

VIRTUAL Fall Health Care Conference & Expo October 20, 27 & November 3, 2021

VIRTUAL Session List

A detailed VIRTUAL conference agenda will be forthcoming. In the meantime, feel free to review the educational sessions planned for the event. As a reminder, educational sessions will be offered in a LIVE virtual format over three days, October 20, 27, and November 3, 2021.

The Road Ahead for Long Term Care Providers

Mark Parkinson – American Health Care Association

AHCA/NCAL President & CEO Mark Parkinson will join the conference virtually to give a national update on actions that have taken place in Washington DC, how the pandemic has impacted the industry, and what the long-term care sector can look to moving forward as we recover from the pandemic. This session will feature an opportunity for attendees to ask questions in real-time.

Post-pandemic state of the industry: Where are we headed?

Tammy Brunetti & Lisa Trundy-Whitten – BerryDunn

Throughout the COVID-19 pandemic, nursing homes have had to adjust to ever-changing regulations and guidance along with continual change in the senior living landscape. This session will look ahead to the post-pandemic landscape, and the opportunities and challenges providers will be facing over the next year. Tammy and Lisa will discuss regulatory, compliance, accounting and other “hot topics” impacting the industry. Get the latest information on what’s happening locally, regionally, and nationally, and learn best practices used by your peers. Topics will include nursing and assisted living facility federal and state COVID-19 compliance, accounting and reporting, PDPM updates, and more.

From Overwhelmed to Overflowing: 7 Ways to Win at Work and Life

Del Gilbert – Accelerating Excellence

You cannot give away something that you do not have. In order to energize others, you need to prioritize self-renewal and replenishment. In this session, you will learn seven practical ways in which you can bring your best self to the workplace every day.

How to Design a Powerful Tabletop Exercise

Mary Beth Skarote – All Clear Emergency Management Group

Tabletop exercises are a great way to assess your organization’s preparedness plans without having to experience an actual disaster. There are an abundance of excellent resources and tools available, but these can be overwhelming to the beginner. In this presentation we will walk you through the most important steps in conducting successful tabletop exercises and provide some best practices for designing your next tabletop exercise.

Strategic Menu Development in Senior Living Dining Past, Present & Future

Bill Stanton – Seal Rock at Atlantic Heights

Are you looking for fresh ideas to enrich your resident’s dining experience? In this session attendees will take a glance back at the menus of yesteryear (1980’s and 90’s) and follow the evolution of menus & dining through present day and beyond. Participants will learn how to develop and offer meals at the level of fine dining. Presentation, presentation, presentation!! Gain strategies to develop a menu that allows to convert a left over for next day use while maintaining a high level of quality.

Assisted Living: Operation Occupancy Recovery!

Erin Dunn and Kristi Yoskey – HealthPRO Heritage

Do you have the tools you need to build your census? Clinical & wellness amenities offered on Senior Living campuses can fortify strategic network development initiatives; differentiate marketing/sales campaigns; and ultimately impact occupancy! Start with a foundation of data analytics to understand market needs and build programs & services that attract & keep residents happy, healthy, and aging-in-place. Next, showcase positive outcomes, performance data, and success stories to build strategic network partnerships.

Leading with Influence: How to Be the Best Boss Your Employees Ever Had

Del Gilbert – Accelerating Excellence

Leadership is not about you. Leadership is not about pay, perks, or power. Leadership is about making others around you successful. In this session, you will learn the key characteristics and behaviors of effective leaders. Put these behaviors into practice and you will experience increased employee engagement, productivity, and retention. Topics for discussion include servant leadership, authority vs. influence, using warmth/strength to produce a high-performance culture, the power of expectations, and more.

Teamwork makes the dream work: Exploring the importance of the Administrator/Director of Nursing relationship

Matthew Trombley – Island Nursing Home & Care Facility

The relationship between the Administrator and Director of Nursing (DON) has never been more important. Pandemic stress, coupled with increased regulatory scrutiny has further strained what was already tense; often, these stressors lead to turnover in one or both positions. This critical workplace marriage drives many, if not all, aspects of resident care. Today's administrator and DON must have the administrative skills of Lee Lacocca, the computer talents of Bill Gates, the legal acumen of a Supreme Court Justice, and the regulatory knowledge of a CMS executive. In this session Nursing Home Management teams are invited to share their experiences, best practices, and insights into this important relationship.

