



Cultivating LTC Leaders: Topics in Regulatory, Legal, and Compliance Management

This 12 month webinar series addresses hot topics in nursing home operations to develop skills in managing current clinical- regulatory, legal and compliance risks. A team of expert presenters offers insight on systems and strategies to advance preparedness for the varied challenges facing LTC leaders, with practical solutions, templates, tools and resources. Recordings of live sessions are included with the webinar purchase.

Proactive Training Team:

The Proactive clinical education team includes experienced health facility administrator, legal nurse consultant, compliance officer, MDS and reimbursement experts with backgrounds in multi-facility operations, contract therapy services, survey management, healthcare compliance, clinical program development, QAPI, and litigation support.

Learn more about our team at www.proactivemedicalreview.com



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What to Expect:

Participants will advance proficiency in identifying and mitigating facility risks and gain practical skills in implementing operational strategies to address critical industry challenges.

Target Audience:

Nursing Home Administrators, Directors of Nursing, Nurse Managers, Compliance Staff, QA Director, Department Heads, Human Resources, Corporate Leaders, Board Members

NAB Approved Contact Hours:

One (1) contact hour each session; (1) LeadingAge WA education credit.

What to Expect Each Month:
First Tuesday of every month | 11:00 a.m.

PROACTIVE
MEDICAL REVIEW

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management

JANUARY 5 Mastering the Long Term Care Survey Process Part 1: Survey Success

LTC Survey process, guidelines for determining Immediate Jeopardy, Survey procedures, forms/resources for success.

FEBRUARY 2 Mastering the Long Term Care Survey Process Part 2: Post-Survey Essentials

Legal aspects of the statement of deficiency, enforcement remedies writing an effective plan of correction, challenging and correcting deficiencies, IDR/IIDR and Administrative Law Hearing process.

MARCH 2 SNF Compliance Programs—Essentials of the Facility Risk Assessment and Work Plan

Conducting a facility risk assessment, risk prioritization, and development of a compliance work plan as part of a comprehensive SNF Compliance and Ethics Program.

APRIL 6 Legal Aspects of Documentation

Legal aspects of documentation for a strong defensive documentation program, federal regulatory requirements, EMR considerations, and the HIPPA Privacy Rule.

MAY 4 Policies and Procedures – Should you Have a Policy for Everything?

Reviews the significance of policies and procedures to successful operations, guidelines on developing and reviewing essential policies and procedures.

JUNE 1 Driving Excellence through QAPI

Incorporating QAPI principles into existing facility continuous quality improvement (CQI) activities. Self-assessment for goal setting, QAPI written plan, policies, and leadership's role in accountability for QAPI programs with case examples of Performance Improvement Projects.

JULY 6 Internal Investigations

Conducting thorough and detailed internal investigations in response to accidents/incidents, and allegations of abuse, misappropriation, or staff misconduct with sample tools for investigation tracking and reporting.

AUGUST 3 Achieving Objectives Through People: Topics in Human Resources

HR best practices for conducting interviews, hiring, disciplinary action, termination and legal issues, as well as nursing home staffing, defining staff roles/responsibilities and delegation of duties.

SEPTEMBER 7 The Operator's Guide to Understanding the (Tremendous!) Impact of the MDS

How MDS data is used for reimbursement, monitoring quality of care, and informing consumers about nursing home characteristics compared to peers with guidance for monitoring data for compliance, payment accuracy and quality outcomes.

OCTOBER 5 Fundamentals of Defense (Part 1): Falls, Infection Control/COVID-19 Outbreak Management, Pressure Ulcers, Elopement, Wrongful Death

Best practices for supporting facility care provided for the prevention and management of falls and infections, such as COVID-19, and resident deaths that may have occurred following these issues with actual case scenarios.

NOVEMBER 2 Fundamentals of Defense (Part 2): Falls, Infection Control/COVID-19 Outbreak Management, Pressure Ulcers, Elopement, Wrongful Death

Best practices for supporting facility care provided for the prevention and management of pressure ulcers and elopements, and resident deaths that may have occurred following these issues with actual case scenarios.

