




# Moving MOUNTAINS

**PROACTIVE**  
MEDICAL REVIEW

## SNF Provider Training, Tools and Insight to Conquer 2019 Industry Changes

This webinar series will guide providers in implementing a step-wise action plan to manage the industry changes proposed to take effect in 2019 including **Phase 3 RoP (Requirements of Participation)** and preparing for the potential reimbursement transition from Medicare PPS RUGs IV to the **Patient Driven Payment Model (PDPM)**. Plan to join us beginning September 5, 2018 for the first session in the series. Additional sessions may be added in the fall of 2019 based on member feedback and CMS updates.

**NAB Approved Contact Hours: 1.25 each session;** check your state association registration page for details on additional CE accreditations

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing Staff & Leaders, RAI Coordinator, QA Director, Social Services, Staff Development Coordinator, Rehabilitation Services, Board Members

**All sessions the first Wednesday of each month (except Jan. 2019) at 11:00 am pacific**

<b>September 5, 2018</b>	Phase 2 RoP: What We Have Learned; Strategies Based on Survey Deficiencies
<b>October 3, 2018</b>	Phase 3 RoP: What to Expect; Developing Your Facility Action Plan
<i>Topics below are subject to change pending SNF PPS Final Rule and CMS Interpretive Guidance related to Phase 3</i>	
<b>November 7, 2018</b>	PDPM: Understanding PDPM & Developing Your Facility Action Plan
<b>December 5, 2018</b>	Phase 3: Implementing an Effective QAPI Program
<b>January 9, 2019</b>	PDPM: Effective Systems and Coding of Section GG
<b>February 6, 2019</b>	Phase 3: Implementing an effective SNF Compliance & Ethics Program
<b>March 6, 2019</b>	SNF Quality Reporting (QRP) and SNF Value Based Purchasing (VBP) Programs
<b>April 3, 2019</b>	PDPM: Developing ICD.10 Expertise for Effective Coding of Clinical Categories & Non-Therapy Ancillary
<b>May 8, 2019</b>	Phase 3: Implementing Successful Staff Training & Competency Programs
<b>June 5, 2019</b>	PDPM: Rehab Program Transitions and Provider Insight for SNF PT, OT & SLP service reimbursement
<b>July 3, 2019</b>	Phase 3: Next Steps for the Infection Preventionist
<b>August 7, 2019</b>	Operational Strategies for Success Under PDPM (with expert panel)
<b>September 4, 2019</b>	Phase 3: Trauma Informed and Culturally Competent Care
<b>October 2, 2019</b>	PDPM Triple Check Process and Billing Accuracy
<b>November 6, 2019</b>	Skilled Nursing Supportive Documentation for PDPM

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## Presenter Information:



**Amie Martin, OTR/L, CHC, RAC-CT**  
**Principal Consultant & President**  
amartin@proactivemedicalreview.com

Amie is an occupational therapist with over twenty years of experience serving in long term care rehabilitation leadership positions and as a clinical program specialist. She is certified in healthcare compliance through the Health Care Compliance Association. She has successfully partnered with post-acute care and rehabilitation service providers to improve clinical outcomes, compliance programs, medical record documentation, and to reduce error rates under medical review. Working with legal counsel to prepare defensive arguments and provide expert witness testimony, she has defended rehabilitation providers under large volume ZPIC and RAC government audits, recovering reimbursement on denied claims. Amie's recent publications include articles for the American Occupational Therapy Association, American Association of Nurse Assessment Coordination (AANAC), American College of Health Care Administrators, and the American Health Lawyers Association. She has presented extensively to SNF health care associations and national groups such as NARA (National Association of Rehabilitation Providers and Agencies) and AANAC on documentation and Medical Review related topics.



**Shelly Maffia, MSN, MBA, RN, LNHA, QCP**  
**Director of Regulatory Services**  
smaffia@proactivemedicalreview.com

Director of Regulatory Services for Proactive Medical Review & Consulting, with over 15 years of leadership and consulting experience, Shelly has held positions as DON, NHA, Corporate Nurse Consultant, and Training Positions. Currently Shelly provides consultation on regulatory compliance to nursing facilities in multiple states. Her expertise includes developing clinical training tools, policies, procedures, protocols and training programs on systems, processes and best practices. Shelly is a QAPI Certified Professional (QCP) through the American Association of Nurse Assessment Coordinator.



**Eleisha Wilkes RN, RAC-CT**  
**Clinical Consultant**  
ewilkes@proactivemedicalreview.com

Eleisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting.



Proactive Medical Review & Consulting assists post-acute care providers in ensuring compliance with regulatory standards and promoting measurable care excellence. Proactive specializes in SNF risk assessment, Quality Assurance Performance Improvement (QAPI) projects, medical record review services and staff development to promote care quality and effective clinical documentation. Proactive offers consulting for Medical Review and Medicare Appeals, and is uniquely positioned to assist SNF providers with therapy oversight and the defense of skilled rehab services through their team that includes Therapist consultants in addition to Nurse, Health Facility Administrator, MDS and SNF/NF billing experts.