SNF QRP: Understanding outcomes and the financial impact

Sarah Ragone – CoreTactics Healthcare Consulting

Today more than ever, it is critical for skilled nursing facilities to produce exceptional quality outcomes. The transition to value-based reimbursement is here and it can have a significant impact on your organizations Medicare payments, marketability, strategic planning and much more. This session will review the technical components of the SNF Quality Reporting Program and discuss practical approaches to help avoid payment penalties and improve quality outcomes.

Supporting LGBTQ Older Adults with Knowledge and Compassion

Gia Drew – EqualityMaine

"Within the next two weeks I will be going into assisted living. I will have to share an apartment with another man. The thought of going back into the closet is making me ill... I'm afraid of telling anyone I'm gay." —Anonymous, 73 years old. Residents of Maine's Long Term Care homes and facilities face challenges with varying degrees of stress. The change in social status, the impact on autonomy, the feeling of having no place to call home, the change in social contacts then add to that the reality of an LGBTQ resident. LGBTQ residents may worry about staff discrimination or the potential for discrimination by fellow residents. LGBTQ older adults deserve to age with dignity and respect, just like

anyone else. This session will help you better understand the potential challenges but also rewards when you support LGBTQ older adults as they age. This interactive presentation will include a review of best practices, the current climate for LGBTQ older adults, how to use supportive language, including names and pronouns, and how to ask personal questions in a compassionate way.

Creating a Person-Centered Memory Care Program

Jessica Abramson – Forget Me Not, Inc.

Does your home's life enrichment program focus on the activities or the person? A person-centered approach to memory care is most effective in providing quality life enrichment to each resident in your care. In this session participants will discuss how to support a person-centered approach using Montessori Principles. These principles include the prepared environment, practical life skills, and the eight pillars of a memory care community. We will also discuss actionable steps to implement a person-centered approach utilizing Montessori principles in your community, even with limited resources. Lastly, we will provide communication strategies to market the approach to potential families and your local community.

Building better end of life care for staff and residents

Danielle Watford – Maine Health Care Association

As LTC providers we are in the business of helping our residents live their best life. We also walk along with them during the process of death and dying. Often your direct care providers, housekeepers, nutrition staff and nurses serve as the families' consistent supporters during the death of a loved one. MHCA has identified an unmet need for quality bereavement education and resources in our Maine homes. Many of our workforce may have never experienced death or the frequency with which you experience death as a LTC provider. Do you think this impacts staff retention? You bet it does! During this session participants will learn about the new bereavement education and mindfulness (BEAM) resources developed through this initiative and how your facility can take advantage of this free program. In addition to onsite facility specific staff education, participating homes will have access to in person consultation in partnership with MHCA and the Maine Hospice Counsel as well as several public facing best practice resources, a program implementation guide, and a teaching guide to be incorporated into your in-service education programs.

Gather Round the Table: Dining service employees & customers are two sides of the same coin

Bill Stanton – Seal Rock at Atlantic Heights

There's a reason we gather around a table at Thanksgiving; a reason why meal prep has taken on a social media life of its own. Our culture gathers around food because enjoying a meal with others in a welcoming environment provides a sense of comfort and community that not much else can

rival. Meals and snacks are an important part of anyone's day, but this is particularly true in our LTC homes, meals create structure to the day and provide an opportunity for social interaction as well as nutritious, enjoyable food. In this program we will discuss who are our dietary department customers. This goes far beyond the residents themselves. We will learn how through the development and sustainability of a good customer service relationship can be hugely beneficial to the physical, mental and emotional health to all of those we serve.

Developing Operational Strategy: Leveraging the Outcomes That Threaten Your Reimbursement

Sarah Ragone – CoreTactics Healthcare Consulting

The new PDPM reimbursement system is secondary to the impact the continuing CMS and state specific pay-for-performance measures can have on your reimbursement. This session will unravel the circus of acronyms threatening your reimbursement (i.e., QRP, VBP, NHQI, etc.), review potential new measures coming in the future and demonstrate the linkage these programs can play in strategic planning. Participants will learn key approaches to improve performance utilizing a systematic performance improvement model to enhance their strategic planning process and improve their organization's position in the marketplace.

'I've a feeling we're not in Kansas anymore'... The future of your Infection Prevention Program

Carrie Rice – Maine CDC

The tornado that was COVID-19 uprooted infection prevention programs over the past year, highlighting strengths and weaknesses within our policies, procedures, and practice. Join us to learn about the next phase in the evolution of infection control as we discuss emerging multi-drug resistant organisms, COVID-19 lessons learned, and healthcare acquired infection (HAI) surveillance. Here you will gain insights to keep your facilities on the yellow brick road to infection prevention and control readiness.

