



Maine Health Care Association

## Fall Health Care Conference & Expo

October 15-17, 2024  
Samoset Resort, Rockport, ME

**Looking  
Towards the**

**Future**

# Tuesday, October 15

**10:00 AM – 5:00 PM**

## **Mike McNeil Scholarship Fund Golf Tournament**

The golf tournament will be held at the Samoset Resort. Registration is at 9:30 AM with a shotgun tee off beginning at 10:00 AM. A scramble format will be used. Prizes will be awarded.

**1:00 PM – 5:00 PM**

## **Attendee and Exhibitor Registration Desks Open**

Exhibitor Early Registration from 1:00 PM to 5:00 PM (*State of Maine Hall*)

Attendee Early Registration from 2:00 PM to 5:00 PM (*Monhegan*)

**1:00 PM – 4:00 PM**

## **Pre-Conference Quality Award Work Session: Taking Quality to the Next Level!**

*Maureen Carland – Maine Health Care Association*

*Rebecca Gagnon – Maine Veterans' Homes*

Are you ready to take your healthcare organization to new heights of excellence? Take the first step today and seize the opportunity to transform your organization with the AHCA/NCAL Quality Award Program. Just applying to this program unlocks a pathway to continuous improvement and unparalleled recognition for your commitment to quality. This is a great opportunity to join a vibrant community

of like-minded providers dedicated to advancing the field of long-term and post-acute care. Together, we can raise the bar of excellence and deliver the highest quality of care to our residents and patients. This work session was created specifically to support you with your quality award application. Bronze applicant attendees will work with Maureen Carland, a Gold award winner with 7 years of experience as an examiner. Silver applicant attendees will work with Rebecca Gagnon, COO of Maine Veterans' Homes, a Silver Award recipient with 5 years of experience as an examiner.

**6:00 PM – 8:00 PM**

## **Early Bird Dinner**

Join us for an informal night of socialization with great food and fun. Buffet dinner served from 6:00 PM to 8:00 PM (*La Bella Vita*)

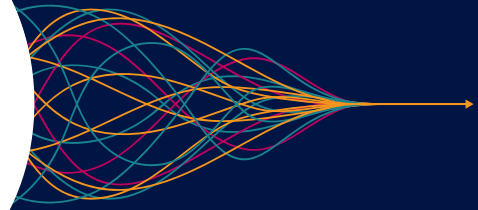
**Event  
Sponsor**

**Andwell**  
HEALTH PARTNERS

**Lanyard Sponsor**

**Affinity Care of Maine**

# Wednesday, October 16



**6:30 AM – 8:30 AM**

**Breakfast Buffet** (*La Bella Vita*)

**7:00 AM – 5:00 PM**

**Conference Attendees Registration Desk Open** (*Monhegan*)

**7:00 AM – 1:30 PM**

**Exhibitor Registration Desk Open**  
(*State of Maine Hall – “M” on exhibit area layout*)

**7:00 AM – 10:30 AM**

**Exhibitor Setup** (*State of Maine Hall*)

**7:30 AM – 10:00 AM**

**Coffee/Tea Available** (*Lobby Area*)  
*Sponsored by MRV Medical Staffing, Northern Light Health Home Care and Hospice, Skilled Cyber, Spectrum Staffing & Home Care*

**8:00 AM – 8:30 AM**

**Opening Remarks & Industry Updates (1)**  
*Angela Westhoff – MHCA*  
*Clif Porter - AHCA/NCAL*  
MHCA President and CEO, Angela Westhoff, and Clif Porter, incoming President/CEO of AHCA/NCAL, will offer brief industry updates and opening remarks.



**8:30 AM – 9:45 AM**

**Beating Burnout and Staying Positive in Challenging Times (2)**

*George Carroll – GC Training & Events, LLC*

Experiencing burnout and fatigue periodically is normal but, for many, the pandemic has magnified its impact, inducing greater feelings of being overwhelmed, anxiety, and depression. If you're unable to shake burnout and fatigue symptoms, they can lead to long-term damage including heart disease, type 2 diabetes, and even death. Staying positive in challenging times is an essential skill for beating burnout. We can't control external circumstances, but we can learn to control how we respond to them. In this powerful session, you will learn simple tools and strategies that you can immediately apply to increase energy, enhance mental clarity, decrease unnecessary stress, and stay positive in challenging times.

**9:45 AM – 10:00 AM**

**Break**

**Coffee/Tea Available (until 10:00 AM)**

(*Lobby Area*)  
*Sponsored by MRV Medical Staffing, Northern Light Health Home Care and Hospice, Skilled Cyber, Spectrum Staffing & Home Care*

**10:00 AM – 11:00 AM**

**Concurrent Sessions**

**Top Trends Shaping the Senior Living Industry: Can the Industry Thrive in 2025 (3)**  
*Lisa Trundy-Whitten and Andrea Colfer – BerryDunn*

The session will provide a comprehensive overview of the state of the industry from a national, regional, and state perspective. We will explore national trends and new regulations and how providers in the State are responding. We will take an in-depth look at the CMS staffing rule and how it will impact providers. We will discuss occupancy trends, workforce challenges, changes in the capital markets, changing payor landscape, and payment for quality and innovation.

**Competency in Difficult Conversations: Be a Pro at Conflict Management (4)**  
*Emily Howe – Elemental Consulting*

Audience members will leave with a greater sense of confidence in approaching difficult conversations, a new mindset for managing conflict at work and at home, and language to use in counsel with staff and for ourselves. The session will be engaging and thought-provoking while we laugh together along the way.

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## **Three Pillars of Employee Engagement and Satisfaction (5)**

*Daisy Wilson – Piper Shores*

Trends in long-term care communities continue to reveal a significant reduction in the overall workforce post-pandemic, particularly within healthcare. Organizations in New England regularly see upwards of 45% turnover within their teams, along with fierce outside competition from industries such as skilled trades. This session will include strategies to help leaders improve employee engagement and satisfaction by utilizing a three-pronged approach that supports achievement, camaraderie, and equity. Learn how Piper Shores boosted retention by 50% by implementing David Sirota's three-factor theory. Hear first-hand examples of how the organization implemented opportunities for employees to experience achievement, camaraderie, and equity in their daily lives at Piper Shores. Challenge your leaders to consider how they can implement methods to integrate the three-factor theory into your operations, reducing turnover and improving quality of care. **Sponsored by Acadia Benefits Inc.**

## **Elevating Menus and Controlling Costs for Food Service Directors (6)**

*Marnie Claxton and Amanda Taylor – Claxton Solutions*

This presentation is for food service directors involved in food procurement, menu planning, or inventory management. Whether you're facing challenges in controlling food costs or

seeking to enhance profitability in your food operation, this training will provide actionable insights and strategies to drive success.

## **MDS for Assisted Housing Programs: A New Assessment Tool is Coming (7)**

*Suzanne Pinette – Office of MaineCare Services*

Changes are coming for Maine's Assisted Housing Programs, including the implementation of a new assessment tool. This session offers an overview of the new assessment tool and associated manual. In addition, an update on the status of the project – what's happening and what still needs to happen – will be provided, including information on the impact of changes to assisted living providers related to software and submission of assessments.

## **Tell Me More, Tell Me More...Do They have an MDRO or Infectious Disease? (8)**

*Rita Owsiak – Maine CDC*

Many of us have been there – find out a resident has an MDRO or infectious disease hours to days after they are received into the facility. The delay in appropriate transmission-based precautions can lead to transmission events and even outbreaks. Infection prevention dreams ripped to the seams! The Maine Center for Disease Control and Maine healthcare system partners are working on two universal communication projects to aid in interfacility communication. Come and learn about both initiatives as the first one is launching this fall in nursing homes and hospitals across the state.