**A Series of 13 Webinars – Moving Mountains! SNF Provider Training,  
Tools and Insight to Conquer the 2019 Industry Changes ~  
including Phase 3 RoPs and preparing for the potential reimbursement transition from Medicare PPS  
RUGs IV to the Patient Driven Payment Model (PDPM)**

**REGISTRATION FEES:**

- **LeadingAge Member Registration Fees:** Individual Session \$75.
- **Webinar Participant Registration Fees:** Individual Session \$125.
- **Series\_\_\_\_\_ Individual Webinar #(s)\_\_\_\_\_ (please select from attached**

Amount to invoice: \_\_\_\_\_ (please note your selection above)

**Recordings will be available one week following each webinar. To purchase for future training needs - please contact Cassi!**

**1.25 DSHS / NAB credits for each session.**

*\*Prior to each event the key contact as provided below will receive a confirmation with access directions, handouts and other details and is responsible for disseminating this information to all participants within your organization.*

**Please print clearly and complete all information.**

Key Contact: \_\_\_\_\_ E-mail: \_\_\_\_\_  
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Cancellations received 5 days prior of a session will be refunded less a \$25 processing fee for each cancellation transaction. Replacements are encouraged.

**Four options to register:**

- 1) Scan / email completed registration form to [cmerritt@leadingagewa.org](mailto:cmerritt@leadingagewa.org)
- 2) [Register ONLINE](#)
- 3) Fax completed registration to LeadingAge WA at (253) 964-8876
- 4) Mail completed registration to LeadingAge WA, 1102 Broadway, Suite 201, Tacoma WA 98402



**Your registration will be made upon receipt of this form. Confirmations will be emailed. If you do not receive a confirmation 3 days prior to each session, please feel free to contact our office. We reserve the right to cancel any session if registration minimum is not met. Questions? Call (253) 964-8870**

**Session Title:** Phase 2 RoP: What We Have Learned

**Date:** 09/05/2018 (Wednesday)

**Presented By:** Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Director of Regulatory Services

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over 15 years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

**Course Description:**

The implementation of Phase 2 of the new Requirements of Participation (RoP), and the new long term care survey process went into effect on November 28, 2017. This session will highlight what we have learned through the implementation of the Phase 2 RoP. Survey outcomes associated with the new Phase 2 requirements and lessons learned since the new survey process was initiated in in Nov 2017 will be discussed with examples of survey citations and discussion on strategies for compliance.

**Projected Learning Outcomes/Course Objectives:** At the conclusion of each session, the learner will be able to:

1. Identify Phase 2 requirements that went into effect on Nov. 28, 2017
2. Identify strategies to achieve/maintain compliance related to the Phase 2 Requirements of Participation.
3. Identify trends in survey outcomes with the new LTC survey process and Phase 2 regulations.

**Course Content:**

11:00 a.m. Overview of the Phase 2 F-Tag Regulations and Interpretive Guidance-

- Resident rights
- Freedom from abuse, neglect, & exploitation
- Admission, transfer, & discharge rights
- Comprehensive person-centered care planning
- Behavioral health services
- Pharmacy services
- Dental services
- Food & nutrition services
- Administration
- Infection control
- Physical environment

11:45 a.m. Survey procedures for assessing compliance with the Phase 2 regulations and citation examples

12:00 p.m. Strategies for monitoring compliance with Phase 2 requirements and incorporating survey preparedness into facility QAPI processes

12:15 p.m. Closing Comments/Q&A

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director.



**Session Title:** Phase 3 RoP: What to Expect

**Date:** 10/03/2018 (Wednesday)

**Presented By:** Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Director of Regulatory Services

**Course Description:**

The Phase 3 requirements will go into effect on November 28, 2019. This session will highlight what to expect for Phase 3 RoP implementation. An overview of the Phase 3 RoP that will go into effect on Nov. 28, 2019 will be discussed, with an emphasis on developing actions plans for achieving compliance with the upcoming Phase 3 RoP.