Psychosocial Assessment of the Unpredicted Consequences of Covid-19

Stephanie Truman – Amethyst Consulting

In March of 2020 none of us could have predicted the consequences of a global pandemic. We are witnessing the overwhelming decline in many of our residents due to the impact of mandated quarantine. A lack of familial contact and touch has left many of our residents experiencing a failure to thrive. This condition which manifests as weight loss, decreased appetite, poor nutrition, and inactivity has been tied to unpredicted consequences in our homes. This session will review the process of using the psychosocial assessment to evaluate the impact of the pandemic on the level of functioning of our residents. In addition, there will be review of the emerging research on the consequences of the pandemic and cover potential new DSM-5 diagnoses related to COVID-19.

Navigating Change: Driving with One Flickering Headlight on a Dark Road in Maine

Andrew Helman – Dentons Bingham Greenebaum LLP & Ron Winters - Gibbins Advisors

This session will discuss structural changes confronting the senior living industry and will explore strategies to successfully navigate these changes in a post-pandemic world. The challenges range from uncertain demand and increased costs to staffing and capital challenges in addition to continued pandemic-related uncertainty due to the Delta variant. Attendees will learn tools to develop business and legal strategies to adapt in a changed world.

Respiratory Fit Testing: Simple and Cost-Effective

Michele King – SafetyWorks!

Should your organization administer fit testing in-house for convenience and cost effectiveness? What are the advantages and disadvantages of qualitative vs. quantitative fit testing and which should you choose to ensure the safety of your staff? This session will demonstrate qualitative and quantitative fit testing protocols and discuss the effectiveness and value of performing annual fit testing in-house with your own resources.

Dare to Matter: How Long Term Care Professionals Rise to Significance

Pete Smith – Smith Impact

2020 forced us to become adaptable, stay hopeful, and remain diligent in fulfilling our commitments. It made some of us question our desires, reevaluate our motivators, and become more resourceful than ever. 2021, though the outlook is optimistic, seems to require the same level of reflection. To thrive and succeed in a post-COVID environment, LTC professionals in nursing homes and assisted living facilities must stay focused on the things that matter most and answer the question: What is the point? For many of us, the pandemic reinforced that what we truly desire is to know with absolute certainty that who we are and what we do matters. In long term care especially, we must adapt, but be consistent. We must be wise from experience, but open to new ideas. We must be bold, compassionate, relatable, and collaborative. So, where do we go from here? This keynote answers these questions and more. Success is good but significance is best. It's time for you to matter more. Surviving a stroke at an early age and after years of research, Pete Smith reveals the Significance Framework outlined in his best-selling book, Dare to Matter. The framework consists of six major pillars of significance and how they can be incorporated into our daily lives. At the conclusion of this presentation, you will: 1. Increase ownership, accountability, and responsibility of self and others 2. Implement a behavioral model that builds trust, impacts hiring, and strengthens relationships 3. Identify why "guts and grind" are keys to success in calm and chaos.

Three-Pronged Approach to 360 Degree Skilled Nursing Census Recovery

Erin Dunn & Kristi Yoskey – HealthPRO Heritage

Build back census using a proven, stepwise strategy: First, use sophisticated data analytics to identify your obstacles to census recovery (i.e.: changing referral trends, lackluster performance ratings, staffing challenges, etc.); Next, tailor an IDT Strategic Work Plan that tackles obstacles & leverages the power of a full 360° strategic approach. Finally, execute on meaningful & truly innovative tactics to accelerate & maintain referral source confidence & loyalty.

Start with the Person: The rest will follow

Marguerite McLaughlin – Healthcentric Advisors

Have you ever wondered what it would be like to experience a LTC admission after a sudden health decline, stroke, or post-operative procedure? During this session, participants will discover the intricacies of Mr. McNally and his recent decline that led to the events of his admission. You will participate in his story, be led through a series of interventions to care for a person living with Alzheimer's disease and discuss the person-centered approaches for care through the quality assurance and performance improvement lens. The easiest way to be person-centered is to focus on the person.

Navigating difficult communication with families: Combatting unrealistic expectations during COVID-19

Dusty Linn – Dusty Linn Consulting, Inc.

Why can't you just let me see my mom? Why didn't you tell me this could happen? Why so much back and forth? Why can't staff/families just understand? These are questions that we, as Healthcare providers, as well as families and Residents have asked in this strange season of life. This session helps sort through the noise and provide practical strategies for communicating with families who present with unrealistic expectations, especially as it pertains to COVID.