**11:00 AM – 1:00 PM**

**Exhibit Area Open** (*State of Maine Hall*)

**Conference Attendees Lunch** (*La Bella Vita*);

Two seatings by FACILITY name: A-L from 11:00 a.m. to 12:00 p.m., M-Z from 12:00 p.m. to 1:00 p.m.

**1:00 PM – 2:00 PM**

**Exhibitor Lunch** (*La Bella Vita*)

**1:00 PM – 2:00 PM**

**Concurrent Sessions**

**Leveraging Maine's Health Information Exchange to Better Coordinate Patients' Complex Chronic Care Needs (9)**

*Nicole Yeo-Fisher – HealthInfoNet*

Long-term care residents often have complex chronic care needs that require seamless coordination and continuity of services among providers during transitions of care. Critical to this effort are HealthInfoNet's Health Information Exchange (HIE) services. This presentation will provide an overview of Maine's statewide HIE, and discuss long-term care-specific use, cases, and workflows. You'll receive a demonstration of the HIE's electronic health record system and real-time notification service, and review initiatives led by Maine DHHS that have led to greater HIE participation among Maine's LTC community. Join us to learn how your organization can obtain access to the HIE's services and

use the information gathered to enhance the care for residents with complex chronic care needs.

**MaineCare Rate Reform (10)**

*Tammy Brunetti & Ashley Tkowski – BerryDunn*

This session will provide an in-depth look at MaineCare rate reform for both nursing facilities (NF) and residential care facilities (RCF). We will provide an overview of the changes expected to be implemented in 2025 and beyond, and how they will impact your facility's reimbursement. Join us to learn about the proposed rate reform for NF's and RCF's and understand how it will achieve its objectives to reduce administrative burden, reward high value care, and sustain access to long-term care.

**Life Safety Update (11)**

*Timothy Chamot – State of Maine Fire Marshal's Office*

As new hazards emerge, we can never stop learning how to keep our homes, residents and staff safe from unexpected events. Standards of life safety are essential to ensuring that not only are you prepared for the unexpected but that structurally and procedurally your home has the most up to date standards in place to support your response to any impending risk. During this session, Tim Chamot from the Maine Fire Marshal's Office will review the most up to date life safety code guidance, frequently cited survey findings, and provide answers

to many of the questions we wish we could ask during a survey, but don't have the time to.

**Sponsored by SMD, Inc.**

**CoreQ: A Measure of Satisfaction in Nursing and Residential Care Facilities (12)**

*Dr. Lauren Michalakes – Office of Aging and Disability Services*

At present, there is no required measure of satisfaction as a quality measure in nursing homes. CoreQ is a survey developed and endorsed for use in nursing homes, residential care facilities, and assisted living facilities. This session will describe the implementation of CoreQ in 17 residential care facilities in Maine and provide important information regarding overall satisfaction and opportunities for improvement. After attending this session, the learner will be able to describe the value of person-reported outcomes while measuring quality in nursing homes and residential care facilities.

**Food and Hydration at End of Life (13)**

*Dr. Kelli B. Mayfield – Tapestry Health*

Food is more than sustenance. It creates memories, provides pleasure, builds community, and can be an expression of love. How do we support our patients and honor their choices at the end of life? We will discuss common challenges to nutrition and hydration in palliative and hospice patients. What are the ethical challenges of artificial hydration and nutrition? How do we discuss issues like a loved one's loss of appetite

# Wednesday, October 16

or weight loss with family? We will look at the risks and benefits of various forms of nutrition and hydration. We will also examine alternative forms of nutrition and hydration for people nearing end of life.

**2:00 PM – 2:15 PM**

**Break**

**2:15 PM – 3:15 PM**

**Concurrent Sessions**

## **Preparing for Change: Maine's Evolving Leave Landscape (14)**

*Brooke Haley – PretiFlaherty*

As Maine's new paid family leave law approaches, businesses statewide are working diligently to grasp the ins and outs of the new rule and understand how it meshes with existing leave laws before it's enacted in January 2025. Successfully navigating the complexities of this legislation, managing staffing issues, and updating policies to streamline leave administration are essential to adapting to this new framework. Brooke Haley will provide an overview of the evolving leave landscape, outline employer obligations under different types of leave, provide best practices, and discuss potential challenges for employers.

## **Preparing for an Active Shooter Event (15)**

*Joe Giacomantonio – MHCAWCF*

It has become all too clear that an active shooter event can happen here in Maine. This workshop will focus on how to prepare for the unimaginable violence of a seemingly random horrific event. We will also discuss keys to identifying internal red flags that might indicate a propensity for violence, and through good training and observation, we may be able to mitigate a violent event instigated by an employee, family member, or someone known to the facility.

## **Innovative Technologies: How to Reach Maine's 33,215 Square Miles (16)**

*Rachael Percoco – Preferred Therapy Outpatient and Wellness*

*Chris Wasel – Vantage Healthcare*

Discover how over one million Maine residents can benefit from innovative technologies to improve outcomes, access to care, and patient/staff satisfaction. With an expansive geographic area and staffing challenges, healthcare providers will benefit from understanding and embracing technological advances in the delivery of healthcare services. This session will highlight strategies to effectively implement the use of telehealth, remote therapeutic and patient monitoring, as well as the use of AI analytics across the post-acute continuum.

## **Improving Quality of Life for Residents with Behavioral Health Conditions (17)**

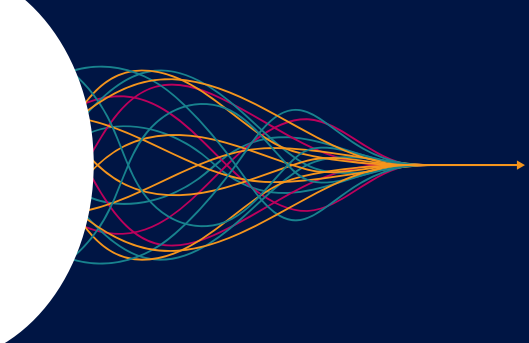
*Steven Shaw – Center of Excellence in Nursing Facilities*

The Center of Excellence for Behavioral Health in Nursing Facilities helps homes to improve the quality of life and care provided for residents who are experiencing a variety of behavioral health conditions, with an emphasis on serious mental illness, substance use disorder, and co-occurring disorders. This session will provide an overview of the COE-NF, a SAMSHA (Substance Abuse and Mental Health Services Administration) and CMS grant funded contract created to provide free trainings, resources, and technical assistance to certified CMS nursing facilities. Join us for an overview of eligibility, services, and processes.

## **Join My Journey: A Virtual Dementia Experience (18)**

*Kelly McCarthy – Northbridge Companies*

This session is a virtual dementia experience designed to help participants gain a better understanding of how physical challenges, that may come with natural aging, may affect the day-to-day activities of a person who is diagnosed with memory loss. We will address physical challenges and provide tools for helping individuals with cognitive loss stay connected and comfortable as they work through tasks. Participants who volunteer will have the opportunity to experience a simulation where they



will be given tasks to complete. The session wraps up with a group discussion about the experience, offering the opportunity to share what they've learned and how to incorporate the Join My Journey experience into everyday life.

### **3:00 PM – 3:45 PM**

#### **Assorted Sodas and Sparkling**

**Waters Available** (Lobby Area)

*Sponsored by MRV Medical Staffing, Northern Light Health Home Care and Hospice, Skilled Cyber, Spectrum Staffing & Home Care*

### **3:15 PM – 3:30 PM**

#### **Break**

### **3:30 – 4:30 PM**

#### **Concurrent Sessions**

#### **Exploring Innovative Paths for Dementia Care: The Evolution of Restorative Programs (19)**

*Elisa Bovee & Megan Wentworth – HealthPro-Heritage*

Restorative Nursing programs are gaining widespread recognition in nursing centers nationwide, thanks to the numerous benefits they offer for residents with dementia and the enhanced quality outcomes they bring to the facilities. Our seminar aims to clarify any misconceptions surrounding the rules and regulations of Restorative programs, presenting a clear pathway for establishing your own program.