**Projected Learning Outcomes/Course Objectives:** At the conclusion of each session, the learner will be able to:

1. Identify the regulatory requirements that will go into effect 11/28/2019, as part of Phase 3 RoP
2. Develop an action plan to prepare for Phase 3 Requirements of Participation

**Course Content:**

11:00 a.m. Overview of Phase 3 regulations

- Abuse & Neglect Coordination with QAPI program
- Care Planning & providing culturally competent & trauma informed care
- Standards of practice, systems, & staff competency related to trauma informed care
- QAPI Program
- Infection Preventionist
- Compliance & Ethic program
- Bedside resident call system
- Training requirements

12:00 p.m. Strategies for preparing for implementation of Phase 3 regulations

12:15 p.m. Closing Comments/Q&A

**Target Audience:** Executive Administration, Nursing Administration, Nursing Home Administrators, Department Managers, Quality Assurance Director, Compliance Directors

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Seminar Title: **PDPM: Understanding PDPM and Developing Your Facility Action Plan**

Presentation Date: November 7, 2018 Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Amie Martin, OTR/L, CHC, RAC-CT, Clinical Consultant

*Amie Martin is an Occupational Therapist and Compliance Officer with over twenty years of experience serving in long term care leadership positions and as a clinical program specialist. Amie is certified in healthcare compliance. She has successfully partnered with providers to develop and implement Compliance and Ethics Programs, achieve 5-star survey results, and ensure Medicare reimbursement accuracy as Founder and President of Proactive Medical Review Consulting.*

- Eleisha Wilkes, RN, RAC-CT

*Eleisha Wilkes is a Registered Nurse and AANAC certified MDS consultant with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. Eleisha specializes in Emergency Preparedness, MDS 3.0, reimbursement compliance, competency based staff education programs, SNF/NF survey readiness, and Phase 1-3 Requirements of Participation compliance.*

**Contact Person:** Shelly Maffia 812-719-0452 [smaffia@proactivemedicalreview.com](mailto:smaffia@proactivemedicalreview.com)

Proactive Medical Review and Consulting

#### **Course Description:**

This 1.25 hour webinar will review fundamentals of the Patient Driven Payment Model effective October 1, 2019 for SNF Part A reimbursement. Emphasis of this session will be on understanding the payment model and the impact on interdisciplinary team operations with strategies for developing a step wise facility action plan to guide a successful transition.

#### **Learning Objectives**

1. Review the components, MDS changes, and key features that will impact payment under the Patient Driven Payment Model (PDPM).
2. Identify key operational, training and systems considerations for preparing to transition to PDPM.
3. Review a framework for developing a facility specific transition action plan.

## Course Content

11:00 a.m. Patient Driven Payment Model Fundamentals

PDPM Components

- PT, OT
- ST
- Nursing
- Non-therapy Ancillary
- Non-Case Mix

Key MDS Changes

11:45 a.m. Facility Action Planning

- Key Operational Considerations
  - Provider Impact Analysis
  - MDS Coding Accuracy
  - Interdisciplinary Systems
  - Software
  - Therapy Programs & Contracts
- Risk Assessment & Audit Plan
- Training Plan

12:10 Q&A

12:15 Closing Comments

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff

**Instructional Level: Intermediate Contact Hours: 1.25**

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Seminar Title: **Phase 3: Implementing an Effective QAPI Program**

Presentation Date: December 5, 2018 \* Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

**Course Description:**

This 1.25 hour webinar will focus on the fundamentals of QAPI and incorporating the 5 QAPI elements into existing continuous quality improvement (CQI) facility quality programs. Self-assessment for goal setting, the QAPI written plan, policies and procedures, and leadership's role in accountability for QAPI programs will be emphasized.

**Learning Objectives**

1. Describe the fundamentals of QAPI programs
2. Understand the 5 elements of QAPI for nursing facilities
3. Describe a process for establishing priority QAPI goals based on facility specific assessment.
4. Understand the governing body and administrative role in development and sustenance of a QAPI culture and maintaining accountability for safety and quality in balance with resident rights and choice.

**Course Content**

- 11:00 a.m. QAPI fundamentals and the 5 elements
- Design and Scope
  - Governance and Leadership
  - Feedback, Data Systems and Monitoring
  - Performance Improvement Projects (PIPs)
  - Systematic Analysis and Systemic Actions
- 11:30 a.m. Leadership responsibility and accountability
- 11:45 a.m. Identifying facility quality improvement opportunities and prioritizing performance improvement objectives
- Data collection and use
  - Root cause analysis and PIP framework resources
- 12:00 p.m. Driving change
- Staff training for QAPI awareness and team focused improvement
  - Sustaining improvement
- 12:15 p.m. Closing Comments/ Q&A

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Governing Body

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Title: **PDPM: Effective Systems and Coding of Section GG**

Presentation Date: January 9, 2019 Live Webinar

Presented By:

- Amie Martin, OTR/L, CHC, RAC-CT, Principal Consultant & Director of Operations

*Amie is an occupational therapist with over twenty years of experience serving in long term care rehabilitation leadership positions and as a clinical program specialist. She is certified in healthcare compliance through the Health Care Compliance Association. She has successfully partnered with post-acute care and rehabilitation service providers to improve clinical outcomes, compliance programs, medical record documentation, and to reduce error rates under medical review. Working with legal counsel to prepare defensive arguments and provide expert witness testimony, she has defended rehabilitation providers under large volume ZPIC and RAC government audits, recovering reimbursement on denied claims. Amie's recent publications include articles for the American Occupational Therapy Association, American Association of Nurse Assessment Coordination (AANAC), American College of Health Care Administrators, and the American Health Lawyers Association. She has presented extensively to SNF health care associations and national groups such as NARA (National Association of Rehabilitation Providers and Agencies) and AANAC on documentation and Medical Review related topics.*

- Eleisha Wilkes, RN, RAC-CT, Clinical Consultant

*Eleisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person-centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting, LLC.*

**Course Description:**

This 1.25 hour webinar will focus on effective systems for gathering data and documenting function to support coding decisions for the MDS 3.0 Section GG. The webinar will include review of Section GG items used to determine PDPM function scores and how those scores are calculated as well as how to establish interdisciplinary approaches to ensure accurate assessment and coding of Section GG items.