Introduction to Powers of Attorney and other Decision-Making Tools

Estelle Lavoie – PretiFlaherty

Did you ever wonder what powers of attorney are all about? And why can there be a guardian or conservator? As we age and as health may deteriorate, individuals are not always able to manage their life and make appropriate decisions. Come learn about ways to fill the gap in decision-making and the similarities and differences between financial powers of attorney, advance health care directives, court-appointed guardians and conservators, and the older "living wills." This presentation will provide practical tips on understanding these forms and advice on how to deal with residents, their agents or guardians, and others in the long-term care setting.

Solutions to increase energy efficiency in your facilities

Rick Meinking – Efficiency Maine

High-efficiency equipment upgrades can not only help save energy and money, but can also add to the comfort, safety, and well-being of residents. In this session you will learn more how efficiency projects can reduce operating costs and increase comfort.

Live Town Hall Opportunity with the Maine Fire Marshal

Greg Day and Scott Cyr – Maine Fire Marshal Office

On March 17, 2021 CMS released updated guidance to expand the Emergency Preparedness Interpretive Guidelines of Appendix Z in response to adding "emerging infectious diseases" to the definition of all-hazards approach as CMS determined it was critical for facilities to include planning for infectious diseases within their emergency preparedness program. While the primary changes to Appendix Z focused on the changes as a result of the Burden Reduction Final Rule; CMS has also updated the guidance to changes specific to long term care providers. During this session participants will have an opportunity to participate in a live town hall with our Maine Fire Marshal partners. This session will provide an opportunity for homes to hear how these changes and current survey findings across the state directly impact the emergency preparedness practices of each facility.

Resident Health and Wellness: Could your home's daily program use an update?

Patricia Larkin-Upton, Eileen Broberg, Elizabeth Durham – Genesis Rehabilitation Services

LTC providers work diligently to ensure that their residents maintain their maximum functional capacity; however, we know that older adults living in congregate care settings such as nursing facilities and residential care homes are at high risk for decline due to limited resources to promote and support health and wellness. The challenge for these environments is consistently providing the resources necessary to promote daily activity levels that minimize risks for rehospitalization, deconditioning and increased frailty. In this session participants will hear about the challenges of implementing a daily health and wellness programs and strategies for how to implement such a program in your homes. This program will provide participants with resources to understand and implement a team approach for the development of such a program.

The Aftermath of COVID: Trauma, Staff Response & Self Care

Dusty Linn – Dusty Linn Consulting, Inc.

During COVID our sense of protecting our Residents and ensuring their safety was heightened. So much so, we did not have time to assess how we as health care providers were being affected. Now is the time to stop and assess how we have been impacted by the Pandemic and how to help our staff put self-care back into place while continuing to wrestle with the unknown. This session will look at prac-

tical ways to help staff walk through this time of continued uncertainty and how to get our lives back into balance.

Something Greater is Always Possible

Devin Henderson – Henderson Entertainment

What would you do and who would you be if you believed anything was possible for you? For many people, a once-held vision of unlimited possibility gets small and limited because of life's daily stressors, persistent insecurities, self-doubt, isolation and even failure. But what if you could reclaim and even expand your full potential at any time? And what if your truest potential was bigger, richer and more satisfying than you had previously envisioned? Part magic & mentalism show, part inspiration, take a break from the worries of the day while breaking free of your perceived limits, as you discover the mindset and practices to realize your greatness like never before.

Keynote Speakers

Mark Parkinson is the President and CEO of the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), which represents more than 14,000 skilled nursing facilities and assisted living centers. Parkinson served as the 45th Governor of the State of Kansas. Prior to that, he was the owner and operator of long term care facilities in Kansas and Missouri. Under Parkinson's leadership, AHCA/NCAL focuses on delivering policy solutions to the Hill and the Centers for Medicare and Medicaid Services (CMS), with a special emphasis on quality care. AHCA/NCAL is now the largest association in long term care and is at record membership. Parkinson's vision and leadership has brought him recognition. He has been named a top lobbyist for eight consecutive years (2013-2020) by The Hill, a leading Capitol Hill newspaper. Parkinson also has the distinction of being selected as one of the "100 Most Influential People in Healthcare" by Modern Healthcare in 2015 and 2020. Parkinson was also named Top CEO in the small-employer category by The Washington Post 2019 Top Workplace survey, and Top Association CEO by CEO Update in 2013.

