

# HealthCap RMS Presents

# IT CAN HAPPEN TO YOU!

## Crisis Response – The Role of an Effective Corporate Compliance Program



# "Lessons Learned" The Sequel

**MICHIGAN  
APRIL 6  
2017**

# EAST LANSING MARRIOTT AT UNIVERSITY PLACE

**300 MAC AVE  
EAST LANSING,  
MICHIGAN**



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**MICHIGAN:**

**4/6/17**

**EAST LANSING  
MARRIOTT AT  
UNIVERSITY  
PLACE**

**300 MAC AVE  
EAST LANSING,  
MICHIGAN**

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# IT CAN HAPPEN TO YOU!

## Crisis Response – The Role of an Effective Corporate Compliance Program

When bad things happen to good people we often wonder “how can that be, that center runs so well”? Murphy. Blame it on Murphy! That said, the best systems in the world aren’t very helpful if they aren’t implemented and monitored to ensure ongoing compliance. Are your policies/practices up to date with CMS requirements and cyber security recommendations? Would they actually work if implemented? This interactive program was developed based on “lessons learned” to assist in identifying points of frailty with internal systems. Attendees will have an opportunity to vote on each case study and discuss opportunities to address identified gaps in compliance.

### OBJECTIVES:

- Define the process of conducting root cause analysis of negative outcomes
- Discuss how documentation can assist in defending a claim
- Identify why abuse and neglect can lead to criminal charges
- Discuss the importance of compliance with requirements of participation in disaster preparedness
- Discuss the importance of compliance and the development of policies and procedures on cyber security
- Discuss the pros and cons of video surveillance and “grammy cams” in post-acute care settings

### AGENDA:

#### **7:30 – 8:00 Registration**

#### **8:00 – 8:45 Case Study**

The right to life/right to die issue is one that is not only sensitive and resident specific but also poses a high risk for litigation. Ensuring that appropriate guardianship/power of attorney designation is in place is one way to alleviate some of the risk when facing this challenging situation. This session will discuss a case when things went wrong and why.

#### **8:45 – 9:30 Lessons Learned**

This session was developed to address the right to life/right to die case study and identify ways to maintain compliance with legal and regulatory requirements.

#### **9:30 – 10:15 Case Study**

This session was developed to share with attendees actual cases where video surveillance assisted centers in preventing negative outcomes as well as cases where the system resulted in negative outcomes.

#### **10:15 – 10:30 Break**

#### **10:30 – 11:00 Lessons Learned**

This session was developed to assist attendees in developing policies and procedures for the use of video surveillance and grammy cams while maintaining compliance with state specific legal requirements.

#### **11:00 – 11:45 Case Study**

This session was developed to provide examples of abuse and neglect and discuss the importance of a no tolerance policy. Reporting requirements and federal regulations regarding abuse prevention

and legal repercussions for non-compliance will be discussed.

#### **11:45-12:00 Lessons Learned**

This session will discuss best practices and recommended policies and procedures regarding the federal regulations, elder justice act and abuse prevention programs.

#### **12:00 – 12:45 Lunch**

#### **12:45 – 1:30 Case Study**

This session was developed to address the new requirements of participation regarding disaster preparedness in long-term care and cyber security.

#### **1:30 – 2:15 Lessons Learned**

This session was developed in response to the federal requirements on disaster preparedness and will assist attendees in developing policies/procedures and best practices to meet the regulations.

#### **2:15 – 2:30 Break**

#### **2:30 – 3:30 Case Study**

This session was developed to address another aspect of the new requirements of participation and will give examples of actual situations where active shooters have posed risk to our communities.

#### **3:30 – 4:00 Lessons Learned**

This session was developed in response to the new requirements of participation and will give examples of best practices/policies and procedures for educating staff and responding to active shooter situations.

#### **4:00 – 4:30 Wrap UP – Evaluation**

# THE PRESENTERS



## **Angie Szumlinski NHA, RN-BC, RAC-CT**

### **Director, HealthCap RMS**

Ms. Szumlinski is a nationally-recognized leader in long-term care, with a wealth of experience in virtually every operational and clinical aspect of the industry. She has experience as an Owner/Provider, Administrator, Director of Nursing, Corporate Quality Assurance Coordinator and independent consultant. In the last 8 years, she has personally conducted over 1,000 on-site risk management visits at facilities across the country, touching every acuity level within the long term care spectrum.