**Learning Objectives**

1. Describe the intent and rational of Section GG Self-Care and Mobility items.
2. Understand the Section GG function scoring for PDPM
3. Describe a process for establishing IDT collaboration for appropriate coding of Section GG items.

**Course Content**

- 11:00 a.m. Section GG intent and items used to determine function scores for PDPM
- 11:30 a.m. Calculating function scores for PT/OT and Nursing component
- 12:00 p.m. Effective systems for IDT collaboration and supportive documentation
- Assessment and data collection
  - Monitoring for accuracy
- 12:15 p.m. Closing Comments/ Q&A

**Target Audience:** MDS Nurses, Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Therapy staff and leaders

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Title: **Phase 3: Implementing An Effective SNF Compliance and Ethics Program**

Presentation Date: February 6, 2019 Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Amie Martin, OTR/L, CHC, RAC-CT, Clinical Consultant

*Amie Martin is an Occupational Therapist and Compliance Officer with over twenty years of experience serving in long term care leadership positions and as a clinical program specialist. Amie is certified in healthcare compliance. She has successfully partnered with providers to develop and implement Compliance and Ethics Programs, achieve 5-star survey results, and ensure Medicare reimbursement accuracy as Founder and President of Proactive Medical Review Consulting.*

- Eleisha Wilkes, RN, RAC-CT

*Eleisha Wilkes is a Registered Nurse and AANAC certified MDS consultant with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. Eleisha specializes in Emergency Preparedness, MDS 3.0, reimbursement compliance, competency based staff education programs, SNF/NF survey readiness, and Phase 1-3 Requirements of Participation compliance.*

**Course Description:**

This 1.25 hour webinar will review SNF Compliance and Ethics Program requirements effective with phase 3 of the Requirements of Participation on November 28, 2019. This session will emphasize developing or updating the SNF Compliance and Ethics Program to meet all required phase 3 components per the final rule. Guidance on effective day to day implementation strategies and operating the program will be provided. A program implementation checklist and risk assessment tool will be shared with participants.

## Learning Objectives

1. Understand the key components of Phase 3 Compliance and Ethics Programs and actions to achieve the requirements.
2. Gain knowledge in the assessment of compliance vulnerabilities for the post-acute provider setting.
3. Identify practical operational and compliance program activities to promote ethical and compliance practice and respond to potential violations.

## Course Content

11:00 a.m. SNF Ethics & Compliance Program Fundamentals

- Purpose/Voluntary Compliance Benefits

11:10 a.m. Required Components Phase 3 with Action Planning

Guidance:

- Written Standards
- Oversight, Resources & Authority
- Communication of Standards/Training
- Reasonable Steps to Achieve Compliance
  - Auditing & Monitoring
  - Reporting Systems
- Disciplinary Standard Enforcement
- Violation Response Plan
- Investigations
- Annual Review

12:05 p.m. 5 or More Facility Requirements

Q&A

12:15 p.m. Closing Comments

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Title: **SNF Quality Reporting (QRP) and SNF Value Based Purchasing (VBP) Programs**

Presentation Date: March 6, 2019 Live Webinar

Presented By:

- *Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant*
- *Amie Martin, OTR/L, CHC, RAC-CT, Clinical Consultant*

**Course Description:**

This 1.25 hour webinar will review fundamentals of the SNF Value Based Purchasing (VBP) & Quality Reporting Program (QRP). Emphasis of this session will be on understanding both the VBP and QRP and the impact on interdisciplinary team operations with strategies for developing an action plan to guide a successful transition.