DECEMBER 7 Lessons from Headlines: Case Reviews 2021

Review key compliance risk areas based on recent cases, government investigations and settlements. Mitigating factors, potential vulnerabilities, and key facility applications will be discussed.

REGISTER TODAY!
LINK

 **LeadingAge™**
Washington

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Mastering the Long-Term Care Survey Process Part 1: *Survey Success*

Presentation Dates: January 5, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Janine Lehman RN, LNC, RAC-CT

Contact Person: Shelly Maffia smaffia@proactivemedicalreview.com 812-471-7777 Proactive Medical Review and Consulting, LLC

Course Description:

This session overviews the Long-term Care Survey Process including guidelines for determining Immediate Jeopardy and survey procedures. Forms and resources for survey success will be addressed throughout. New and seasoned leaders will solidify knowledge surrounding the survey process as a foundation to successful survey outcomes.

Learning Objectives

At the conclusion of this session, the learner will:

1. Understand the procedures used by surveyors in conducting LTC surveys
2. Identify key components of immediate jeopardy
3. Apply strategies for survey success

Course Content

30 minutes	Overview of the LTC survey process
15 minutes	Examine key components for citing Immediate Jeopardy
20 minutes	Review best practices for survey success
10 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Mastering the Long-Term Care Survey Process Part 2: *Post-Survey Essentials*

Presentation Dates: February 2, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Janine Lehman RN, LNC, RAC-CT

Contact Person: Shelly Maffia smaffia@proactivemedicalreview.com 812-471-7777 Proactive Medical Review and Consulting, LLC

Course Description:

This session will help you understand what to expect after surveyors exit your facility, including legal aspects of the statement of deficiency, enforcement remedies that may be imposed, how to write an effective plan of correction, and how to challenge and correct deficiencies through the IDR/IIDR and Administrative Law Hearing process. Leaders will advance skills in challenging and correcting deficiencies

Learning Objectives

At the conclusion of this session, the learner will:

1. Understand the enforcement remedies that may be imposed by CMS and State Survey Agencies
2. Identify key components of writing an effective plan of correction
3. Understand the IDR/IIDR and Administrative Law Hearing process

Course Content

10 minutes	Overview of what to expect after surveyors exit
20 minutes	Legal aspects of the statement of deficiency and writing an effective plan of correction
15 minutes	Enforcement Remedies
10 minutes	Credible Allegation of Compliance for Immediate Jeopardy citations
10 minutes	IDR/IIDR and Administrative Law Hearing process
10 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: SNF Compliance & Ethics Program-- *Essentials of the Facility Risk Assessment and Work Plan*

Presentation Dates: March 2, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Amie Martin, OTR/L, CHC, RAC-CT, MJ

Contact Person: Shelly Maffia smaffia@proactivemedicalreview.com 812-471-7777 Proactive Medical Review and Consulting, LLC

Course Description:

This session reviews key components of an effective SNF Compliance & Ethics Program with emphasis on conducting a facility Risk Assessment to drive development of the facility-specific Compliance Work Plan. A sample Risk Assessment template will be provided, as well as examples of prioritizing facility-specific risks and establishing targeted work plan goals and program activities. New and seasoned leaders will develop skill in operationalizing critical Risk Assessment and Work Plan development steps as part of the SNF Compliance & Ethics Program.

Learning Objectives

At the conclusion of this session, the learner will:

1. Identify and assess facility effectiveness in achieving successful implementation of key components of a SNF Compliance & Ethics Program
2. Understand key considerations and categories of risk for SNF/NFs and develop ability to objectively quantify facility risk in these areas.
3. Apply strategies for prioritizing facility risk to develop a reasonable SNF Compliance and Ethics Program work plan

Course Content

15 minutes	Overview of SNF Compliance & Ethics Program requirements and considerations for self-assessment of facility performance in each area
15 minutes	Examine key considerations and categories of risk and methodology for conducting a formal Risk Assessment
15 minutes	Review best practices for development of the SNF Compliance & Ethics Program Work Plan with case examples including sample work plan goals and program activities
10 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Legal Aspects of Documentation