As a nationally recognized presenter for health care associations on current trends and best practices in the long term care industry, Ms. Szumlinski is the author of hundreds of best-practice bulletins, in-service modules and has hosted hundreds of risk management seminars across the country. Respected for success in assisting facilities in achieving and maintaining regulatory compliance, Ms. Szumlinski served two terms as the NCAL Associate Board Member, a member of the AHCA Clinical Practice Committee, NCAL Risk Management and Quality committees, HCAM's Legal/Regulatory/Clinical Committee and has served as a Team Leader/Senior Examiner for the AHCA/NCAL Quality Award Program for 7 years. Ms. Szumlinski is also a Nurse Planner for HealthCap's American Nursing Credentialing Center's accredited education program and an instructor at Michigan State University's Nursing Home Administration program.



## **John P. Hessburg, JD**

### **Kitch Drutchas Wagner Valitutti & Sherbrook**

John is a Principal in the firm of Kitch Drutchas Wagner Valitutti & Sherbrook, P.C., in Detroit, Michigan, where he heads the firm's Long Term Care Practice Group. John's firm has been representing healthcare providers for 40 years. He has been the lead consulting attorney for HealthCap for over five years. His Long Term Care Practice includes general healthcare, regulatory and administrative law, as well as civil and criminal defense.



## **Erica Holman, LNHA, LMSW**

### **Senior Risk Management Consultant, HealthCap RMS**

Erica is a licensed nursing home administrator with a master's degree in clinical social work. She entered the healthcare arena working as a counselor in a psychiatric hospital and later trained as a psychotherapist with an interest in depression and anxiety. She began working in long term care as the Director of an Alzheimer unit in the early 1990s and became a licensed nursing home administrator in 1995. She worked for ten years as a consultant, helping facilities

attain regulatory compliance. She is an expert in the development and implementation of quality assurance and behavior management programs, and has served as an administrator in both stand-alone and multi-facility settings.

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 7 clock hours and 7 participant hours. HealthCap RMS #1248, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB), through the Approved Continuing Education (ACE) program. HealthCap RMS maintains responsibility for the program. Social workers participating in this course will receive 7.0 (clinical or social work ethics) continuing education clock hours.

**HealthCap**  
RISK MANAGEMENT SERVICES

## **NOTE TO ATTENDEES:**

Attendees are responsible for signing in at the beginning of the session and will receive a certificate at the end of the program. No certificates will be available prior to the conclusion of the program and no partial credit hours will be awarded.

# REGISTRATION FORM

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Register using one of the following methods

**Online:** [www.HealthCapUSA.com](http://www.HealthCapUSA.com) (Credit Card Only)

**By Phone:** Call 877-855-HCAP (Credit Card Only)

**By Fax:** 734-996-1261 (Credit Card Only)

**By Mail:** Complete this form and mail it to  
HealthCap RMS Seminar Registration  
130 S. First St, Suite 400  
Ann Arbor, Michigan 48104

## FACILITY INFORMATION

Name of Facility: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

HealthCap RMS Member: ☐ Yes ☐ No

HCAM/AHCA Member: ☐ Yes ☐ No

## REGISTRATION FEES

First 2 HealthCap RMS Registrants FREE

Additional HealthCap RMS Registrants \_\_\_\_\_ x \$100 = \_\_\_\_\_

HCAM/AHCA Member Registrants \_\_\_\_\_ x \$100 = \_\_\_\_\_

Other Registrants \_\_\_\_\_ x \$150 = \_\_\_\_\_

TOTAL =

## ATTENDEE INFORMATION

ATTENDEE INFORMATION (1)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

License: \_\_\_\_\_ Number: \_\_\_\_\_

License: \_\_\_\_\_ Number: \_\_\_\_\_

ATTENDEE INFORMATION (2)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

License: \_\_\_\_\_ Number: \_\_\_\_\_

License: \_\_\_\_\_ Number: \_\_\_\_\_

FOR ADDITIONAL ATTENDEES, PLEASE PHOTOCOPY THIS FORM.

## PAYMENT INFORMATION

Check (Payable to HealthCap RMS) MasterCard Visa American Express

Name on Card: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

How did you hear about this seminar?

☐ Association Insurance Broker ☐ Email ☐ Direct Mail ☐ Friend/Co-worker ☐ Search Engine

☐ Other (please specify): \_\_\_\_\_

**Cancellation Policy** All cancellations must be received at least 48 hours before the start of the event. Registration refunds are subject to a \$20 cancellation fee. Cancellations must be received in writing by fax (734-996-1261 ATTN: Seminars) or by mail (HealthCap RMS, ATTN: Seminars, 130 S. First St, Suite 400, Ann Arbor, Michigan 48104). No refunds will be made for requests received after that time.

**Special Accommodation** HealthCap RMS will make reasonable special accommodations upon request. Please contact Corey Chase at 734-996-2700.

**Grievances** All grievances should be directed in writing to HealthCap RMS, ATTN: Corey Chase, 130 S. First St, Suite 400, Ann Arbor, Michigan 48104.

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