**Learning Objectives:**

1. Review the components of the SNF VBP & QRP programs.
2. Identify how SNF VBP & QRP measures are calculated
3. Identify key operational, training and systems considerations related to SNF VBP & QRP.
4. Review methods for monitoring key data elements related to SNF VBP & QRP

**Course Content**

- 11:00 a.m. SNF VBP Fundamentals
- Overview of SNF VBP
  - Calculation of SNF VBP Measures
  - Impact on Medicare payments
  - SNF VBP Timeline
  - Reports to monitor VBP measures
- 11:45 a.m. SNF QRP Fundamentals
- Overview of SNF QRP
  - SNF QRP 2019 Updates
  - Calculation of SNF QRP Measures
  - Impact on Medicare payments
  - Reports to monitor QRP measures
- 12:10 p.m. Q&A
- 12:15 p.m. Closing Comments

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Seminar Title: **PDPM: Developing ICD.10 Expertise for Effective Coding of Clinical Categories & Non-Therapy Ancillary**

Presentation Date: April 3, 2019 \* Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Amie Martin
- Eleisha Wilkes

#### **Course Description:**

This 1.25 hour webinar will focus on best practices for ICD 10 coding accuracy in preparation for transition to the Patient Driven Payment Model (PDPM).

#### **Learning Objectives**

1. Review diagnosis codes that will impact payment in the upcoming Patient Driven Payment Model (PDPM)
2. Describe best practices for diagnosis coding in the SNF setting
3. Identify the types of clinical information that should be documented to support ICD-10- CM diagnosis coding specificity

#### **Course Content**

11:00 a.m.	PDPM Overview Diagnosis Codes impact payment in PDPM
11:30 a.m.	Documentation specificity to support medical necessity <ul style="list-style-type: none"><li>• Physician specificity</li><li>• Nursing</li><li>• Therapy</li><li>• Medical review risk areas</li></ul>
11:45 a.m.	Best practices for assigning codes across the interdisciplinary team
Noon	Billing considerations/Code sequencing
12:15 p.m.	Closing Comments/ Q&A

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff

**Instructional Level:** Intermediate    **Contact Hours:** 1.25

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**Title: Phase 3: Implementing Successful Staff Training & Competency Programs**

Presentation Date: May 1, 2019 Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Elisha Wilkes, RN, RAC-CT

*Elisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting, LLC.*

**Course Description:**

This 1.25 session will assist SNF providers in developing an effective implementation of competency based staff development and training programs. A review of regulatory requirements regarding Training & Staff Competency with an analysis of the associated Interpretive Guidance will be discussed. Tools to assist the facility team in monitoring assessing staff competency will be discussed.

**Learning Objectives:**

1. Identify the regulatory requirements related staff competency & training programs
2. Identify processes for assessing competency upon hire and on an on-going basis.
3. Identify examples of how staff competency are commonly cited in the new LTCSP
4. Identify tools for the leadership team to use for assessing staff competency

**Course Content:**

11:00 a.m.	Regulatory requirements related to staff competency & training programs
11:30 a.m.	Processes to assess staff competency & build an effective training program
11:45 a.m.	Examples of citations related staff competency
12:00 a.m.	Leadership tools for assessing staff competency
12:15 a.m.	Closing Comments / Q&A

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Staff Development, Human Resources

**Instructional Level:** Intermediate    **Contact Hours:** 1.25

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Title: **PDPM: Rehab Program Transitions and Provider Insight for SNF PT, OT, and SLP Service Reimbursement**

Presentation Date: June 5, 2019 Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Amie Martin, OTR/L, CHC, RAC-CT, Clinical Consultant

*Amie Martin is an Occupational Therapist and Compliance Officer with over twenty years of experience serving in long term care leadership positions and as a clinical program specialist. Amie is certified in healthcare compliance. She has successfully partnered with providers to develop and implement Compliance and Ethics Programs, achieve 5-star survey results, and ensure Medicare reimbursement accuracy as Founder and President of Proactive Medical Review Consulting.*

- Eleisha Wilkes, RN, RAC-CT

*Eleisha Wilkes is a Registered Nurse and AANAC certified MDS consultant with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. Eleisha specializes in Emergency Preparedness, MDS 3.0, reimbursement compliance, competency based staff education programs, SNF/NF survey readiness, and Phase 1-3 Requirements of Participation compliance.*

**Course Description:**

This 1.25 hour webinar will review strategies for successfully managing rehabilitation programs through the shift in reimbursement from a focus on therapy service time delivered to the patient driven payment model which emphasizes resident characteristics. Content will explore meeting and justifying Medicare skilled service requirements, considerations for contract therapy terms and service delivery under PDPM, consumer expectations for rehabilitation, potential areas of future medical review, and interdisciplinary collaboration for quality outcomes. Guidance regarding preparing for payment model changes while maintaining an effectively functioning therapy program will be provided. An action planning tool will be shared with participants.



**Learning Objectives**

1. Identify key operational action steps to ensure sound systems for justifying Medicare skilled stays with the onset of changing case mix component criteria.
2. Understand key considerations for SNF therapy service delivery, contract therapy terms, and rehab program success under PDPM.
3. Identify practical operational and clinical program activities to harness collaborative approaches to promote quality care and functional outcomes.