We advocate for expanding beyond the conventional model targeting resident behavioral challenges. This includes a strong emphasis on the reduction of antipsychotic use and strict adherence to Gradual Dose Reduction guidelines. Strategies include collaborating with a multidisciplinary team, shedding new light on the advantages of this program. Attendees can expect to learn creative approaches and practical solutions, complemented by success stories from our existing programs across the country. By focusing on these evidence-based practices, our seminar ensures that participants are well equipped to implement Restorative Nursing programs that not only improve resident outcomes but also comply with essential regulatory standards.

#### **Ageism Inside and Out: How it Hurts Residents, Staff & Care Centers (20)**

*Kathryn Vezina – Maine Council on Aging  
Mary Jane Richards – North Country Associates*  
Workforce issues, resident safety, health, and happiness, and a facility's ability to thrive all are impacted by ageism. In this session, we will explore the impact of ageism on staffing decisions and how to optimize support for an aging workforce. We'll discuss how ageism can affect the way residents are seen and treated in care centers, healthcare settings, and in society. We'll talk about how funding decisions and other requirements for nursing and residential care facilities are influenced by ageism,

and how COVID made all of these challenges worse! Join us for a discussion on how to fight back and build an Age-Positive Maine on all levels. This session will offer leaders tools and strategies to grow age-positivity in their workforce, offer quality bias-free care, and advocate effectively for age-equity.

#### **U.S. Department of Veterans Affairs: VA Fiduciary Program Overview (21)**

*Randall Minet – U.S. VA Indianapolis Fiduciary Hub (Maine Region)*

Are you serving Veterans who are struggling to manage their financial affairs? The Department of Veterans Affairs VA Fiduciary Program was designed to protect Veterans and beneficiaries who are unable to manage their VA benefits through the appointment and oversight of a fiduciary. Join us to learn the ins and outs of the VA's Fiduciary Program. Discussion will be centered on the history of the VA Fiduciary program, related/associated benefits, and ways to protect the most vulnerable Veterans in our communities.

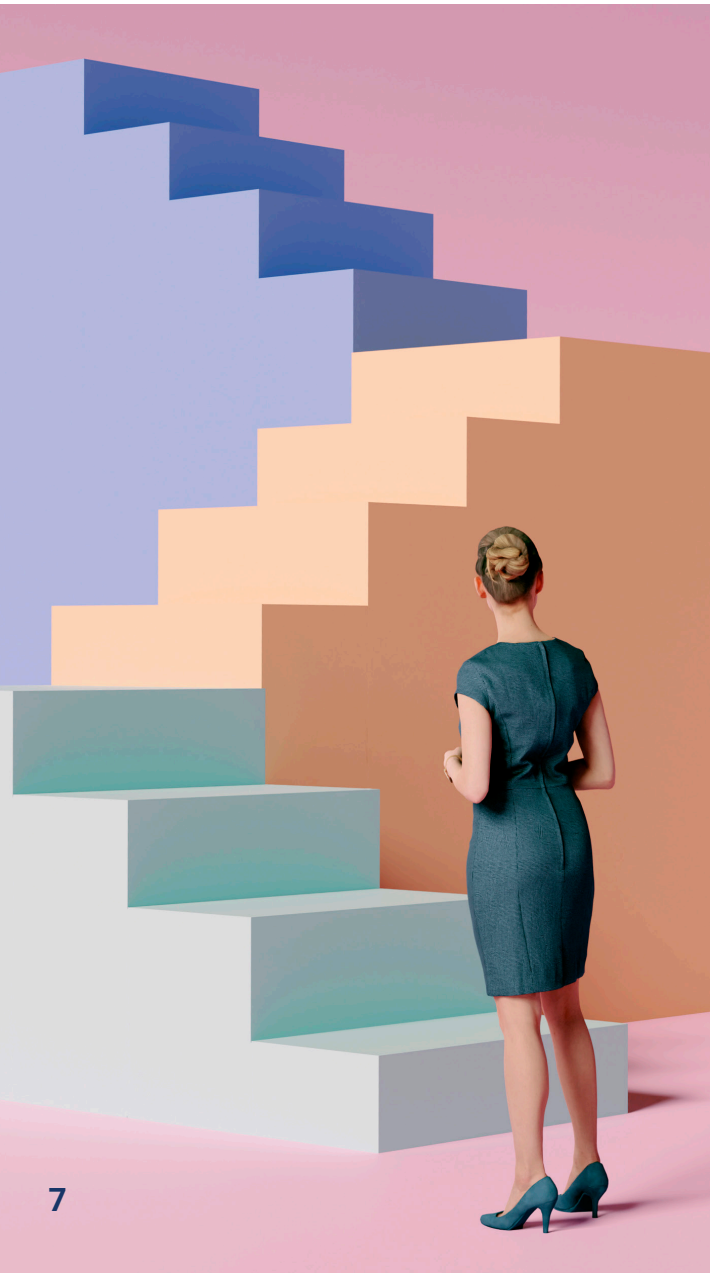
#### **Understaffing and Underfunding Your Compliance Program is Riskier Than Ever (22)**

*John Ruffner – Skilled Cyber*

In this seminar you will find out why an ineffective or underfunded compliance program is riskier than ever, and what you can do about it today. With the Department of Justice, the FBI,

**Cancelled**

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and DHHS beefing up their fraud strike forces, and cyber criminals becoming increasingly proficient at their dirty craft, compliance is more important than ever. Administrators, Financial Officers, and CEO's have a lot at risk. In this session, we will walk through what risks are present, how to take immediate action and how to develop a compliance mindset.

## **Leading in the Experience Age: An Executive's Guide to New Workforce Paradigm (23)**

*Ed Krow – Ed Krow, LLC*

In the Experience Age, organizations must know how to attract, motivate and retain talent that helps people grow and experience more of who they are. Successful organizations in this age build people strategies that are compatible with growth strategies, making rapid growth smooth and sustainable. This seminar will help you learn ways to attract the best and brightest talent, compensate and reward your team in meaningful ways, create/sustain a culture that encourages people to show up as their best selves and become the workplace that no one wants to leave.

**6:00 PM – 9:00 PM**

## **Vendor Appreciation Social**

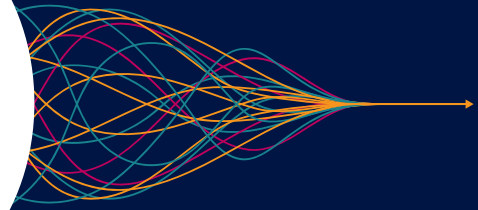
Join us as we celebrate in the *Knox County Ballroom*. The evening's festivities include a reception (6:00pm), dinner (6:30pm) and auction (8:00pm). Tickets will be sold for auction as well as a 50/50 and trip raffle.

The Auction, which takes place during the Vendor Appreciation Social, is one of the highlights of our event so you won't want to miss out on that! In addition to possibly winning some great prizes (gift certificates, gift baskets, electronic devices, artwork, designer handbags, golf packages/equipment, jewelry, a travel package, and more), it's a fun way to support the Association.

**Help us make this fundraiser a success by donating an item this fundraiser.**

If you plan to donate, please notify [dchicoine@mehca.org](mailto:dchicoine@mehca.org) on or before September 24, 2024.

