

## **Health Care Fraud and Abuse**

### **Summary:**

The Health Care Fraud Section of the Ohio Attorney General's Office has original criminal jurisdiction to investigate allegations of crimes in long-term care facilities. This presentation will educate LNHAs about the Health Care Fraud Section, including statutory authority and how the section functions. Real criminal cases will be highlighted to emphasize common crimes uncovered in facilities. LNHAs will provide feedback throughout the training via audience participation, and will participate in a "what would you do?" exercise near the end of the presentation.

### **Learning Objectives:**

1. Who we are in the Attorney General's Office and what we do.
2. Identify potential crimes in LTCFs.
3. How LNHAs can protect the residents of their facilities.

### **Bio:**

Charles Angersbach joined the Ohio Attorney General's Office, Health Care Fraud Section, in 2012 as a Special Agent investigating crimes in long-term care facilities. In 2015, Charles promoted to Special Agent Supervisor where he supervised a team of Special Agents. Charles is currently Chief Special Agent overseeing investigative functions of the section. Charles conducts presentations throughout the state of Ohio educating audiences in crimes related to vulnerable adults in long-term care. Before joining the Attorney General's Office, Charles was a Support Officer Supervisor with Franklin County. Charles obtained his B.A. in Law and Society from Purdue University.

## **2024 Updates with MDS and Quality Initiatives**

### **Summary:**

Ongoing recent changes to CMS Quality Measures in 2024 have created a unique landscape where SNF providers need to educate, strategize, and take action to prepare their organization for success in navigating all of these changes. Significant changes and revisions have been released over the last year to MDS 3.0 Quality Measures, Five-Star Rating Program, SNF Quality Reporting Program, and SNF Value Based Purchasing. In addition to having a baseline understanding of these changes, participants will learn how to strategize and take action in their facility to know how to review reports available and ensure accuracy of data.

### **Learning Objectives:**

1. Upon completion, participants will demonstrate an understanding of the five new/revised MDS 3.0 Quality Measures.
2. Upon completion, participants will be able to list strategies to employ at their SNF to facilitate accurate data collection for MDS reporting on Quality Measures.

3. Upon completion, participants will be able to state 3 challenges their MDS teams at each facility face regarding these recent MDS and Quality Initiative changes.

**Bio**

**Presenter:** Tammy Cassidy RN, BSN, BC, LNHA, RAC-MT

Position: Senior Practice Director

Ms. Cassidy has over 28 years of long-term care management experience including Charge Nurse, Care Team Manager, Director of Nursing, MDS Coordinator, Corporate Clinical Compliance, Corporate Risk Manager, and Vice President of Clinical Quality. She is also a Licensed Nursing Home Administrator in the State of Ohio, and has worked with the Centers for Medicare and Medicaid Services, specializing in MDS, as a DAVE2 reviewer. She is certified in Gerontological Nursing and MDS, and she is a Master Trainer for the AAPACN Resident Assessment Coordinator certification. Ms. Cassidy is a nationally recognized speaker and specializes in topics regarding clinical quality and MDS. She is the past president of OANAC (Ohio Association of Nurse Assessment Coordinators), and the recipient of the American College of Health Care Administrators, Ohio Chapter, Education Award in 2017. Since 2001, Tammy served as the President of T. L. Cassidy & Associates, LLC and is now proud to be the Senior Practice Director for Engage Consulting Partners.

**Bio:**

**Presenter:** Jennifer R. Napier, BSN, RN, RAC,CT, RAC-CTA, QCP

Position: Director of Clinical Consulting

Organization: Engage Consulting Partners

Jennifer has devoted her Nursing career to the long-term care industry for the past eighteen years. She has expertise in SNF reimbursement, MDS, Case Management, QAPI, Quality Measures, Quality Reporting Program, Restorative Nursing, and previously has served in the role of Regional Director of Clinical Reimbursement for a large for-profit organization. She holds multiple certifications from AAPACN, including: RAC-CT, RAC-CTA, and QCP (QAPI Certified Professional). Jennifer currently serves in the role of Director of Clinical Consulting for Engage Consulting, where she provides support to facilities by providing SNF consulting and auditing services related to CMS initiatives, regulatory compliance, MDS coding, billing and reimbursement accuracy, Restorative Nursing, QAPI, 5-star rating improvement, facility leadership and operational development, and clinical program development.

**Campus Repositioning – The Future of SNF and Consumer Preferences**

Session Description:

To maintain relevance and long-term organizational sustainability, organizations must routinely evaluate their position in the marketplace, assess their operations and financial strength, and consider repositioning options and growth opportunities. A comprehensive life-cycle analysis of the product and services offered is critical to the strategic planning process.