**Course Content**

11:00 a.m. Overview PT, OT, and ST case mix components under PDPM

- 11:15 a.m. Therapy program success under PDPM:
- Justifying skilled stays
  - PT, OT, ST service delivery considerations
    - Contract therapy
    - Service volume
    - Group and concurrent therapy
    - Variable payment adjustments and length of stay
  - Department Operations
    - Staffing and productivity
    - Outcomes
  - Consumer expectations for the rehab stay
  - The future of medical review

12:10 p.m. Q&A

12:15 p.m. Closing Comments

**Target Audience:** Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Seminar Title: **Phase 3: Next Steps for the Infection Preventionist**

Presentation Date: July 3, 2019 \* Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

**Course Description:**

This 1.25 session will assist SNF providers in understanding the new requirements related to Infection Preventionists. A review of regulatory requirements regarding Infection Preventionist with an analysis of the essential duties and requirements related to this new position will be emphasized.

**Learning Objectives:**

1. Identify the regulatory requirements related Infection Preventionist
2. Identify essential duties of the Infection Preventionist.
3. Identify opportunities available for specialized training for Infection Preventionist

**Course Content:**

11:00 a.m.	Regulatory requirements related to Infection Preventionist
11:30 a.m.	Essential duties of Infection Preventionist
12:00 p.m.	Specialized training programs
12:15 p.m.	Closing Comments/ Q&A

**Target Audience:** Infection Control Staff, Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Staff Development, Human Resources

**Instructional Level:** Intermediate    **Contact Hours:** 1.25

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Seminar Title: **Operational Strategies for Success Under PDPM (with expert panel)**

Presentation Date: August 7, 2019 Live Webinar

Presented by Expert Panel:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Amie Martin, OTR/L, CHC, RAC-CT, Clinical Consultant

*Amie Martin is an Occupational Therapist and Compliance Officer with over twenty years of experience serving in long term care leadership positions and as a clinical program specialist. Amie is certified in healthcare compliance. She has successfully partnered with providers to develop and implement Compliance and Ethics Programs, achieve 5-star survey results, and ensure Medicare reimbursement accuracy as Founder and President of Proactive Medical Review Consulting.*

- Amy Stewart, MSN, RN, DNS-MT, QCP-MT, RAC-MT, RAC-MTA; VP of Curriculum AANAC

*Amy Stewart is VP of Curriculum Development for the American Association of Nurse Assessment Coordination (AANAC) and a legal nurse consultant. She has over 20 years of experience in the post-acute healthcare industry, with expertise in the areas of the Resident Assessment Instrument (RAI), clinical reimbursement, quality, staff education, and regulatory change. Amy's experience includes serving as the division director of reimbursement for 18 skilled nursing facilities in the Chicagoland area, part of a larger hospital system that participated in CMS innovative payment models. Previous roles include director of nursing, pharmacy quality consultant, wound care consultant, and MDS coordinator. Amy is an AANAC and AADNS Master Teacher and was presented at numerous national speaking events throughout her career.*

- Chris Murphy, CPA BKD

*Chris Murphy is a Partner with BKD, LLP. Chris is a CPA and consultant with more than 25 years of experience assisting health care providers in adapting to changes in complex Medicare and Medicaid payment systems and refining processes to achieve improved financial and operating results. A self-described dataholic, Chris is a passionate about helping health care providers assemble and interpret data from diverse sources to understand better understand their operations, their place in the competitive landscape, and their value as a partner. Chris is a frequent presenter on topics ranging from Medicare and Medicaid reimbursement issues to benchmarking to cross-continuum communication.*

- Todd Selby, Attorney Hall Render

*Todd focuses on regulatory and compliance issues affecting all health care providers with an emphasis on post-acute care providers. His practice is concentrated in the areas of licensure, certification, compliance and reimbursement at the local, state and federal levels. Todd also assists clients with Medicare and Medicaid enrollment and participation requirements and serves as a liaison between clients and the regulatory agencies. Todd has extensive knowledge and experience in these areas and is recognized nationally by post-acute care clients for his skills and proficiency. In addition to his representation of this unique client base, Todd is a frequent speaker before national and state health care providers and associations.*

- Genice Hornberger, RN, Senior Product Advisor Point Click Care

*Genice has worked nearly 25 years in the Long-Term Post-Acute Care space. She started her career as a Registered Nurse working for a large skilled nursing organization. Over the years, she has held multiple roles including MDS Coordinator, Director of Nursing, Clinical Reimbursement Manager, and Director of Clinical Informatics which provides her with valuable insights on the challenges faced by facility operators and their staff. During her time in the skilled nursing space, she helped transition the organization through multiple changes including PPS, MDS 3.0 and RUGs IV. Genice moved into the technical space 6 years ago, with PointClickCare where she is currently the Sr. Product Advisor. In her current role, she is tasked with ensuring regulatory compliance within the EHR. She is passionate about having technology streamline workflows to minimize the nursing burden and improve clinical outcomes.*

Seminar Title: **Operational Strategies for Success Under PDPM (with expert panel)**

Presentation Date: August 7, 2019 Live Webinar

Presented by Expert Panel:

