



Getting Back to Basics: Virginia Survey Trends for 2022

February 22, 2023 | Hilton Richmond Hotel & Spa/Short Pump

Overview

Over the past few years, we have experienced many changes in leadership, staffing, regulations, survey outcomes, and how we carry out our daily operations. As part of this day-long program, you will have an opportunity to meet the new leaders at the VDH Office of Licensure and Certification (OLC), explore opportunities for greater collaboration and support with VHCA, and examine survey trends in Virginia over the past year.

In addition, experts with **Chiles Healthcare Consulting** will provide insightful, "back to basics" strategies for improving compliance and promoting team engagement to minimize adverse events and survey risks.

What You'll Learn

- How to examine deficiency patterns and trends of 2022 Virginia surveys derived from SMART data
- How VHCA's SMART serves as an invaluable resource
- Key contributors to commonly cited deficiencies
- Ways for re-structuring facility processes, while taking staffing and workforce challenges into consideration, to improve resident outcomes and minimize survey risk

Agenda

8:15 – 8:45 am	Registration and Continental Breakfast
8:45 – 9:00 am	Welcome & Introductions Chiles Healthcare Consulting Team
9:00 – 9:30 am	Update from VDH OLC
9:30 – 10:00 am	VHCA-VCAL Advocacy Update April Payne, MBA, LNHA Chief Quality & Regulatory Affairs Officer and ED of VCAL VHCA-VCAL
10:00 – 10:15 am	SMART Introduction and Overview Chiles Healthcare Consulting Team
10:15 – 10:30 am	Break
10:30 – 11:45 am	Virginia Survey Trends from 2022 Chiles Healthcare Consulting Team <ul style="list-style-type: none">• High level overview of various types of surveys, outcomes by region, and more.
11:45 – 12:45 pm	Lunch
12:45 – 2:30 pm	Virginia Survey Trends from 2022 <ul style="list-style-type: none">• Review of high risk processes and select F-Tags.
2:30 – 2:45 pm	Break
2:45 – 4:00 pm	Strategies for "Getting Back to Basics" Chiles Healthcare Consulting Team <ul style="list-style-type: none">• Sharing innovative and successful processes from providers

Presenters

- **Mary P. Chiles, RN, RAC-CT** | President | Chiles Healthcare Consulting, LLC
- **Alexandria Hill MSN, GERO NPD RN-BC, RAC-CT, QCP, CDP** | Chiles Healthcare Consulting, LLC
- **Sarah L. Marks, LNHA, QCP, HSE** | Director of Operations | Chiles Healthcare Consulting, LLC
- **April Payne, MBA, LNHA** | Chief Quality & Regulatory Affairs Officer and ED of VCAL | VHCA-VCAL
- **Valeria “Val” Thomas BSN, RN-BC, LNHA** | Director of Clinical Services | Chiles Healthcare Consulting, LLC

Continuing Education

NAB approval pending.

Register online at www.vhca.org/calendar.