



Surveys Say: Analysis of the 2018 LTCSP Results

January 10, 2019

Hilton Richmond Hotel and Spa/Short Pump
12042 W Broad Street | Richmond, VA 23233

Using data from SMART, Mary Chiles, RN, RAC-CT will take a deep dive into the results of the Long Term Care Survey Process (LTCSP) from 2018. She will share information on most-cited deficiencies and drill down to identify trends in scope and severity as well as the most frequent reasons why the specific F-Tags were cited. Looking at this data, you will also learn how systems and processes in daily use can be attributed to multiple deficiencies. For example, processes such as meal service, medication administration, discharge/transfer, pressure ulcers, and infection control practices are composed of multiple tasks covered by a variety of regulatory provisions and often result in multiple deficiencies. As providers need to adapt to the changes in the regulatory landscape, you'll get advice on how to embrace the changes and examine your systems and processes to find new opportunities for improved and sustainable outcomes.

The program will conclude a panel of providers who will share their experiences and strategies for empowering their teams and establishing accountability, not just in the lead up to a survey, but throughout the year.

Agenda (5.5 CEUs)

8:30 – 9:00 am	Registration and Continental Breakfast
9:00 – 9:30 am	New Beginning, New Trends, New Outcomes
9:30 – 10:30 am	Trends in Virginia Nursing Facility Survey Outcomes Since November 28, 2017
10:30 – 10:45 am	Break
10:45 – 12:00 pm	Trends in Virginia Nursing Facility Survey Outcomes (<i>continued</i>)
12:00 – 1:00 pm	Lunch
1:00 – 2:30 pm	Exploring Deficiency Citations Across Facility Systems and Process
2:30 – 2:45 pm	Break
2:45 – 3:15 pm	New Trends and New Outcomes Offer New Opportunity
3:15 – 4:00 pm	Empowering Accountability for Better Resident Outcome and Compliance Panel Discussion

Presenters

- Mary P. Chiles, RN, RAC-CT | President | Chiles Healthcare Consulting, LLC
- Sarah L. Marks | Chiles Healthcare Consulting, LLC
- Valerie D. Thomas, RN | Chiles Healthcare Consulting, LLC

Register online: www.vhca.org/calendar.



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Registration Options

- Register online at www.vhca.org/calendar by January 3.
- Mail with payment to: VHCA-VCAL | 2112 W. Laburnum Avenue, Suite 206 | Richmond, VA 23227
One person per application. Please feel free to copy this form.

Full Name _____ Badge Name _____

Title _____ NAB ID *(required for administrators)* _____

Facility/Company _____

Address _____ City, State, Zip _____

Telephone _____ Email _____

Registration includes continental breakfast, lunch, and program materials.

Check one: Member \$175 Prospective Member \$525

Payment Options

Check Enclosed MC / Visa / AmEx / Discover

Account # _____ Expiration Date _____ Security Code _____

Name on Card _____ Signature _____

Billing Address _____

Registration Deadline: January 3, 2019. Payment for non-members is due with registration form. Return forms to: VHCA-VCAL, 2112 W. Laburnum Avenue, Ste. 206, Richmond, VA 23227; Fax: 804.353.3098.

VHCA-VCAL Cancellation & Refund Policies: The administrator of a center may cancel without a penalty if federal or state surveyors/inspectors are in a center. Cancellations for credit card payments are subject to a 10% service fee. Refunds will be granted as follows: full refund if received by the specified registration deadline; one-half of the registration fee if cancellation received three working days prior to the scheduled event. No refunds or credits will be granted if cancellation is received after the three working days deadline. Substitutions are always welcome.

Hotel Reservation Deadline: December 26, 2018. A block of rooms has been reserved at the Hilton Richmond Hotel and Spa/Short Pump for \$135.00 single/double (plus tax). Call the hotel directly to reserve your room at 804.364.3600 or toll-free at 800.445.8667. Please remember to identify yourself as a VHCA-VCAL participant.

Continuing Education: This program has been approved for Continuing Education 5.5 total participant hours by NAB/NCERS—Approval #20200109-7-A50824-IN. Visit www.nabweb.org for information on the NAB CE Registry.

Important Notices: By registering for and/or attending this event, I acknowledge and agree that photographs, video, and other recordings of the event may be taken by VHCA-VCAL or parties acting on behalf of VHCA-VCAL, and that these photographs, video, and other recordings may be used by VHCA-VCAL in any media now known or later invented for any purpose related to VHCA-VCAL's mission, including education, promotional, and awareness related use. I give VHCA-VCAL unlimited permission to use my name, likeness, image, statements, and other information I may give to VHCA-VCAL, whether through registration, at the event, or otherwise, that may be necessary for VHCA-VCAL to make use of its rights in the photographs, video, and other recordings.