- *Michael Katri, Senior Product Strategist Optima Post-Acute Therapy Product Division*

*Michael Katri is one of the founders of Optima Healthcare Solutions and is its Senior Product Strategist responsible for creating and evangelizing Optima's post-acute therapy product vision. Michael is currently responsible for spearheading Optima's roadmap for innovative PDPM functionality and connecting the delivery of therapy through the post-acute continuum.*

**Course Description:**

This 1.25-hour webinar will review key operational strategies for successful implementation of the Patient Driven Payment Model effective October 1, 2019 through a panel presented by experts in SNF operations and clinical reimbursement. Emphasis of this session will be on processes involving a team approach

**Learning Objectives**

1. Review the key operational strategies for interdisciplinary team integration into the RAI process for coding accuracy
2. Identify operational best practices for software vendor partnerships
3. Review key data collection, billing and monitoring processes important to PDPM reimbursement accuracy
4. Identify compliance and legal challenges for SNFs related to PDPM implementation

**Course Content**

- 11:00 am **Amy Stewart:** Team Approach to PDPM implementation in the SNF & Integrating the interdisciplinary team into the RAI process for MDS coding accuracy (Amy Stewart)
- 11:15 **Genice Hornberger & Michael Katri:**partnering with software vendors for operational changes important to a smooth transition to PDPM. Critical therapy metrics under PDPM and their use in driving day to day operational decisions for the best possible outcomes at the lowest possible cost.
- 11:30 **Chris Murphy:** Key data collection, billing and monitoring processes  
Critical roles of the operations team in a seamless reimbursement transition
- 11:45 **Todd Selby:** Legal and compliance challenges for SNFs associated with PDPM implementation
- 12:00 pm Q&A with panel discussion/responses
- 12:15 Closing Comments

**Target Audience:** Owners and Corporate Teams, Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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Seminar Title: **Phase 3: Trauma Informed and Culturally Competent Care**

Presentation Date: September 4, 2019 \* Live Webinar

Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Elisha Wilkes, RN, RAC-CT

*Elisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting, LLC.*

**Course Description:**

This 1.25 session will assist SNF providers in understanding the new requirements related to trauma informed & culturally competent care. A review of regulatory requirements regarding trauma informed and culturally competent care with an analysis of the interpretive guidance related to this requirement will be emphasized.

**Learning Objectives:**

1. Identify the regulatory requirements related Culturally Competent & Trauma informed care
2. Understand essential components of providing culturally competent & trauma informed care
3. Establish priority actions for preparing for Phase 3 requirements related to culturally competent & trauma informed care

**Course Content:**

11:00 a.m.	Regulatory requirements related to Culturally Competent & Trauma Informed Care
11:30 a.m.	Essential components of providing culturally competent & trauma informed care
12:00 p.m.	Priority actions for preparing for Phase 3 requirements related to culturally competent & trauma informed care
12:15 p.m.	Closing Comments/ Q&A

**Target Audience:** Social Services, Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Staff Development

**Instructional Level:** Intermediate    **Contact Hours:** 1.25

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Seminar Title: **PDPM Triple Check Process and Billing Accuracy**

Presentation Date: October 2, 2019 Live Webinar      Presented By:

- Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

*Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.*

- Amie Martin, OTR/L, CHC, RAC-CT, Clinical Consultant

*Amie Martin is an Occupational Therapist and Compliance Officer with over twenty years of experience serving in long term care leadership positions and as a clinical program specialist. Amie is certified in healthcare compliance. She has successfully partnered with providers to develop and implement Compliance and Ethics Programs, achieve 5-star survey results, and ensure Medicare reimbursement accuracy as Founder and President of Proactive Medical Review Consulting.*

- Eleisha Wilkes, RN, RAC-CT, Clinical Consultant

*Eleisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person-centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting, LLC.*

**Contact Person:** Shelly Maffia 812-719-0452 [smaffia@proactivemedicalreview.com](mailto:smaffia@proactivemedicalreview.com)

Proactive Medical Review and Consulting

#### **Course Description:**

This 1.25-hour webinar will review best practices to decrease potential billing errors and promote accurate reimbursement for PDPM claims through internal interdisciplinary auditing processes. Key roles of interdisciplinary team members in completion of a collaborative triple check process and key data collection, billing, and monitoring process pertinent to PDPM will be emphasized.

#### **Learning Objectives**

1. Review best practices for internal audit of PDPM claims prior to submission to decrease potential billing errors and promote accurate reimbursement
2. Identify key roles of the interdisciplinary team in completion of a collaborative triple check process of items/data elements impacting PDPM reimbursement
3. Review key data collection, billing and monitoring processes important to PDPM reimbursement accuracy including but not limited to understanding the updated HIPPS codes and validating UB-04 accuracy prior to submission.

