Leadership Institute & Quality Landscape Review

9:00 AM - 10:30 AM

Alliant Quality is proud to serve as the QIN-QIO for Georgia and North Carolina and is focused on delivering patient-centered, safer and more effective care. By participating in a local QIN-QIO improvement initiative, facilities gain access to valuable resources, including evidence-based improvement strategies that are aligned with other major health quality initiatives and that can help prepare for value-based purchasing. This session provides an opportunity to learn more about Nursing Home Five Star Total Quality Score, Long Stay vs. Short Stay Measures, and Nursing Home Metrics.

The AHCA/NCAL National Quality Award Program recognizes long term and post-acute care organizations across the nation for quality. Based on the Baldrige Performance Excellence Framework, a nationally recognized method for improving business performance, the Program sets high standards for quality and excellence. The Program has three levels of awards: Bronze – Commitment to Quality, Silver- Achievement in Quality, and Gold – Excellence in Quality, each of which set progressively higher standards for performance. By moving through the three award levels, organizations will improve the quality of the care and services they provide. This session will provide information for facilities interested in participating in the program as well as dates for NCHCFA educational sessions to help with completing applications.

Launched in 2018, the North Carolina Health Care Facilities Association Institute for LTC Leaders is an effort to provide an intensive, interactive experience that provides emerging leaders within NCHCFA and the profession with information and inspiration to bring their leadership skills to new levels of quality. NCHCFA's Institute for LTC Leaders program's goal is to develop leaders within the Association and North Carolina's long term care profession. The program is patterned after the American Health Care Association's Future Leaders, with an exclusive group of NCHCFA-member professionals chosen for their demonstrated leadership skills, support of the Association and an interest in pursuing leadership pathways to improve their personal and professional skills. This session provides an overview of the program as well as information regarding the application process.

THURSDAY, AUGUST 8 (continued)

Melody Brown has been the Task Manager, Performance Management, for Alliant Quality since March 2017. She specializes in quality assurance, process improvement, and quality management. Melody has a master's degree in Healthcare Management from Troy State University and a bachelor's degree in Medical Technology for the Medical College of Georgia. She is also an adjunct instructor at South Georgia Technical College.

Eric Kivisto is the NCHCFA Director of Policy Development and is primarily responsible for the various projects that provide members with information, resources and direction as to how best to access various Quality Improvement Programs. In addition to acting as a resource on Quality Improvement matters, Eric is the staff contact for questions related to CMS's Five Star Ranking System, AHCA LTC Trend Tracker and Quality Award Program, and Criminal Background Check requirements.

Networking Opportunity

10:30 AM - 11:00 AM

Meet with an NCHCFA sponsor or visit with peers for best practice sharing.

Preparing for Phase 3 Requirements of Participation and New Developments

11:00 AM - 12:30 PM

Long term care facilities must be compliant with Phase 3 Requirements of Participation by November 28, 2019. This phase introduces several items that have never been surveyed before, including the full implementation of a compliance and ethics and QAPI program, presence of a qualified infection preventionist, and certain staff training requirements. Cindy Deporter, MSSW, State Survey Agency Director, Division of Health Service Regulation, will provide the most current overview of the Phase 3 UpdRequirements of Participation with extra emphasis on those that have not been phased in as well as new developments.

Cindy Deporter was appointed as State Agency Director of DHSR in May of 2016. Since 2013 she has also served as the Interim Assistant Section Chief of the Acute Home Care Section. She is also the Branch Manager for the Quality Evaluative System which is responsible for training, Internal Dispute Resolution, Civil Money Penalty Grants, and Independent Internal Dispute Resolution. This section also oversaw the implementation of the Electronic Plans of Correction for CMS. Cindy is on the CMS Task Force team that is working on combining the standard and the Quality Improvement Organization survey process.

It's Not You, It's Your Brain - Luncheon with Amy Dee

12:30 PM - 2:00 PM

Did you know that every day you are exposed to as much information as your 15th century ancestor experienced in a lifetime? You are not only experiencing epidemic "overwhelm" of information and choices, you're being asked to do more with less. Time management isn't enough. Today you need MIND MANAGEMENT. Amy's hilarious stories and memorable metaphors will help you organize your day for better brain benefit, and steer around cognitive biases that hinder objective thinking, and positively deal with daily challenges. Amy will explain how self-compassion leads to better customer service. Laugh while learning practical tools you can immediately apply to make every day more productive and satisfying. [Administrators will earn 1.0 hour of continuing education for this program.](#) [The cost of this lunch is included in the registration fee.](#) However, you must preregister for this event.