# Thursday, October 17



**6:30 AM – 8:30 AM**

**Breakfast Buffet** (*La Bella Vita*)

**7:00 AM – 4:00 PM**

**Conference Attendees Registration Desk Open** (*Monhegan*)

**7:30 AM – 10:00 AM**

**Coffee/Tea Available** (*Lobby Area*)  
Sponsored by MRV Medical Staffing, Skilled Cyber, Spectrum Staffing & Home Care

**8:00 AM – 10:30 AM**

**Exhibitor Setup/Cleanup**  
(*State of Maine Hall / Bridgepoint Hallway*)

**8:00 AM – 1:30 PM**

**Exhibitor Registration Desk Open**  
(*State of Maine Hall – “M” on exhibit area layout*)

**8:00 AM – 8:30 AM**

**Spotlight on Maine’s National Quality Award Winners (24)**  
*Angela Westhoff & Maureen Carland – Maine Health Care Association*

Join us as we celebrate the commitment to quality care demonstrated by recipients of the 2024 AHCA/NCAL National Quality Awards. We are grateful for this opportunity to celebrate the success of our fellow Maine providers.



**8:30 AM – 9:45 AM**

**Keynote: Take the Doughnut: How to Go After What You Want (25)**

*Melissa Forziat – Melissa Forziat Events and Marketing LLC*

Have you missed an opportunity in life because you didn’t go for it? Are you missing one right now? Whatever it is you want, you are more likely to get it if you do something about it. You can design the life you desire, and it all starts with going after what you want – not sitting back and letting it pass you by! So why can it be so difficult to take action? When that thing you want is a dream without a plan, or it lives in the land of “when I have time,” “maybe someday,” “that couldn’t REALLY happen for me,” or “I don’t deserve it,” how do you start to move forward? Together, let’s stare what you want straight in the eye, call it by name, and begin to make it happen. Melissa combines personal stories, interactive questions, and humor to inspire you to #TaketheDoughnut and go after what you want.



**Sponsored by McKesson Medical-Surgical / Lepage Bakeries**

**9:45 AM – 10:00 AM**

**Break**

**Coffee/Tea Available (until 10:00 AM)**

(*Lobby Area*)  
Sponsored by MRV Medical Staffing, Northern Light Health Home Care and Hospice, Skilled Cyber, Spectrum Staffing & Home Care

**10:00 AM – 11:00 AM**

**Concurrent Sessions**

**Compliance and Ethics: Resident Safety, Billing Integrity & Quality of Care (26)**  
*Robyn Hoffmann & Olga Gross-Balzano – BerryDunn*

This session will provide an overview of the eight elements of an effective corporate compliance program as defined in the 42 CFR §483.85, and additional requirements for the SNF chain organizations with 5+ facilities. The Office of the Inspector General’s General Program Compliance Guidance, which was released in November 2023, will be highlighted. The speakers will also offer a summary of resources available to SNFs for internal compliance self-assessments in the areas of administrative and clinical services, staff education, and billing and reimbursement.

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## **A Most Vexing Matter: Navigating GAS Investigations (27)**

*Carrie Rice - Maine CDC, Healthcare Epidemiology Program*

Recent whispers of a scandalous malady known as Group A Strep have infiltrated some of our esteemed nursing homes, revealing a most undesirable vulnerability. Unbeknownst to many, silent carriers have lurked amongst the staff, posing a grave threat to our cherished residents. Fear not, dear reader, for this presentation shall equip you with the knowledge and tools necessary to shield your esteemed charges from this unseen peril. You shall gain insight into the latest guidance, the unique challenges faced by our noble nursing homes, and the art of early detection. Learn how to master the delicate dance of infection control to prevent the spread of this insidious disease. Do not miss this opportunity to become a guardian of health and well-being in your facilities.

## **Becoming a Person of Influence (28)**

*Ed Krow – Ed Krow, LLC*

On some level, every one of us is an influencer. Everything we do – at home, at work, at play – has an impact on the lives of people in our sphere of influence. To be an effective leader, achieve your goals, and make a positive and lasting contribution requires the ability to understand and fine-tune your level of influence. This program will review ten universal principles designed to empower you to positively

impact the lives of others. Becoming a person of influence is not an instantaneous process. It takes time, effort, and the practice of certain behaviors. In this interactive session attendees will learn simple, insightful ways to interact more positively with others, and then watch their personal and organizational success go off the charts! With influence, you can achieve success at work, at home, and in every area of life. Want to become a person of influence?

## **Maine's Healthcare Workforce: Market Trends & Demand for Health Services (29)**

*Mark McInerney - Center for Workforce Research and Information*

This session will provide an overview of the most relevant economic and labor market data and shed light on trends in Maine's healthcare workforce. Topics will include a comparison of recent job growth across health care industries, the occupational distribution of the health care workforce and how demographic factors are playing and are expected to continue to play a critical role in shaping workforce trends and demand for health services.

## **Where do I Belong? I Want to Go Home... (30)**

*Kelly McCarthy – Northbridge Companies*

In this session, we will review the concept of “home” and consider the idea that home can be more of a feeling than a place. We will talk about who helps the person with memory loss

feel at home, offering strategies for successfully introducing and transitioning the individual to a new place and new people. You will learn how setting a daily structure, and including purpose, can contribute to the feeling of home. Finally, we will review safety measures to incorporate as the disease progresses.

## **Recruit to Win (31)**

*Jeff Kortez - Human Asset Management, LLC*

Do you struggle to find talent in a candidate driven market? Do you have turndowns from candidates after you make an offer? Do you wonder if there is a way to be successful in the war for talent? Jeff provides a “headhunter's” insight into how to build a comprehensive recruiting strategy. Through real-life stories and interactive participation, Jeff has created a program which helps participants understand how to build a strategy so they can systematically fill their openings as well as how to sell their opportunity to candidates.

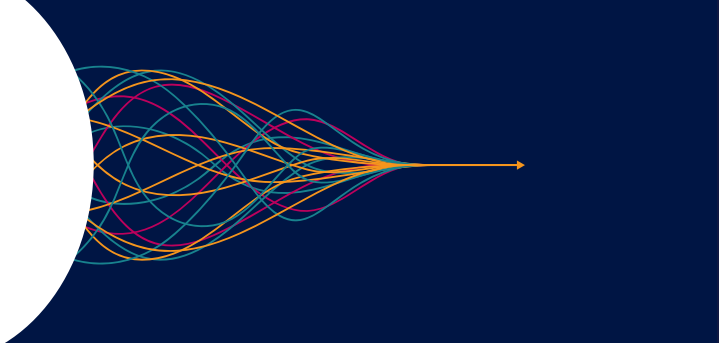
**11:00 AM – 1:00 PM**

**Exhibit Area Open** (*State of Maine Hall*)

**Conference Attendees Lunch** (*La Bella Vita*);  
Two seatings by FACILITY name: M-Z from 11:00 a.m. to 12:00 p.m., A-L from 12:00 p.m. to 1:00 p.m.

**1:00 PM – 2:00 PM**

**Exhibitor Lunch** (*La Bella Vita*)



**1:00 – 2:30 PM**  
**Concurrent Sessions**

**National Regulatory Updates (32)**  
*Holly Harmon - American Health Care Association*

This session will cover recent and anticipated regulatory changes, including the CMS federal minimum staffing rule and what it means for Maine. Resources to assist AHCA/NCAL members to elevate quality and succeed in this regulatory environment will be covered.

**Empowering Seniors and Caregivers: Self-Advocacy in Senior Care (33)**  
*Cheryl Field - Home Field Advantage*

This session focuses on empowering seniors and caregivers through the practice of self-advocacy in the realm of senior care. It covers strategies, tools, and resources aimed at fostering a partnership between seniors, their caregivers, and providers. Attendees will be introduced to systems for communication, information gathering, and collaboration needed in navigating the complexities of senior care.