#### **Course Content**

11:00 am      Updating internal billing accuracy processes to ensure validation of key PDPM reimbursement criteria

11:15          Roles and responsibilities of interdisciplinary team members in the triple check process

- Administrator, Business Office, Nursing, RAI Nurse Coordinator, Therapy, Medical Records

11:45 Understanding updated HIPPs codes  
Key data validation, billing and monitoring processes  
Compliance risks & using a QAPI framework to address them

12:00 pm Q&A

12:15 Closing Comments

**Target Audience:** Owners and Corporate Teams, Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders, Quality Assurance Director, Medical Records, MDS staff, Therapy staff, Business Office and Finance

**Instructional Level: Intermediate Contact Hours: 1.25**

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## Skilled Nursing Supportive Documentation for PDPM

Nov 6, 2019 Live Webinar

Presented By:

\* Shelly Maffia, MSN, MBA, RN, LNHA, QCP, Clinical Consultant

Shelly Maffia is a Registered Nurse and Nursing Home Administrator with over fifteen years of experience serving in long term care leadership and consulting positions, including positions as Director of Nursing, Administrator, and Corporate Nurse Consultant and Training Positions. She earned the QAPI Certified Professional (QCP) credential from the American Association of Nurse Assessment Coordination (AANAC), which was established to promote the highest standards for QAPI program implementation in the long-term care profession.

\* Amie Martin, OTR/L, CHC, RAC-CT, Principal Consultant & Director of Operations

Amie is an occupational therapist with over twenty years of experience serving in long term care rehabilitation leadership positions and as a clinical program specialist. She is certified in healthcare compliance through the Health Care Compliance Association. She has successfully partnered with post-acute care and rehabilitation service providers to improve clinical outcomes, compliance programs, medical record documentation, and to reduce error rates under medical review. Working with legal counsel to prepare defensive arguments and provide expert witness testimony, she has defended rehabilitation providers under large volume ZPIC and RAC government audits, recovering reimbursement on denied claims. Amie's recent publications include articles for the American Occupational Therapy Association, American Association of Nurse Assessment Coordination (AANAC), American College of Health Care Administrators, and the American Health Lawyers Association. She has presented extensively to SNF health care associations and national groups such as NARA (National Association of Rehabilitation Providers and Agencies) and AANAC on documentation and Medical Review related topics.



\* Eleisha Wilkes, RN, RAC-CT, Clinical Consultant

Eleisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person-centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting, LLC.

**Course Description:**

This 1.25 hour webinar will focus on skilled nursing documentation requirements and best practices as it relates to the new Medicare payment model- PDPM. The webinar will include review of skilled level of care criteria with an emphasis on skilled nursing services and documentation to support the skilled stay.

**Learning Objectives:**

1. Describe Medicare Skilled Coverage Guidelines
2. Understand what nursing services are considered as skilled level of care
3. Describe documentation requirements and best practices to support skilled nursing services under PDPM

**Course Content:**

- 11:00 - Medicare Skilled Coverage Guidelines
- 11:30 - Nursing Skilled Services
- Noon - Documentation to support skilled nursing services
- 12:15 - Closing Comments/ Q&A

Target Audience: MDS Nurses, Director of Nursing, Assistant Director of Nursing, Nurse Managers, Nursing Home Administrators, Nursing staff and leaders

Instructional Level: Intermediate Contact Hours: 1.25

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**Title: MDS Coding Precision & PDPM Audit Processes**

**Date: December 4, 2019 Live Webinar**

Presented By: Eleisha Wilkes, RN, RAC-CT, Clinical Consultant

*Eleisha Wilkes is a Registered Nurse with over fifteen years of experience in long term care. She has served as a Director of Nursing, Case Manager and Resident Assessment Coordinator with extensive responsibility and success in driving QA in the areas of person-centered assessment and care planning through effective systems, staff development, and interdisciplinary team collaboration. She now serves as an RN Clinical Consultant with Proactive Medical Review & Consulting, LLC.*

**Course Description:**

This 1.25 hour webinar will focus on MDS coding accuracy and review processes to ensure appropriate reporting of information and supportive documentation under the new Medicare payment model- PDPM. The webinar will include review of steps for assessment and coding tips for certain MDS items with an emphasis on supporting coding decisions through documentation and auditing data prior to assessment submission.

**Learning Objectives**

1. Review revised RAI coding requirements for new items related to PDPM
2. Understand what documentation is needed to support MDS coding decisions
3. Describe a process for auditing assessment data for accuracy and completeness under PDPM

**Course Content**

- 10:30 a.m. PDPM MDS item coding and supportive documentation requirements
- 11:30 a.m. Proactive auditing for PDPM MDS accuracy and completeness
- 11:45 a.m. Closing Comments / Q&A

**Target Audience:** MDS Nurses, Director of Nursing, Assistant Director of Nursing, Nursing Home Administrators

**Instructional Level:** Intermediate **Contact Hours:** 1.25

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