For over 20 years, international speaker and coach **Pete Smith** has helped individuals, teams, and organizations improve their leadership and personal development. His experience, concepts, and tools have helped organizations improve their leadership effectiveness, elevate engagement at all levels, transform company cultures, and consistently perform at high levels. He is the author of Dare to Matter, the #1 Best Seller in the Human Resources and Personnel Management Category, and the #2 Best Seller in the Business Motivation and Self-Improvement category. Pete is also the Co-Founder and Owner of Matter More Coffee, a coffee shop located in Hampstead, NC. By owning two businesses, SmithImpact and Matter More Coffee, Pete's content is both practical and inspirational. He is a speaker who does not just Talk the Talk but actually Walks the Walk. (www.facebook.com/mattermorecoffeenc)

Devin Henderson is a multi-talented powerhouse: an author, experienced presenter and seasoned performer, having logged thousands of performances as an award-winning comedian and magician and an in-demand keynote speaker. His unique combination of skills and storytelling and his hilarious and engaging interaction are what make him an audience favorite. His clients have included Pepsi, Sprint, Cerner and hundreds more. His performances have been called, "unreal," "unexpected," and "unforgettable."

Breakout Speakers

Jessica Abramson is the owner and founder of Forget Me Not, Inc. Jessica was inspired to start the company after her grandfather, Wayne, was diagnosed with Lewy Body dementia. Due to the distance, he lived from her, Jessica tapped into her creative side as she provided love and care from a distance. After a year of research, communicating and better understanding dementia, she designed and introduced Forget Me Not, Inc. With her background in business and her experience as a Life Enrichment and Memory Care Director, Jessica understands the pain and confusion amongst family and friends who have a loved one living with this disease.

Eileen Broberg is a Maine resident and Licensed Occupational Therapist currently employed by Genesis Rehab Services. In her role as the Clinical Operations Area Director, she supports therapy programming in Skilled Nursing Facilities as well as outpatient therapy services and wellness programs in Assisted Living and Independent Living Communities in the state of New Hampshire. She received her Bachelor of Science degree in 1992 from the University of New England in Biddeford, Maine. Her 25+ years of experience includes working with adults in acute hospitals, acute rehabilitation, home health, outpatient therapy, ALF/ILF communities and skilled nursing facilities. Eileen enjoys sharing information, and collaborating with other professionals, as well as families and community members. She utilizes a variety of teaching styles during live courses and is well versed in the use of virtual platforms such as zoom. She has participated as a speaker at community High Schools, Technical Training Programs, Universities / Colleges, as well as local state and national Occupational Therapy Conferences, including the 2006 MeOTA spring and fall conference, and at the 2009 and 2010 AOTA national conference.

Tammy Brunetti, CPA, is a Principal in the Health Care/Not-for-Profit Industry Group at BerryDunn. Tammy provides audit, accounting, third-party reimbursement, certificate of need, operational analyses and various business and regulatory consulting services to senior-living organizations in Maine, New Hampshire, Massachusetts and Pennsylvania. Tammy has primary engagement responsibility for most of the firm's post-acute care clients and specializes in Medicaid and Medicare reimbursement. She also works with other BerryDunn specialists in valuation, tax and IT to provide comprehensive solutions to clients in the senior-living industry. Tammy is a regular speaker for MHCA, presenting

on current reimbursement topics and accounting issues. She joined the firm in 1996 and is a member of the American Institute of Certified Public Accountants and the Maine Healthcare Financial Management Association. Tammy also services on the AHCA Not for Profit Advisory Council.

Scott A. Cyr has been a Maine Department of Public Safety employee for 7 years. He is a 20+ year veteran in Public Safety. Scott is the Northern area Public Safety Inspector responsible for conducting Life Safety Inspection at hospitals, nursing facilities, assisted living facilities, and day care facilities, among others. Scott is a Certified Fire Inspector I with the National Fire Protection Association and a Certified Life Safety Specialist for CMS. Scott has conducted several safety courses for state and local agencies and has instructed classes for the NFPA fire inspector I course. Scott is former career fire fighter with 20 years of experience as a Firefighter/Paramedic

Gregory J. Day has been a Maine Department of Public Safety employee for over 30 years. Greg is an inspection supervisor at the Maine State Fire Marshal's Office and is responsible for supervising a staff of Fire Inspectors who do Life Safety Inspection at hospitals, nursing facilities, assisted living facilities, and day care facilities, among others. Greg is a Certified Fire Inspector II with the National Fire Protection Association and a Certified Life Safety Specialist for CMS. Greg has conducted several safety courses for state agencies and has instructed courses for the Fire Science Program offered at Northern Maine Community College. Greg is former volunteer fire fighter with 22 years of experience as a Law Enforcement Officer

Gia Drew, joined the staff of EqualityMaine in 2014 after being a volunteer for several years. As program director, Gia oversees all our education, rural outreach, and youth programming, as well as supporting our advocacy work. While originally from Boston, Gia has called Maine home for nearly 18 years. After earning degrees from Syracuse University and Savannah College of Art and Design, Gia was a high school teacher and coach for twenty years, working in Vermont, New Hampshire, Connecticut, Maryland, and Maine. In that time, she became one of Maine's first OUT transgender teachers and one of the first transgender coaches in the country.