Amy Dee, Psychiatric RN, is recognized by audiences across the country as a master storyteller and brilliant comedian. She combines her background in standup comedy and theatre with her RN degree and experience as a successful business owner to deliver hilarious stories and valuable content on the brain and behavior. Her message and music rise above the boundaries of gender, age, and occupation. Amy's hilarious stories coupled with her phenomenal content propels audiences to live, act, and work better. Her authentic spirit and down to earth approach have made her one of the most sought-after speakers throughout the United States. She is truly one of the best speakers in the country at combining message and humor.

NCHCFA Day at the Beach

Volleyball & Corn Hole Tournament

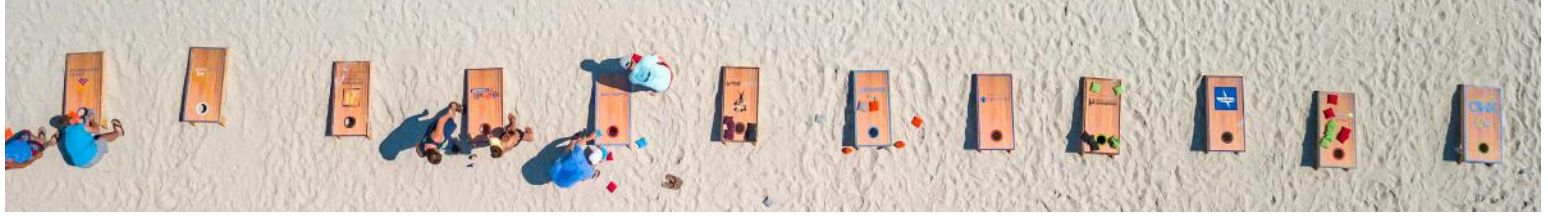
2:30 PM



Join your colleagues on the beach for an afternoon of fun! Represent your district in the NCHCFA Volleyball Tournament. [Will District II-Team Todd Roper defend their title?](#) Challenge the NCHCFA staff and Board of Directors in the quest for the Chair's Cup.

THURSDAY, AUGUST 8 *(continued)*

If you are not set on volleyball, get a team together for the Corn Hole Tournament or Sand Castle contest. Be sure to bring the family! Additional games will be provided for younger children. Register your team at the NCHCFA registration desk! Sponsors will provide snacks, beverages, and prizes.



Sunrise Yoga 6:30 AM

Join your colleagues for sunrise yoga before you start the day. Mats will be provided. Additional details will be provided on-site.

Networking Opportunity

8:00 AM - 8:30 AM

Meet with an NCHCFA sponsor or visit with peers for best practice sharing.

Countdown to Patient Driven Payment Model (PDMP)

8:30 AM - 11:45 AM

The Centers for Medicare & Medicaid Services (CMS) will be transitioning to a new payment methodology for Part A beneficiaries in Skilled Nursing Facilities effective October 1, 2019. The Patient Driven Payment Model, or PDPM, moves away from a payment system driven by therapy minutes to a system driven by resident specific diagnoses and conditions and will be a dramatic change for providers. This session will provide the latest updates regarding the October 1st PDPM implementation. It will also discuss the operational changes you should be making now in order to be ready for October 1st and describe in detail the transition plan required by CMS for September and October and how to plan ahead to be the most efficient during the transition.

Robin Hillier is a healthcare executive dedicated to post-acute and long term care. She is a Certified Public Accountant, a State Tested Nursing Assistant, a Licensed Nursing Home Administrator, and is Resident Assessment Coordinator Certified and a Master Teacher through the American Association of Nurse Assessment Coordination (AANAC). Throughout her career, she has been involved in all aspects of facility operations, including ownership roles. She is currently the Director of Reimbursement and Quality Metrics for Welcome Nursing Home in Oberlin, Ohio, and President of RLH Consulting, which provides operational and reimbursement consulting to providers of skilled nursing, assisted living, and intellectual or developmental disabilities.

Ms. Hillier served on the Board of Governors and Executive Committee of the American Health Care Association (AHCA) from 2010 through 2017 and currently serves on the Reimbursement Cabinet. She is Past Chair of both the Ohio Health Care Association (OHCA) and its' Educational Foundation. She also serves on the AANAC Expert Advisory Panel. Ms. Hillier was a recipient of the 2015 Joe Warner Patient Advocacy award, the 2004 OHCA President's award, and the 2018 AANAC Contributor of the Year. She is a graduate of both the AHCA Future Leader and Political Ambassador programs and represented AHCA at the 2014 White House Summit on Working Families.