Presentation Date: April 6, 2021

Presented By:

- Eleisha Wilkes, RN, RAC-CT, RAC-CTA, Clinical Consultant
- Janine Lehman, RN, RAC-CT, CLNC, Clinical Consultant

Contact Person: Amie Martin 812-471-7777 amartin@proactivemedicalreview.com

Proactive Medical Review and Consulting

Course Description:

This session will review regulatory requirements and best practices for completing legally sound documentation that supports the facility met the standard of care. Through lecture and mock deposition analysis we will identify critical legal and AHIMA documentation principles to apply in your daily practical operations to promote resident well-being and minimize potential risks.

Learning Objectives

1. Describe best practices for implementing and/or improving critical nursing documentation.
2. Understand the role of interdisciplinary team members in communicating through documentation.
3. Describe a process for establishing priority QAPI and Staff Development activities

Course Content

15 minutes	Review of regulations and interpretive guidance relating to documentation.
30 minutes	Considerations for best practices and AHIMA standards related to documentation with a mock deposition.
10 minutes	Strategies for effective staff development and QAPI activities
5 minutes	Closing Comments/ Q&A

Target Audience:

Directors of Nursing, Nurse Managers, QA Directors, MDS/RAI Team, Nursing Staff, Staff Development Coordinators, Compliance Staff, Department Heads, Nursing Home Administrators, Corporate Leaders

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Policies and Procedures - *Should You Have a Policy for Everything?*

Presentation Date: May 4, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Janine Lehman, RN, RAC-CT, CLNC, Clinical Consultant

Contact Person: Amie Martin 812-471-7777 amartin@proactivemedicalreview.com

Proactive Medical Review and Consulting

Course Description:

This session will review regulatory requirements and best practices for developing, revising and implementing facility policies and procedures. Through lecture and case study analysis we will identify essential aspects of care for policies and procedures, as well as critical aspects to include in policy and procedure development along with documentation principles to apply in your daily practical operations to promote resident well-being and minimize potential risks.

Learning Objectives

1. Describe best practices for developing, revising, and implementing policies and procedures for use in the facility.
2. Understand the role of interdisciplinary team members in policy development, revision and implementation.
3. Describe a process for reviewing and updating essential policies and procedures.

Course Content

15 minutes	Review of the significance of policies and procedures to successful operations.
30 minutes	Considerations for best practices related to developing, revising, and implementing policies and procedures.
10 minutes	Strategies for effective policy and procedure review processes.
5 minutes	Closing Comments/ Q&A

Target Audience:

Directors of Nursing, Nurse Managers, QA Directors, MDS/RAI Team, Nursing Staff, Staff Development Coordinators, Compliance Staff, Department Heads, Nursing Home Administrators, Corporate Leaders

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Driving Excellence through QAPI

Presentation Dates: June 1, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC

Contact Person: Shelly Maffia smaffia@proactivemedicalreview.com 812-471-7777 Proactive Medical Review and Consulting, LLC

Course Description:

This session will provide guidance for incorporating QAPI principles into existing facility continuous quality improvement (CQI) activities. Self-assessment for goal setting, QAPI written plan, policies, and leadership's role in accountability for QAPI programs with case examples of Performance Improvement Projects will be reviewed.

Learning Objectives

At the conclusion of this session, the learner will be able to:

1. Describe the fundamentals of QAPI programs
2. Describe a process for establishing facility specific priority QAPI goals
3. Understand the leadership's role in accountability for QAPI programs

Course Content

20 minutes	QAPI fundamentals
10 minutes	Leadership responsibility and accountability for QAPI program
20 minutes	Identifying facility quality improvement opportunities and prioritizing performance improvement objectives
10 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Internal Investigations

Presentation Date: July 6, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Janine Lehman, RN, RAC-CT, CLNC, Clinical Consultant

Contact Person: Amie Martin 812-471-7777 amartin@proactivemedicalreview.com

Proactive Medical Review and Consulting

Course Description:

This session will review best practices for conducting a thorough and detailed internal investigation in response to accidents/incidents, and allegations of abuse, misappropriation, or staff misconduct with sample tools for investigation tracking and reporting.