Erin Dunn, Vice President of Strategic Partnerships at HealthPro Heritage, is an experienced healthcare professional, working in adult and geriatric rehabilitation for over 8 years. With a background in multi-site management, she possesses diverse knowledge across the care continuum. Erin has her Master's Degree in Speech-Language Pathology and is RAC-CT certified. Erin is able to analyze complex issues and provide creative solutions for all partners. She possesses advanced skills in data analysis, clinical programming, and facilitation of positive outcomes. Through collaboration and leadership, Erin facilitates development opportunities to promote shared success. Erin has a passion for working in senior care and considers it a privilege to be involved in such a vital professional sector. She brings

an enthusiastic, thorough and proactive approach to all her endeavors.

Del Gilbert is the founder of Accelerating Excellence. He speaks, trains and consults on building high-performance in people and organizations. His dynamic communication style is clear, practical, and engaging. Del has held leadership positions in several organizations for 30 years. He served as Chief Learning Officer at St. Joseph Healthcare for 15 years. Del holds a Bachelor of Arts in Psychology and a Master of Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer. His popular podcast, Accelerating Excellence with Del Gilbert, has over 15,000 downloads and can be heard on iTunes, Stitcher, Spotify, or on his website, www.delgilbert.com Del is the author of the book *7 Senses of Employee Engagement: How to Be the Best Boss Your Employees Ever Had*. Del is also the creator of the Accelerating Excellence Online Academy.

Andrew Helman is a partner in the Restructuring, Insolvency and Bankruptcy practice group at Dentons Bingham Greenebaum. He focuses his practice on bankruptcy and insolvency matters and works with all types of businesses, including those in the health care sector, to help them restructure and protect their assets. Andrew frequently writes articles for national insolvency publications and teaches seminars on bankruptcy and fraudulent transfer law. In addition, he is co-chair of the American Bankruptcy Institute's Health Care Committee and was a recipient of the American Bankruptcy Institute's 40 Under 40 Award in 2019. He was also selected as one of 40 attorneys nationally to participate in the National Conference of Bankruptcy Judges' 2016 NextGen Program. He is ranked by Chambers for bankruptcy and restructuring and has been selected by his peers for inclusion in the 2015-2020 issues of Super Lawyers & Rising Stars.

Patricia Larkin-Upton, PT, DPT, MS, is a certified wound specialist and certified exercise expert for aging adults. Dr. Larkin-Upton has worked for Genesis Rehab Services for 19 years, serving in long-term care, assisted living and memory care. She is the Regional Clinical Director for Genesis Rehab Services, supporting physical, occupational, and speech therapy clinicians in all aspects of clinical practice including cognitive care delivery. Previously, she served older and young adults, for 10 years, in different settings – acute care, home care, outpatient, and acute rehabilitation. She taught therapeutic agent modalities at Hesser College and is currently a national educator for both physical agent modalities and skin and wound management. Patricia helps local centers with implementation of dementia programs and education. She earned her Master's in Science and Physical Therapy in 1989 from Springfield College and her Doctor of Physical Therapy from Arcadia University in 2012.

Estelle A. Lavoie has a diverse practice spanning health law, real estate transactions and related land use matters, and estates, trusts and probate. As a member of the firm's Health Law Practice Group, she has counseled nursing facilities on regulatory matters including, most notably, survey

and certification, informal dispute resolution and complaints against the licenses of administrators. She has also dealt with various corporate, collections and creditors' rights issues for health care providers and presented claims against residents under conservatorship and against the estates of deceased residents. Estelle has worked on commercial transactions for nursing facilities and advised clients on related financing, land use and licensing issues. She has also handled matters dealing with fines and sanctions imposed under Federal and State law. A native of Lewiston, Maine, she is a 1971 Phi Beta Kappa graduate of Bates College. She obtained her law degree in 1982 from the Washington College of Law at American University in Washington, DC. and joined Preti Flaherty in 1984.