**Increasing Cultural Competency in Maine's Senior Care Communities for LGBTQ+ Older Adults (34)**

*Kriss Pitts and Kelly Solberg - EqualityMaine + MaineTransNet*

Older LGBTQ+ adults are about to enter senior care communities in greater numbers than ever before. Despite recent gains in discrimination protections for the LGBTQ+ community, older adults have lifetimes of discrimination that have left them more financially disadvantaged, burdened with institutional trauma, and more socially isolated than their non-LGBTQ+ peers. Join us to ensure that your staff receive training to allow them to care for our older LGBTQ+ adults with compassion and respect. EqualityMaine and MaineTransNet have developed curricula addressing the unique experiences and needs of LGBTQ+ older adults in a format that can be easily implemented in senior care communities across the state. This session will offer a brief overview of the curriculum, discuss the intended mode of delivery, and encourage dialogue between decision-makers and the development team to ensure Maine's older LGBTQ+ adults receive quality care.

**Tips and Strategies for Reducing Rehospitalization and ED visits (35)**

*Marguerite McLaughlin and Joshua Clodius - Healthcentric Advisors*

Your local QIO, Healthcentric Advisors, has worked closely with care centers and hospitals to reduce re-hospitalization and emergency department visits. In this session, we will share an array of tips, tools, and resources that, when put in place, can improve your rates from between 28 and 35 percent! Other providers have already done this with great results. Let our team help you. Join us to discover how TIPS and BAT can serve your team, explore the resources created by the QIO to improve, and consider implementation strategies to adopt as a result of your participation.

**Where Do We Start: A Discussion on Building Healthy Relationships at Work (36)**

*Emily Howe - Elemental Consulting*

Audience members will leave with a greater sense of confidence in managing complicated personality conflicts at work, a new mindset for approaching conflict at work and at home, and language to use when in counsel with staff, and with us, when processing conflict/outcomes. This session will be an engaging discussion around the things we avoid, including complicated conflicts at work and other challenging conversations.

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## **The Safety Challenges of Alcohol and Drug Impairment in the Workplace (37)**

*Joe Giacomantonio – MHCAWCF*

Unfortunately, any healthcare professional can develop problems that can lead to impairment, including issues with alcoholism or substance use, difficulties with personal relationships or physical illness. In this presentation, we will go over the types of impairment, recognizing impairment and the consequences of allowing an impaired employee to continue to work.

**2:15PM – 2:45 PM**

## **Assorted Sodas and Sparkling**

**Waters Available** (Lobby Area)

*Sponsored by MRV Medical Staffing, Northern Light Health Home Care and Hospice, Skilled Cyber, Spectrum Staffing & Home Care*

**2:30 PM – 2:45 PM**

**Break**



**2:45 PM – 4:00 PM**

## **Give Your Employees C.R.A.P...the Success Formula for Building Employee Loyalty (38)**

*Jeff Kortes, CSP – Human Asset Management LLC*

Have you ever wondered why some bosses and organizations have people who are incredibly loyal to them and who will do anything for them while others have a revolving door of employee turnover? Those bosses and organizations people want to follow give their employees lots of C.R.A.P! (Caring, Respect, Appreciation and Praise). Jeff provides a “headhunter’s” insight into why some employees are loyal and others work only to get a paycheck. Through real-life stories and interactive participation, Jeff has created a program that helps participants understand how to demonstrate Caring, Respect, Appreciation, and Praise so that they can systematically build employee loyalty in their organization.

**4:00 PM**

**Adjourn**

# Speaker Bios



## Keynote Speakers

### DAY 1

**George Carroll** is a high-energy speaker and senior business strategist for Tony Robbins. His motivational, engaging, and playful approach inspires others to adapt to life's inevitable roadblocks with optimism, mental flexibility, and emotional agility. He has spoken for healthcare organizations across the country with over 15 years of speaking and training experience. He shares his dramatic story of overcoming hardship, depression, and suicidal thoughts. His engaging delivery will leave you feeling energized, inspired, and ready to handle challenges at work and at home.

### DAY 2

**Melissa Forziat** is a speaker, consultant, and former competitive gymnast who parlayed her experience as an athlete into Olympic-level opportunities in her career. And it all started with a doughnut. In her "Take the Doughnut" talk, Melissa shares how to go after what you want and design your destiny. Her own career started with dream jobs at the Torino and Vancouver Olympic Winter Games, the New Zealand Rugby World Cup, and customizing a position for herself with the US Olympic Committee in Colorado Springs. In 2012, Melissa accidentally began her own business and learned the power of tailoring a client base. She has worked with clients ranging from small nonprofits to national events such as the Asian Hall of Fame, and she has inspired hundreds of audiences worldwide. One of her self-proclaimed biggest accomplishments was

returning to New Zealand – where she used to live – as a professional speaker to do her first international talk for the Bed & Breakfast Association New Zealand.

### CLOSING KEYNOTE

**Jeff Kortes** didn't become an employee retention and recruitment speaker, author, and expert by accident. His early career spanned 25 years as a human resource professional, trainer, and consultant. He has held leadership roles in companies such as ConAgra, Midas International, SPX, and Quaker Oats Company. During that quarter-century, Jeff saw countless employees come and go. The reasons rarely varied. The employers always suffered, though. Good people are hard to replace. Over time, Jeff devised a plan of inventive, common-sense employee retention strategies to help businesses keep their best talent. After three facility closures, a strike, and a corporate buyout, Jeff put all his experience together and started Human Asset Management, LLC, a multi-segment HR services firm. He has helped hundreds of first-line supervisors, managers, and executives with training in employee retention and engagement.

## Break Out Session Speakers

**Elisa Bovee**, MS OTR/L, is the Vice President of Clinical Strategies at HealthPro Heritage and has worked in the health care environment advocating for patients through education and clinical guidance for more than 30 years. With a Master's Degree in Occupational Therapy from Tufts University, Elisa has extensive experience working in Post-Acute

Care educating the interdisciplinary team, Management, Operators as well as owners and investors. She presents programs nationally targeting all interdisciplinary groups seeking guidance/clarity on regulatory and clinical topics. Currently, Elisa works closely with providers to carry out Census + Network development advancements in addition to Medicare and Medicaid PDPM methodologies. Elisa assumes the role of a Subject Matter Expert at Rainmakers Solutions. In this capacity, she fulfills responsibilities related to MDS/RAI User's Manual Support and Maintenance for CMS.

**Tammy Brunetti**, CPA, is the leader of BerryDunn's Healthcare Practice Group. She has a wealth of experience in audit, accounting, third-party reimbursement, and general consulting services. She has worked extensively with senior living organizations such as assisted living, residential care, independent living organizations, nursing facilities, and other post-acute care providers varying in size and complexity throughout Maine, New Hampshire, and Massachusetts. Tammy regularly speaks to professional associations on accounting and reimbursement matters. She is a graduate of Thomas College, a member of the American Institute of Certified Public Accountants, and serves on the AHCA Not for Profit Advisory Committee.

**Maureen Carland**, MA, RN, NHA, is the Director of Quality Improvement and Regulatory Affairs at the Maine Health Care Association. Previously, as the Administrator at Maine Veterans Homes in Scarborough, she provided oversight for all aspects of the 120-bed skilled nursing facility and the 30-bed assisted living facility. During her tenure there, the

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facility earned the Gold – Excellence in Quality Award – for superior performance in quality care, awarded by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL), becoming the first Gold recipient in the state of Maine. She is a licensed multilevel nursing home administrator and registered nurse with 30 years of experience in health care. Maureen has been a Gold Award Examiner for the past five years and is a self-described quality assurance performance improvement (QAPI) junkie. She holds an MA in Leadership Studies as well as a BS in Nursing.