Learning Objectives

1. Describe best practices for implementing and/or improving internal investigation and documentation practices pertinent to support facility conclusions and interventions.
2. Understand the role of interdisciplinary team members in collaborating during an internal investigation.
3. Describe strategies for developing effective internal investigative processes

Course Content

15 minutes	Review of the importance of internal investigations.
30 minutes	Considerations for best practices and care standards related to conducting interviews, analyzing investigation findings, and determining the investigation conclusion and necessary interventions with case studies.
10 minutes	Strategies for developing effective internal investigative processes.
5 minutes	Closing Comments/ Q&A

Target Audience:

Directors of Nursing, Nurse Managers, QA Directors, MDS/RAI Team, Nursing Staff, Staff Development Coordinators, Compliance Staff, Department Heads, Nursing Home Administrators, Corporate Leaders

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Achieving Objectives through People: *Topics in Human Resources*

Presentation Dates: August 3, 2021

Presented By:

- Expert Panel Facilitated by Amie Martin, OTR/L, CHC, RAC-CT, MJ and Shelly Maffia, RN, MSA, HFA, QCP, MBA, LNC

Course Description:

This session reviews critical issues in Human Resources for long term care leaders with emphasis on conducting interviews, hiring, disciplinary action, termination and legal issues, as well as nursing home staffing, defining staff roles/responsibilities and delegation of duties. New and seasoned leaders will develop skills in implementing best practices for effective and compliant Human Resources operations.

Learning Objectives

At the conclusion of this session, the learner will:

1. Identify and assess facility effectiveness in hiring practices, disciplinary processes, employee record keeping and team centered operations.
2. Understand key considerations and categories of risk for LTC providers and action plans for mitigating these risks.
3. Learn strategies and best practices of effective leaders in hiring, retaining, assigning responsibilities and developing talent in employees

Course Content

40 minutes	Overview and assessment considerations for facility human resources operations in key performance areas and evaluation of risks with mitigation strategies <ul style="list-style-type: none">▪ Effective interviews & hiring practices▪ Discipline and termination▪ Legal issues▪ Defining staff roles/responsibilities and delegation of duties▪ Developing talent▪ Staff retention
10 minutes	Developing talent, staff retention strategies
10 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1



Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: The Operator's Guide to *Understanding the (Tremendous!) Impact of the MDS*

Presentation Dates: September 7, 2021

Presented By:

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

Contact Person: Amie Martin amartin@proactivemedicalreview.com 812-471-7777 Proactive Medical Review and Consulting, LLC

Course Description:

This session overviews how MDS data is used for reimbursement, monitoring quality of care, and informing consumers about nursing home characteristics compared to peers with guidance for monitoring data for compliance, payment accuracy and quality outcomes.

Learning Objectives

At the conclusion of this session, the learner will:

1. Understand the purpose and uses of key items on the MDS impacting facility data
2. Become familiar with accessing and interpreting relevant CASPER and other reports
3. Develop successful auditing and monitoring processes to ensure track and trend outcomes and inform QAPI activities

Course Content

15 minutes	Overview of the multiple purposes and uses of MDS data in daily operations
20 minutes	Examine key CASPER and other reports useful for monitoring data
15 minutes	Review best practices for data monitoring and QAPI activities
10 minutes	Closing Comments/Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Fundamentals of Defense Part 1: *Falls, Infection Control/COVID-19 Outbreak Management, Pressure Ulcers, Elopement and Wrongful Death*

Presentation Date: October 5, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Janine Lehman, RN, RAC-CT, CLNC, Clinical Consultant

Contact Person: Amie Martin 812-431-4804 amartin@proactivemedicalreview.com

Proactive Medical Review and Consulting

Course Description:

This session will review regulatory requirements and best practices for defending care in fall, infection control/COVID-19 outbreak and related wrongful death cases. Forms and resources for assessing, monitoring and managing falls and infections will be provided, along with tips and strategies for management of COVID-19 outbreaks.