IMPORTANT INFORMATION

Please contact the Association office at (919) 782-3827 or allisond@nchcfa.org if you have any special needs such as special diet requirements, etc. All educational sessions are subject to time, topic and/or speaker changes, as necessary. Changes will be noted in Update weekly "Summer Symposium Highlights." Room temperatures are difficult to regulate in large settings so please bring a sweater/jacket if you are cold natured.

Registration Information

Complete the registration form included with this brochure and fax to (919) 787-8418, email donnas@nchcfa.org, or mail to NCHCFA Summer Symposium, 5109 Bur Oak Circle, Raleigh, NC 27612. You can register and pay online. Visit the calendar on our website at <https://www.nchcfa.org> or click on the 8th Annual Summer Symposium Registration on the home page!

NCHCFA members should note that there is a reduced registration fee for registration forms received in the Association office on or before Friday, July 19, 2019. Registration forms received after this date or at the door will be charged a higher registration fee.

All employees of a member/nonmember facility must register for a Full Summer Symposium Package. An employee of a facility CANNOT register as a 2019 Trade Associate Member/Guest. Registration for Symposium activities is as follows:

Full Summer Symposium Package

This comprehensive package includes all scheduled activities: admission to all NCHCFA educational sessions, refreshment breaks/continental breakfast at educational sessions, Symposium packet and souvenir, admission into Chair's Welcoming Reception, "It's Not You, It's Your Brain" Lunch & Program, and NCHCFA Day at the Beach.

IMPORTANT INFORMATION *(continued)*

2019 Trade Associate Member/Guest Package

This package is intended for 2019 Trade Associate Members or the spouse/guest of a facility only. Registration includes: Chair's Welcoming Reception, "It's Not You, It's Your Brain" Lunch & Program, and NCHCFA Day at the Beach. This registration does not include entry into any educational sessions.

NCHCFA Summer Symposium App

The NCHCFA Summer Symposium App will provide all the information you need to get the most out of your Summer Symposium experience. Details will be sent to all attendees prior to the meeting with download instructions. It will include the Summer Symposium schedule, session handouts, and lots more. Be sure to provide your email address on the registration form.

CEU Information

NC nursing home administrators can earn up to 11.5 hours of continuing education for all educational sessions. The North Carolina Health Care Facilities Association is a Registered Sponsor of continuing education with the NC State Board of Examiners for Nursing Home Administrators. Comments regarding the Registered Sponsor Course may be addressed to: NCBENHA, 3733 National Drive, Suite 110, Raleigh, NC 27612.

NCHCFA will issue a certificate of completion for up to 11.5 education contact hours for nurses.

This program has been submitted (but not yet approved) for continuing education for up to 11.5 total clock hours from the National Association of Long Term Care Administrator Boards/National Continuing Education Review Service (NAB/NCERS). Call NCHCFA at (919) 782-3827 for further information.

Hotel Reservations

Call the Embassy Suites Resort at Kingston Plantation today at (800) 876-0010 to reserve your overnight room. Use group code "NCC" to identify yourself as an NCHCFA Symposium attendee. To make your reservation online, visit <https://tinyurl.com/y2zoxv6m>. Rooms will be released on July 5th! Please note that when our room block is full, rooms will be on a first come, first served basis at prevailing published rates. If you have any difficulties making a reservation, please call the Association office at (919) 782-3827.

Cancellation Policies

Summer Symposium registration fees will be fully reimbursed for written cancellations made on or before Friday, July 19, 2019. There will be a 50 percent processing fee for all cancellations made after Friday, July 19, 2019, but received on or before Friday, July 26, 2019. No refunds will be available for cancellations made after Friday, July 26, 2019.

Attire

Dress for the Summer Symposium is business casual.

"Green" Initiative – Handouts Online Only

NCHCFA has initiated a "green" electronic handout policy for NCHCFA educational events in 2019. Printed handouts will no longer be available in notebooks for all attendees. Handouts will be available online on NCHCFA's website prior to the event and can also be downloaded and viewed on the mobile app prior to and during the event. For those that do not wish to print their own materials, notebooks will be available to purchase for a minimal fee.

Password information to download handouts will be sent out when the presentations are posted, as well as details to purchase notebooks.

Administrator in Training (AIT) Program

NCHCFA is excited to offer complimentary registration for individuals enrolled in the Administrator in Training (AIT) program through the NC North Carolina Board of Examiners for Nursing Home Administrators (NCBENHA). Register today and be sure to indicate that you are an AIT on the registration form.