**Timothy Chamot** has been a Maine Department of Public Safety employee for 8 years. Tim is the Penobscot, Hancock, Washington County area Public Safety Inspector responsible for conducting Life Safety Inspection at hospitals, nursing facilities, assisted living facilities, and daycare facilities, among others. Tim is a Certified Fire Inspector with the National Fire Protection Association, a Certified Fire Plans Examiner with the National Fire Protection Association, and a Certified Life Safety Specialist for CMS. Tim is a former volunteer firefighter with 15 years of experience. Tim formerly worked for 15 years as a Facilities Director for a 250-bed nursing/resident care facility in Western New York, and a 68-bed facility in Maine. Tim is a former Certified Instructor for the New York State Department of Environmental Conservation and the Maine Department of Inland Fisheries and Wildlife teaching Hunter Education.

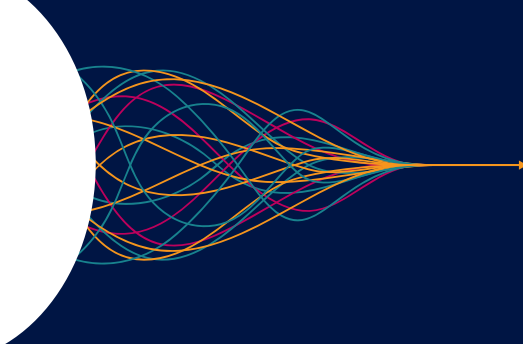
**Marnie Claxton**, RDN, LDN, has a comprehensive background in clinical nutrition, food service management, and dietetic consultancy. She is the owner and CEO of Claxton Dietetic Solutions, LLC, which employs over 100 registered dietitians nationwide. Marnie earned her degree in Human Environmental Studies from Southeast Missouri State University, completing her Dietetic Internship at St. John's Hospital in Springfield, IL. Marnie has led Claxton Dietetic Solutions, LLC, for over a decade, providing exceptional nutritional care and management across various healthcare settings. Her extensive experience managing dining services and clinical programs underscores her expertise and commitment to promoting optimal health through nutrition. Marnie is also the Legislation and Advocacy Chair for her local dietetic board, working towards positive change in the dietetic field, advocating for policy reforms, and having a far-reaching impact. Her team collaborates with numerous universities to precept dietetic interns, providing hands-on experience that bridges academic learning with real-world practice.

**Joshua Clodius**, BS, LNHA, is a Program Coordinator for Healthcentric Advisors. Mr. Clodius has six years of experience in healthcare and quality improvement. Joshua provides technical and on-site support for Nursing Homes participating in the CMS-contracted Nursing Home Quality Care Collaborative across New England. Prior to joining Healthcentric Advisors, he served as the Administrator at a nursing home in Rhode Island. Joshua Clodius received his Bachelor of Science in Healthcare Administration degree from the University of Phoenix. He is licensed as a Nursing Home Administrator in Rhode Island and Massachusetts.

**Andrea Colfer** is a Senior Manager in BerryDunn's Healthcare Practice Group providing audit and attest services to senior living and acute care clients throughout Northern New England. Andrea assists clients with a variety of challenges including state and federal cost report preparation, employee benefit plan audits, preparation of MaineCare cost reports, operational assessments, analyses, and benchmarking. In addition to audit, attest, and consulting services, Andrea plans and leads internal and external training sessions. Andrea is a graduate of the University of Maine, and is a member of the American Institute of Certified Public Accountants and the Healthcare Financial Management Association.

**Cheryl Field**, MSN, RN, has 30+ years' experience in nursing, specializing in rehabilitation with a focus on analytics, compliance, quality, and reimbursement. Cheryl has served a variety of roles, including clinical director, VP of Healthcare, and Chief Product Officer. Cheryl has spoken at state and national conventions for over 25 years on a variety of healthcare care industry topics. She makes learning complex systems easy with simple analogies as well as relevant and often personal stories to maximize audience engagement. Cheryl has a BSN from the University of Rochester and an MSN from Boston College.

**Rebecca Gagnon** is the Chief Operations Officer at Maine Veterans Homes. She has 11 years of experience in long-term care leadership, serving in facilities across Maine and in various settings, including not-for-profit and for-profit. She has served in specialty centers, including a CARF accredited brain



injury facility, a continuing care retirement community, and the state's first ventilator care unit in a long-term care setting. Rebecca began her career as an Administrator with Genesis Health Care. She was nominated for the AHCA Future Leader Program in 2017 and began serving as a Quality Award Examiner for the AHCA Quality Award program. Rebecca was a Silver Quality Award Examiner for five years and, most recently, served as a team leader. Prior to her current role, she was Administrator at the Barron Center.

**Joe Giacomantonio** is a retired Scarborough Police Officer with 32 years of experience in detecting impaired drivers. He was also a certified D.A.R.E. (Drug Abuse Resistance Education) Instructor. Joe is currently the Director of Safety and Training at the Maine Health Care Association Workers' Compensation Fund, where he provides safety training to members throughout the state.

**Olga V. Gross-Balzano**, MS, NHA, CPA, is a senior manager in BerryDunn's Healthcare Group, specializing in healthcare reimbursement (including cost reporting and case-mix optimization, revenue cycles, operational improvements, and regulatory compliance). She has worked in healthcare operations and finance for over 22 years, including eight years in provider-based senior leadership positions. Olga promotes staff and stakeholder engagement, education, and collaboration to create lasting solutions. She is an active member of the Healthcare Financial Management Association (HFMA), serving as a Compliance Committee member for the MA-RI Chapter, and is an Education Committee member for the NNE Chapter. Olga authors a blog assisting

organizations with revenue cycle optimization and co-hosts BerryDunn's regulatory compliance insights podcast series Ethics+Integrity=Compliance.

**Brooke Haley** is a Partner in Preti Flaherty's Employment Law Practice Group in Portland. Brooke advises a range of clients in matters of employment law and commercial business litigation. Her services include workplace policies and procedures; compliance with applicable state and federal labor and employment laws and regulations; as well as pre-litigation, litigation, arbitration, and mitigation of risk strategies. The focus of her practice is the defense of employers against claims for discrimination, harassment, retaliation, hostile work environment, wrongful termination, misappropriation of trade secrets, restrictive covenants, and business-related disputes before state and federal courts and administrative agencies. She also provides counsel on compliance with applicable laws and best practices and leads internal investigations. Brooke is a Maine native and graduate of Villanova University School of Law and Bowdoin College. While in law school, she served as a summer associate with Preti Flaherty. She returns to the firm after seventeen years of distinguishing herself at notable boutique and mid-sized litigation firms in New York City and at a prominent global labor and employment firm.

**Holly Harmon**, RN, MBA, LNHA, FACHCA, brings passion and practical, real-world, clinical, and operational experience to her role as Senior Vice President, Quality, Regulatory & Clinical Services at AHCA. At AHCA, she oversees the quality, regulatory, and clinical efforts. She leads AHCA's national quality initiative, identifying priority goals and developing

tools for providers. She designed and launched AHCA's infection preventionist certificate program. She currently serves on the Steering Committee of the national Moving Forward Coalition and on the Exam Committee for the National Association of Long Term Care Administrator Boards. She is a Fellow of the American College of Health Care Administrators. She puts her boundless energy and warm and energetic personality into training, education, and presenting both nationally and locally. She has made simplifying the complex world of long term and post-acute care policy and practice an art.

**Robyn Hoffmann**, RN, MSN, CHC, is a Senior Manager in BerryDunn's Healthcare Practice Group. Robyn is a community health clinical nurse specialist and has been certified in health care compliance since March 2010. She has extensive experience in health-care compliance program development and evaluation. Her areas of expertise include HIPAA privacy, Medicaid managed care quality improvement, and regulatory compliance and risk management.