Learning Objectives

At the conclusion of this session, the learner will:

1. Understand the regulatory requirements governing falls, infection control, and COVID-19 outbreaks.
2. Identify key components of defending care in wrongful death cases related to falls and infection control/COVID-19 outbreaks.
3. Apply strategies for successful defense of care for falls and infection control.

Course Content

15 minutes	Overview of regulatory requirements governing falls and infection control/COVID-19 outbreaks.
30 minutes	Examine key components of defending care in wrongful death cases related to falls and infection control/COVID-19 outbreaks.
10 minutes	Review best practices for successful defense of care for falls and infection control/COVID-19 outbreaks.
5 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Fundamentals of Defense Part 2: *Falls, Infection Control/COVID-19 Outbreak Management, Pressure Ulcers, Elopement and Wrongful Death*

Presentation Date: November 2, 2021

Presented By:

- Shelly Maffia MSN, MBA, RN, LNHA, QCP, CHC, CLNC
- Janine Lehman, RN, RAC-CT, CLNC, Clinical Consultant

Contact Person: Amie Martin 812-431-4804 amartin@proactivemedicalreview.com

Proactive Medical Review and Consulting

Course Description:

This session will review regulatory requirements and best practices for defending care in pressure ulcer, elopement and related wrongful death cases. Forms and resources for assessing, monitoring and managing pressure ulcers and elopement will be provided, along with strategies for defensive documentation.

Learning Objectives

At the conclusion of this session, the learner will:

1. Understand the regulatory requirements governing pressure ulcers and elopement.
2. Identify key components of defending care in wrongful death cases related to pressure ulcers and elopement.
3. Apply strategies for successful defense of care for pressure ulcers and elopement.

Course Content

15 minutes	Overview of regulatory requirements governing pressure ulcers and elopement.
30 minutes	Examine key components of defending care in wrongful death cases involving pressure ulcers and elopement.
10 minutes	Review best practices for successful defense of care for pressure ulcers and elopement.
5 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1

Cultivating LTC Leaders: Topics in Regulatory, Legal and Compliance Management (12-part series)

Session Title: Lessons from the Headlines: *Case Reviews 2021*

Presentation Dates: December 7, 2021

Presented By:

- Amie Martin, OTR/L, CHC, RAC-CT, MJ, Janine Lehman, RN, RAC-CT, LNC and Shelly Maffia, RN, MSA, HFA, QCP, MBA, LNC

Contact Person: Shelly Maffia smaffia@proactivemedicalreview.com 812-471-7777 Proactive Medical Review and Consulting, LLC

Course Description:

This session reviews key SNF/long term care industry lawsuits, False Claims Act activity and settlements from 2021 with discussion on the implications for compliance and risk management. Actual case studies in regulatory, legal, and allegations of fraud and abuse will be discussed. New and seasoned leaders will gain insight into current risks and potential mitigation strategies with skills developed in identifying and addressing potential vulnerabilities.

Learning Objectives

At the conclusion of this session, the learner will:

1. Identify key compliance risk areas based on recent cases and settlements.
2. Understand strategies for mitigating identified vulnerabilities.
3. Develop skills in assessing existing compliance efforts and modifying approaches to address evolving risks.

Course Content

40 minutes	Overview trends and actual examples of SNF/LTC industry lawsuits, FCA activity and settlements reached in 2021 with consideration of strategies to assess facility specific risks and mitigation measures <ul style="list-style-type: none">▪ Regulatory trends▪ Lawsuits▪ Allegations of Fraud/Abuse & False Claims Act activity▪ Settlements
10 minutes	Addressing evolving risks through facility QAPI and Compliance Programs
10 minutes	Closing Comments/ Q&A

Target Audience: Nursing Facility Leadership

Instructional Level: Intermediate

Contact Hours: 1