Marguerite McLaughlin is an enthusiastic educator and consultant who pursues her passion for improving the lives of residents living in long term care centers by providing technical assistance, and developing educational resources, tools and on-line education for staff. Ms. McLaughlin works both locally and nationally to support change in healthcare. Her 30 years of experience include Sr. Program Administrator for Healthcentric Advisors-the New England QIO, Senior Director of Quality Improvement at the American Health Care Association, Vice President of Education & Member Relations at the RI Healthcare Association, Saint Elizabeth Home, and the Alzheimer's Association. These experiences have provided her with unique insights and "boots on the ground" experience in helping organizations improve their care and service to their residents. Areas of special expertise include dementia care, culture change and quality improvement.

Rick Meinking is the Senior Program Manager for the Efficiency Maine Trust. Efficiency Maine is an independent trust dedicated to promoting the efficient and cost-effective use of energy in order to save money for Maine residents and businesses, grow the economy, and create jobs. The Efficiency Maine Trust's energy-saving programs deliver Maine's lowest-cost energy resource by saving electricity and heating fuels through energy efficiency improvements and the increased use of cost-effective alternative energy. The Trust's programs provide a combination of technical assistance, cost-sharing, training, information, and quality assurance. Rick is a certified Building Analyst through the Building Performance Institute and a Certified Building Operator Level I & II through the Northwest Energy Efficiency Council with over 25 years' experience as a Commercial Building Facility Manager. Additionally, Rick spent 9 year on active duty and 11 years in the Reserve with the United States Navy. In his spare time he enjoys camping, running and riding his Harley. During baseball season he can usually be found umpiring a high school game.

Sarah Ragone is the Vice President of Reimbursement & Education for Coretactics Healthcare Consulting. She is a dynamic speaker who uses her expertise and passion for teaching to bring education to the forefront. Her 20+ years of experience in long term care allows her to present realistic and practical approaches to sustainable improvements in

quality of care and reimbursement. She uses her knowledge in program development and quality improvement to present a holistic and supportive approach to adult learning that elevates interdisciplinary teams to produce positive results.

Carrie Rice, RN, BSN, MLS(ASCP)CM, CIC is the Healthcare Epidemiology Improvement Coordinator Maine CDC. She collaborates with Maine healthcare facilities & professional organizations to prevent healthcare-associated infections and reduce antibiotic resistance. She has experience in several healthcare-related roles: directing Infection Prevention and Control (IPC), chairing a system IPC Council, Lab Sciences, and Nursing. She received her B.S. in Medical Technology and Nursing from the University of Maine at Orono. She is a board-certified RN, MLS, & Infection Control Practitioner.

Mary Beth Skarote is a Senior Planning Specialist for All Clear Emergency Management Group. Ms. Skarote is also the Healthcare Coalition of Maine Team Supervisor. Ms. Skarote has more than 30 years of emergency preparedness and healthcare emergency management experience. Previously she has worked in the healthcare/public health arena focused on preparedness and response, she worked with the US Marine Corps as an Emergency Management Specialist and with the Regional Exercise Team. Mary Beth was the Program Manager for the North Carolina Healthcare Preparedness and Response Program and has held various roles in hospitals, long-term care facilities, EMS and public health organizations at the local, regional, and state levels and has planned for and responded to numerous real-life all-hazard emergencies and disasters.

Bill Stanton is the Food Service Directorat Seal Rock Healthcare at Atlantic Heights, a First Atlantic HealthCare facility. Bill has been with First Atlantic HealthCare for 22 years. He has spent the bulk of his food service career in the healthcare field, after spending six years serving in a restaurant setting. Bill has taught healthy cooking" classes at Atlantic Heights for the Saco, Biddeford and Old Orchard communities. He taught classes for Bonny Eagle Middle School and for the Coastal Communities Healthy Coalition. He has given numerous presentations for Food Service Directors who serve in First Atlantic HealthCare facilities as well as representatives of Sysco of Northern New England. Bill is a Board of Director for Saco Main Street Coalition for the town of Saco and serves on several committees for that organization; he is Chairperson for the Organization Committee

Matthew R. Trombley, MBA, HCM, MLA, NREMT, LSSBB, FACHCA is the Senior Executive Director at Island Nursing Home and Care Center in Deer Isle, Maine. He has dedicated his time and energy into increasing the quality of care provided to residents within the long-term care industry and is a leader in his state as the President of the Maine Chapter of the American College of Health Care Administrators (ACHCA). Being one of only 400 fellows of the ACHCA nationally, Matthew has received the highest designation in long term care. He holds a master's degree in Business Administration with a specialization in Health Care Management

from Southern New Hampshire University, a dual bachelor's degree from the University of Maine – Orono in Business Administration Management and Management Information Systems. Matthew also holds certifications as a nutritional therapy practitioner, food safety, mental health first aid and lean management six sigma black belt. He resides in central Maine with his wife and three children.