**Emily Howe**, RN, Assistant Director of Nursing at United Cerebral Palsy, has worked for 20 years to connect people through advocacy, recovery, community service, and leadership training. Emily is a veteran of the US Air Force. A graduate from Eastern Maine Community College with 13+ years in health-care, she brings valuable insights and techniques for building strong and resilient relationships. A seasoned healthcare professional with a harrowing personal journey, Emily credits her education, relationships, and community as the driving force behind her own resilience and recovery. Passionate about helping others and investing in her commu-

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nity, Emily brings people together to learn, grow, and develop into the best partners, employers, colleagues, and humans they can be. Long-lasting success is cultivated through understanding, empathy, and education. Emily brings these elements together in her consulting and coaching work as you embark on your path to a sustainable future with a workforce that has employee satisfaction.

**Ed Krow** is the Talent Transformation Expert for businesses looking to achieve 8-figure growth. He delivers captivating, high-energy keynote presentations that challenge the traditional model of HR and prepare decision-makers for motivating their people with a win-win strategy. Ed has helped over 250 clients, including Fortune 500 companies, achieve talent and culture transformations. Ed is a member of the National Speakers Association and has been featured in USA Today, Business Insider, and Yahoo Finance. He is the author of “Strategic HR: Driving Bottom Line Results Through Your People”.

**Kelli B. Mayfield, MD, CMD, HMDC**, is an established and highly skilled physician with over 25 years’ experience in geriatric medicine. She is board-certified in family medicine, hospice, and palliative care by the American Board of Family Medicine. She has been a certified medical director through the American Medical Directors Association since 2009. She is also a certified hospice medical director and presently serves as associate medical director for Affinity Care of Maine. Dr. Mayfield was named a Top Doctor in Maine in 2024 by Best In Maine Magazine. Dr. Mayfield is originally from North Carolina. She received her medical degree and completed her residency in family medicine at East Tennessee

State University in Johnson City, TN. Previously, she received a Master of Arts from Vanderbilt University in Nashville, TN, and a Bachelor of Arts from Mars Hill University in North Carolina. She is also involved in medical missions donating her time and expertise in Haiti and India.

**Kelly McCarthy** has served in the senior health industry for over 25 years. She is the VP of Engagement and Memory Care Services at the Northbridge Companies. Kelly oversees resident engagement in independent, assisted, and memory care services. At Northbridge, she provides ongoing certification for their associates as Brass Ring Dementia Professionals through The National Institute of Dementia Education. She created the branded virtual dementia experience called “Join My Journey.” Kelly is a Board-certified Dementia Educator for the National Institute for Dementia Education and a certified educator for the Alzheimer’s Association’s Train the Trainer Memory Care class. In 2018 Kelly’s 8-hour Brass Ring Dementia Professional educational program was approved as a nationally recognized dementia certification through the National Institute for Dementia Education.

**Mark McInerney, PhD**, is an economist and the Director of the Center for Workforce Research and Information (CWRI). CWRI’s core mission is to inform the public about conditions and trends in the workforce. Mark joined CWRI in 2020 after completing his PhD in Economics at the University of Connecticut.

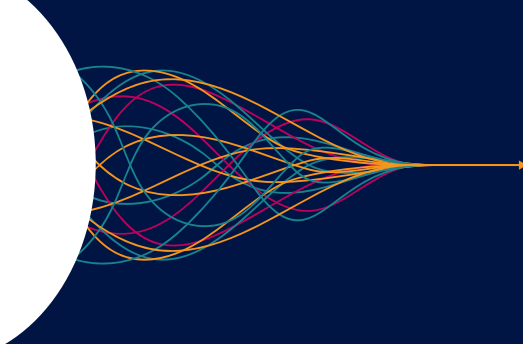
**Marguerite M. McLaughlin, MS**, is the Director of Education and Transformation at Healthcentric

Advisors. Marguerite is a skilled nursing facility and quality improvement expert. She is a passionate national leader and educator focused on improving the lives of nursing home residents. With over 30 years of experience, Ms. McLaughlin uses unique insights and experience to assist organizations transform care and enhance their workforce.

**Dr. Lauren Michalakes, MD, MPH**, is a physician with over 25 years of experience in the care of patients with serious illness. She is Board Certified in Internal Medicine and Hospice and Palliative Medicine. She presently works as a Program Consultant with the Maine Office of Aging and Disability Services.

**Randall Minet** is a Department of Veterans Affairs (VA) Fiduciary Field Examiner, serving at the U.S. VA Indianapolis Fiduciary Hub, which includes the Maine region. Randall has 14 years’ experience with U.S. VA, supporting Veterans in Maine and New England. He also provided 25 years of service in the U.S. Navy: Naval Combat Aircrew, Maritime Patrol, Anti-Submarine Warfare, Surveillance and Reconnaissance.

**Rita Owsiak, MS, MT (ASCP)**, is the Healthcare Associated Infections Coordinator for the State of Maine, Center for Disease Control and Prevention (Augusta). Rita works with approximately 125 medical healthcare facilities in Maine to prevent healthcare associated-infections and reduce antibiotic resistance. Ms. Owsiak is the Program Manager for the Healthcare Epidemiology program at Maine CDC. She is also the state lead for containment activities, including activities to prevent the trans-



mission of emerging threats such as novel multi-drug resistant organisms and Special Pathogens such as Ebola. Previously, Ms. Owsiak worked as an Infection Preventionist covering various healthcare facility types and worked on multi-state healthcare system infection prevention and control initiatives.

**Rachael Percoco**, MSPT, DPT, is the Director of Outpatient Services at Preferred Therapy Outpatient and Wellness. Rachael has extensive experience and fervent knowledge, which has earned her a platform on the healthcare conference circuit. She participated in developing curriculum models at Northeastern University and the American Physical Therapy Association. Her expertise in addressing difficult topics has warranted a strong following among her peers throughout the Northeast, including various state associations, physician groups, medical teams, and community forums. In 2015, Rachael joined Preferred Therapy Solutions as the Director of Outpatient Services. She is a Physical Therapist with a Master of Physical Therapy from Northeastern University and a Doctorate in Physical Therapy from Simmons College.

**Suzanne (Sue) Pinette** is the Case Mix Manager at the Office of MaineCare Services. She has served in that role and as the State Resident Assessment Instrument (RAI) Coordinator for the past 14 years. Suzanne has worked for the State of Maine for 21 years and has been a registered nurse (RN) for more than 40 years. Prior to working for the State of Maine, she worked in Home Health Care and Long-Term Care settings. She learns best by understanding the inner workings of things, which is one

of the primary reasons she enjoys her work on the regulatory side of long-term care.

**Kris Pitts** (Please ask me my pronouns!), MPS, MSW, a Daniel Hanley Center for Healthcare Leadership alumni, has over 25 years of combined experience in the non-profit sector, including providing training and technical assistance to providers in the medical and social service fields regarding best-emerging practices and cultural humility with members of LGBTQ+ communities. Currently, Kris leads MaineTransNet's outreach efforts with engaged community members and other community-based organizations, as well as oversees volunteer-led programming and volunteer recruitment, training, and supervision. Kris works statewide and resides in Androscoggin County with their partner and two dogs; finds joy in coffee, dinosaurs, and kayaking; and is always taking book recommendations.

**Mary Jane Richards** has over thirty years of experience working with the older adults and people with developmental challenges. She is currently the Chief Executive Officer for North Country Associates, Maine's largest provider of Long-Term Care Services in the state of Maine. North Country Associates owns and manages 20, Long Term Care, Residential Care, and ICF/IID facilities in Maine, and a Rest Home on Cape Cod, Massachusetts. She has been a Licensed Nursing Home Administrator since 1992. Currently, she is the Immediate Past Chair of the Board for the Maine Council on Aging, a former member and Chairperson for the Nursing Home Administrator's Licensing Board, a member of the Maine Elder Abuse Council, and a past chair and

member of the Board of Directors for Maine Healthcare Association.