Smile! You May Be in Photos

By entering the event premises, you consent to interview(s), photography, audio recording, video recording and its/their release, publication, exhibition, or reproduction to be used for promotional purposes, advertising, inclusion on websites, social media, or any other purpose by NCHCFA. Images, photos and/or videos may be used to highlight and/or promote similar NCHCFA events in the future. You release NCHCFA, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication and use of interviews, photographs, video and/or sound recordings. You waive all rights you may have to any claims for payment or royalties in connection with any use, exhibition, streaming, or other publication of these materials.

8th Annual Summer Symposium Schedule

Wednesday, August 7

Registration

12:00 NOON - 6:00 PM

NCHCFA Sponsor Showcase

12:30 PM - 4:30 PM

Medicaid Managed Care

1:00 PM - 2:30 PM

Legal Update - Medical Malpractice Reform

2:45 PM - 3:45 PM

Hurricane Emergency Preparedness

4:00 PM - 5:00 PM

Informal Dispute Resolution (IDR) Update

5:15 PM - 6:15 PM

Chair's Welcoming Reception

6:15 PM - 7:30 PM

Thursday, August 8

Sunrise Yoga

6:30 AM

Registration

8:30 AM - 12:00 NOON

NCHCFA Leadership Institute & Quality Landscape Review

9:00 AM - 10:30 AM

Networking Opportunity

10:30 AM - 11:00 AM

Preparing for Phase 3 Requirements of Participation and New Developments

11:00 AM - 12:30 PM

It's Not You, It's Your Brain | Luncheon

12:30 PM - 2:00 PM

NCHCFA Day at the Beach

Volleyball & Corn Hole Tournament

2:30 PM

Evening on Your Own

Friday, August 9

Sunrise Yoga

6:30 AM

Networking Opportunity

8:00 AM - 8:30 AM

Countdown to Patient Driven Payment Model (PDPM)

8:30 AM - 11:45 AM



North Carolina Health Care Facilities Association
[HTTPS://WWW.NCHCFA.ORG](https://www.nchcfa.org)

AFCHCN

8th Annual Summer Symposium Registration Form
August 7-9, 2019 – Embassy Suites Resort at Kingston Plantation, Myrtle Beach, SC

Please read and complete this form. Return it to the Association Office before Friday, July 19, 2019, by fax at (919) 787-8418 or by mail to 5109 Bur Oak Circle, Raleigh, NC 27612. You can register and pay online. Visit our website at <https://www.nchcfa.org> & click on the Calendar or Eighth Annual Summer Symposium Registration Banner! Members may be invoiced. Non-members must submit payment with registration.

FACILITY NAME/COMPANY _____

ADDRESS _____

CITY/STATE/ZIP _____ PHONE _____

EMAIL _____

All employees of a member/non-member facility must register for a Full Summer Symposium Package. An employee of a facility CANNOT register as a 2019 Trade Associate Member/Guest.

Full Summer Symposium Package:

This comprehensive package includes all scheduled activities: admission to all NCHCFA educational sessions, refreshment breaks/continental breakfast at educational sessions, Symposium packet and souvenir, admission into Chair's Welcoming Reception and *It's Not You, It's Your Brain* Program & Lunch. Please list the first and last names, as they should appear on badges. Check each event you plan to attend.

	Medicaid Managed Care	Legal Update - Medical Malpractice Reform	Hurricane Emergency Preparedness	Informal Dispute Resolution (IDR) Update	Chair Jim Martin Welcoming Reception Included in Registration Fee	NCHCFA Leadership Institute & Quality Landscape Review	Preparing for Phase 3 Requirements of Participation and New Developments	It is Not You, it is Your Brain Lunch and program Included in Registration Fee Attendees Must Preregister	NCHCFA Day at the Beach Register your team onsite at the registration desk!	Countdown to Patient Driven Payment Model
	A	B	C	D	E	F	G	H	I	J
1. License #										
2. License #										
3. License #										
4. License #										

2019 Trade Associate Member/Guest Package includes entrance to the Chair's Welcoming Reception, *It's Not You, It's Your Brain* Program & Lunch, and NCHCFA Day at the Beach. Please list the first and last names, as they should appear on badges. Check each event you plan to attend.

2019 Trade Associate Member/Guest Package		E	H	I
1.				
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ADVANCE REGISTRATION RECEIVED
ON/BEFORE 7/19/19

PERSONS @ \$400 EACH \$

RECEIVED AFTER 7/19/19

PERSONS @ \$450 EACH \$

TRADE/GUEST REGISTRATION

PERSONS @ \$75 EACH \$

NONMEMBER REGISTRATION

PERSONS @ \$1200 EACH \$

TOTAL \$

Payment Options

- ☐ Check Enclosed
☐ Please Invoice (members only)