This session will evaluate the impact consumer preferences and shrinking utilization is having on long-term care and the broader senior living continuum. It will also explore the shift CMS has made away from reimbursements in an institutional setting to home- and community-based services and Medicaid waivers. Through a lively discussion around senior living repositioning case studies, industry benchmarks by unit type, and our experts' proven campus repositioning process, you'll learn how to right-size your skilled nursing and position your campus for long-term profitability.

**Learning Objectives:**

1. Object #1: Understand senior living market dynamics, data associated with reduced utilization of skilled nursing beds, and projections on future demand for long-term care.
2. Objective #2: Learn from specific provider case studies, who share how they successfully repositioned their communities to meet the needs of the consumer of the future.
3. Object #3: Learn how to execute a successful campus repositioning process and find the resources necessary to manage and mitigate risk.

**Bio:**

**Presenter:** Sally Heffernan, CPA, CMA  
Senior Vice President, Plante Moran

In her role as senior vice president and leader of the market study practice at Plante Moran Living Forward, Sally brings more than 25 years' experience working with senior care and living organizations throughout the country, including continuing care retirement communities, nursing homes, assisted living facilities, independent living facilities, active adult communities, and memory care facilities.

**The Power of Value Stories: Tending to the WHY: The Wonderful, the Weird and the Whiny**

Family Feud-“What Do Your Surveys Say?”(15minutes)

- Review the impact of value stories on attitudes, culture and actions. (10 minutes)
- Identify the central questions of common value stories: What? Why? How? (20 minutes)
- Best Practices for tending to the questions in ways that increase satisfaction and effectiveness. (30 minutes)
- Partner Q and A- What questions do you find most challenging to manage? (10 minutes)
- Q & A (5 minutes)

**Learning Objectives:**

1. Utilize the energy behind the “Why” meaning stories embraced by residents and employees to better engage both stakeholders.
2. Develop skills in promoting conversations and awareness about what matters most to residents and employees to improve resident experience and employee satisfaction.
3. Recognize and redirect “Why” stories employees embrace that hinder team growth and success.

**Bio:**

**Presenter:** Rebecca Hilton has served in a variety of Mission Integration positions for over 30 years. Prior to her current role in healthcare, she served in Mission Integration in Catholic Higher Education and Secondary Education institutions, including The College of Saint Mary in Omaha, Nebraska and St. Joseph's College of Maine, in Standish, Maine.

Rebecca earned a master's in Christian Spirituality and a bachelors in theology, both from Creighton University. Further, she completed clinical pastoral education classes with CHI Health Nebraska. She is a servant leader dedicated to ministering to seniors and those who provide their care.

**Life Safety and Disaster Preparedness Updates-Kenn Daily**

**Bio:**

**Presenter:** Kenneth Daily is the President, Elder Care Systems Group a long-term health care consulting firm specializing in quality operations consulting, life safety code compliance safety audits and risk assessment analysis, and emergency preparedness planning and implementation.

A licensed NH administrator, Mr. Daily is a recognized expert in life safety and emergency preparedness and has a wealth of experiences in long term health care. He is passionate about helping facilities create the kind of compliance programs to protect lives and to succeed in all senior care settings. With more than 30 years of long-term health care experience, Kenn offers a wealth of information and specialized guidance. Technically proficient, Kenn is a fascinating speaker with wonderful stories and real-life examples of deficient practices and compliance.

Kenn is a member of the Ohio Health Care Association Board of Trustees and chairman of the OHCA's Life Safety and Disaster Management Committee. He is a member of AHCA's the Life Safety and Emergency Preparedness Committee and a member of the NFPA's Healthcare Section Executive Committee.

**ACHCA 2/23/24 BELTSS Rules Update –Jennifer See**

**Review BELTSS changes:**

- AIT processes (10 minutes)
- Preceptor processes (10 minutes)
- Pre-Examination requirements (5 minutes)
- Continuing Education (10 Minutes)
- Biennial license renewal (20 minutes)
- Q & A (5 minutes)

**Learning Objectives:**

- Familiarize LNHA's with recent rules changes affecting licensure.
- Update Preceptors on recent rules changes pertaining to AITs (Administrator Residency).

**Bio:**

**Presenter:** Jennifer See, HSE, LNHA, CEAL, CDP, QCP, N-DTR

Jennifer has worked in healthcare for over 25 years, spending 18 of those years as a long-term care administrator. Served in a Regional Director of Operations role from 2018-2021. In February 2022, she joined the BELTSS staff, serving as the Board Administrator. She holds a Bachelor's in Dietetics and is a Health Services Executive, a Licensed Nursing Home Administrator, a Certified Executive in Assisted Living, a Certified Dementia Practitioner, a QAPI Certified Professional, and a Nutrition & Dietetic Technician Registered.