**Carrie Rice**, RN, BSN, MLS (ASCP), CIC, is the Healthcare Epidemiology Improvement Coordinator for Maine CDC. She collaborates with healthcare facilities and organizations to prevent HAIs and control outbreaks. She has served as the Director of IPC and Chairperson of an IPC Council and has previous experience in long-term care, clinical laboratory, microbiology, ambulatory, and patient care. Carrie has presented on HAI topics live and virtually. She holds a BS in Medical Laboratory Science and a BS in Nursing. She is board certified RN, Medical Laboratory Scientist, and has certification in Infection Control by the CBIC. She is currently working on her MPH.

**John Ruffner** founded Skilled Cyber, a company that provides cyber security and compliance services to Skilled Nursing and Assisted Living facilities, in 2007. With four decades of experience in senior management in the electronics and IT industries, coupled with 15 years in the LTC community, John has extensive expertise. His influence extends beyond the corporate realm, evident in his engagements as a keynote speaker at venues like the Cyber Security FORUM at the United Nations, Million Dollar Accelerators event at NASDAQ NYC, and the Expert Story Summit at the Harvard Club of Boston and New York.

**Steven Shaw**, MSIOP, MHRT-CSP, is the Region 1 Behavioral Specialist with almost ten years of behavioral health experience. Steven primarily worked as a crisis counselor at the Maine State Crisis Helpline,

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crisis stabilization unit, long term residential setting, and within schools. Additionally, Steven has worked in an administrative role as a quality assurance specialist within a mental health agency until joining the Alliant team. Steven has recently become an adjunct professor at the University of Maine at Presque Isle in the Psychology Department. Steven holds a master's degree in industrial organizational psychology as well as several behavioral health certifications in the state of Maine.

**Amanda Taylor**, RDN, LDN, is a Registered Dietitian and Licensed Dietitian Nutritionist who currently serves as the COO of Claxton Dietetic Solutions, LLC. She earned her undergraduate degrees in Culinary Arts and Culinary Nutrition from Johnson & Wales University and completed her Dietetic Internship at Massachusetts General Hospital. In 2014, Amanda relocated to Knoxville with her husband, embarking on a career in food service management within the acute care setting. However, it wasn't long before she discovered her true passion for long-term care. Since transitioning to the long-term care consulting sector, Amanda has served in various roles, Consultant RD, Clinical Trainer, and Director of Clinical Operations. Amanda is dedicated to fostering the growth and development of fellow dietitians. Her multifaceted expertise and passion make her an invaluable asset to the field of dietetics and long-term care.

**Ashley Tkowski**, CPA, is a Senior Manager in Berry/Dunn's Healthcare Practice Group. She has over 15 years of experience providing assurance, third-party reimbursement consulting, multi-state Medicaid and Medicare cost report preparation, and consulting

services to senior living organizations and long-term care facilities ranging in size and complexity.

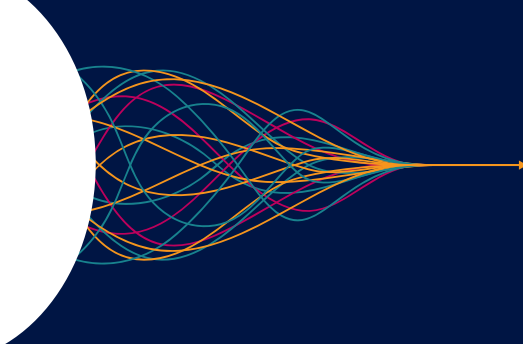
**Kathryn Vezina** joined the Maine Council on Aging (MCOA) in 2021 and serves as the project lead for the Equity & Healthy Aging Initiative, which is devoted to helping to increase mutual understanding and cooperation between aging services providers and community volunteer organizations and older adults in diverse communities. Kathy is a Registered Nurse and a Maine attorney and has worked in leadership roles in a leadership development organization, community behavioral health, reproductive justice, and in private practice in a health law firm. She is a graduate of the University of Maine School of Law and the University of California San Francisco in nursing. Earlier in her career, Kathy worked as a CNA in long term care facilities and has provided legal counsel and advocacy for various long term care organizations in Maine.

**Chris Wasel** is the President of Marketing & Strategic Partnerships at Vantage Healthcare. Chris spearheads strategic development and partnerships for the largest physician practice in New England providing services to skilled nursing facilities and assisted living facilities. Chris has over 20 years' experience in healthcare operations, business development, value-based payment consulting, network development, and information technology development for care coordination. Before joining Vantage, he was the Co-Managing Partner for Post-Acute Care Planning Services. He is also the Co-Founder of AccountedCare. Chris graduated from the University of New Hampshire with a bachelor's in health management and policy and from Harvard Business

School with a master's in business administration.

**Lisa Trundy-Whitten** is a principal in BerryDunn's Healthcare Group and leads the firm's Senior Living Practice. Lisa has concentrated on serving the healthcare industry, senior living organizations, industry associations, and acute care hospitals for the past 20 years. Lisa provides audit and consulting services to a number of organizations throughout the continuum of healthcare located throughout the Northeast, Midwest, and West Coast. Lisa has extensive experience working closely with long-term care clients, including State Veterans Homes, and consulting on third-party reimbursement issues, including cost reporting, certificate of need applications and Medicaid and Medicare audits. She serves as the firm's subject matter expert on the Patient Driven Payment Model (PDPM) and provider relief funding (PRF).

**Megan Wentworth** is the Director of Restorative Programs with HealthPro-Heritage in Brentwood, New Hampshire. Her creativity and innovation within the restorative nursing program contribute to sustained quality, satisfaction, and functional performance for both the long-term care population as well as the patients admitted for short stays in her center. She has been working in health care for the past 15 years, in various sectors including clinical, programs, and dining services, all of which have helped her grow and advance in the field. She works closely with the Alzheimer's Association and is an educator, support group facilitator, and Event Chair for the Seacoast Walk to End ALZ. Recently, she was appointed by Governor Sununu to his subcommittee on Alzheimer's and related dementia. She looks



forward to making positive changes for the aging population in her home state of New Hampshire and across the nation.

**Angela Cole Westhoff** is the President/CEO of the Maine Health Care Association. Prior to this role, Ms. Westhoff held similar positions with the Maine Dental Association and the Maine Osteopathic Association. Angela has over 20 years of non-profit management experience with a focus on health care, reimbursement policy, public health, and communications. Ms. Westhoff graduated from the University of Maine with a bachelor's and master's degree in communication, with concentrations in health communication and public relations. She is a graduate of the Hanley Health Leadership Development program as well as a past president of the American Osteopathic Society of Executive Directors and the Maine Public Health Association. In 2017, she received national recognition from the American Academy of Osteopathy with an Academy Award, the highest honor bestowed upon non-physicians. She is the Vice President of the Hanley Alumni Association and serves on the board of the Maine Council on Aging.

**Daisy Wilson**, MS, SHRM-SCOP, currently serves as the Human Resources Director at Piper Shores in Scarborough, Maine. She earned her master's degree in organizational leadership and management at Antioch University New England in Keen, New Hampshire. In her current role, she oversees the human resource program at Piper Shores. Daisy has presented various training presentations to large groups at Piper Shores, as well as former places of employment. She has previous experience as direc-

tor of human resources for United Way of Greater Portland and has been in various other roles, including business manager, HR consultant, operations manager, and more.

**Nicole Yeo-Fisher**, MSW, LCSW, is the Clinical Education Manager at HealthInfoNet, Maine's statewide Health Information Exchange (HIE). In her role, Nicole leads all educational activities focused on the clinical implementation of the HIE's services and patient/staff consent and communication. Prior to joining HealthInfoNet, Nicole worked in a psychiatric hospital setting as well as part of a multi-disciplinary team providing patient-centered care. She earned her BSW and MSW in Social Work at the University of Maine at Orono.



Maine Health Care Association

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