Stephanie Truman, RN, MS, has 38 years of experience in nursing and has held certifications in critical care, psychiatric nursing and gerontology. In March of 1995, Stephanie co-founded Amethyst Training and Consulting, Inc. to provide client centered training programs for direct care service providers. For the last 26 years, Stephanie has managed Amethyst Training and Consulting on her own. As a nurse consultant Stephanie has provided assessments for adults with severe and persistent mental illness, traumatic brain injury, developmental disabilities, and dementia as well as other frail elders. Stephanie has clinical experience in both Neo-Natal ICU and Emergency Department, and 6 years of experience working with Augusta Mental Health Institute. She has facilitated numerous workshops in the community, in hospital settings, and for long term care providers covering topics ranging from occupational health and safety, infection control, patients' rights, suicide awareness, CPR, and assessing, preventing and managing aggressive behavior. She has consulted to some of the most difficult behaviors in a multitude of client populations to assist providers of care to deliver person-centered interventions to diminish negative outcomes for both clients and staff. Stephanie is certified in a multitude of trainings and has taught college level classes in a workshop format for many years. She has recently embarked on a new career path as the Director of Nursing at Sequelcare of Maine overseeing Home Health Nurses and PSS's/CNA's, a Psychiatric Medication Management Program, the nursing support of an Opioid Health Home, as well as doing Nurse Consulting in their residential programs.

Lisa Trundy-Whitten is a Principal in BerryDunn's Healthcare/Not-for-Profit Industry Group and has concentrated on serving the healthcare industry in particular senior living organizations, Lisa provides audit, cost reporting and consulting services to senior living organizations throughout the United States. Lisa has experience in a variety of aspects of capital transactions, including preparation of prospective financial information and cost report modeling. She is actively involved in BerryDunn's data analytics, which provides senior living organizations with opportunities to understand benchmarks and drive change to impact profitability. Lisa presents educational sessions at the local and regional level as well as internal training. Lisa is a graduate of the University of Southern Maine and is a member of the American Institute of Certified Public Accountants and a Fellow of the Healthcare Financial Management Association.

Danielle Watford has dedicated her career to the improvement and sustainability of Maine's long-term care providers. Currently serving as the Director of Quality Improvement and Regulatory Affairs for Maine Health Care Association, she has committed to serving as a resource for providers with

an expertise in quality improvement, regulatory application and advocacy. She holds a master's degree in both clinical psychology and industrial organizational psychology and has served as a nursing home and assisted living resource throughout the state. Ms. Watford has sixteen years' experience in long term care quality with an expertise in QAPI implementation, LTC quality measures, and an overwhelming and somewhat twisted love of data and data reporting strategies. She is LEAN SIX SIGMA green belted and is certified as a Manager of Quality in the category of Organizational Excellence.

Ronald Winters is a co-founder and Managing Director of Gibbins Advisors. With more than 25 years of restructuring experience and a talent for managing complex problems while navigating the competing interests of stakeholders, Ron is one of the most experienced 'middle market' healthcare bankruptcy and restructuring professionals in the country. Ron has deep expertise and strong record of achievement across the healthcare, higher education and not-for-profit sectors. Prior to forming Gibbins Advisors, Ron was a Managing Director at each of Healthcare Management Partners and Alvarez & Marsal where he worked a combined 18 years. He spent the first half of his professional career managing portfolio assets and credit policy at what is now Mizuho Financial Group, one of the world's largest financial organizations.

Kristy Yoskey, Senior Vice President of Clinical Operations and Strategy at HealthPro Heritage is a seasoned health care reform expert with a dynamic approach to advising providers within the post-acute care industry. As a solutions-oriented leader and consultant, she meets the challenges of a rapidly changing health care environment with innovative clinical and financial strategies. With a heavy focus in discharge navigation across the continuum, Kristy helps clients from preadmission to post discharge as well as implementation of evidence based clinical care paths. With more than 10 years of experience in rehab management, Kristy has worked with dozens of clients to optimize operational efficiency, clinical program development, and compliance integrity. Kristy has presented in several regional markets to share up-to date information and insights as well as her thought-provoking approach to meeting the challenges of health care reform initiatives. Her philosophy encourages proactive communication, open collaboration, and honest dialogue regarding safe care transitions and outcomes.