



Getting Back to Basics: Virginia Survey Trends for 2022

February 22, 2023

Mary P. Chiles, RN, RAC-CT QCP

President and Owner | Chiles Healthcare Consulting, LLC

Mary Chiles is president and owner of Chiles Healthcare Consulting, LLC. She is a registered nurse who graduated from Richmond Memorial Hospital School of Nursing. Her nursing experience is both extensive and varied and she currently maintains certification as a RAC-CT for MDS 3.0 and a QAPI Certified Professional. She has spent over 30 years in long term care nursing. In 1995, she formed her own company and now serves as a long term care consultant for nursing facilities and adult care residences. She works collaboratively with facility staff to implement systems that will enhance compliance with regulatory requirements and improve the facility's overall efficiency, effectiveness, resident care, and value.

Chiles has actively participated in many task forces with the goal of enhancing services and accessibility for the elderly and disabled. She is a member of many professional organizations, including, the American Association of Nurse Assessment Coordinators, the American Association of Rehabilitation Nurses, the American Health Information Management Association, the American Medical Directors Association, the American Association of Director of Nursing Services, and the American Health Quality Association. Chiles is also an active member of VHCA-VCAL and LeadingAge Virginia.

Kesia Gwaltney, PhD | Long Term Care Director | OLC | VDH

Dr. Kesia Gwaltney is currently the long term care director for the VDH Office of Licensure and Certification. Prior to joining VDH, Gwaltney was a regional manager for the Department of Behavioral Health and Developmental Services (DBHDS). Gwaltney has an extensive background in the field of social work and behavioral health. Her experience spans from direct care serving diverse populations, quality assurance, and regulatory compliance with non-profit organizations, schools, human service agencies, residential treatment facilities, private counseling agencies, psychiatric hospitals, and for the past nine years, the Commonwealth of Virginia. She is a visionary, social change, and systems thinking leader.

Gwaltney received her bachelor and master degrees in social work from Virginia State University and Norfolk State University, respectively. She earned her PhD in human and social services with a specialization in mental health facilitation from Walden University. Her research focused on the systemic experiences of social workers in a psychiatric setting. She is passionate about supporting the developmentally disabled and mental health populations in whatever capacity she can. Gwaltney's professional goal is to prepare young practitioners in the field of social work and human services by teaching on the collegiate level.

Gwaltney is a proud 25-year member of Alpha Kappa Alpha Sorority, Inc. where she serves as the financial secretary and the risk manager for her local chapter. In her spare time, she enjoys spending time with her family, friends, and dog, traveling, reading, shopping, eating fabulous food, and just relaxing.

Alexandria Hill, MSN, GERO NPD, RN-BC, RAC-CT, QCP, CDP

Quality Consultant | Chiles Healthcare Consulting, LLC

Alexandria Hill is a registered nurse who has diverse experience in long term care. She has held positions of increasing responsibility starting with bedside nursing and most recently managing professional practice and education for 11 facilities before joining the Chiles Healthcare Consulting team in 2019. She recently received her masters of nursing administration and leadership at Virginia Commonwealth

University. Hill is passionate about resident-centered care, professional development, staff education, quality, and safety.

**Sarah L. Marks, LNHA, QCP, HSE | Director of Operations
Chiles Healthcare Consulting, LLC**

Sarah Mark's life passion has been caring and providing for long term care residents. Her family business was owning and operating a nursing facility. She has been a licensed nursing home administrator for nearly 30 years and spent 20 years with a large corporate long term care management company. During her 20-year corporate tenure she held multiple operational roles, including corporate vice president of operations. She was responsible for the operations of 56 nursing and assisted living facilities in six different states.

Marks joined Chiles Healthcare Consulting in 2015 and enjoys the world of consulting and offering guidance and support to clients on all levels of nursing and assisted living facilities. Although her area of expertise is operations, she has a keen knowledge and respect for the clinical aspect of long term care and thrives on encouraging the balance between the two sectors. She is native to Virginia and is an avid sports fan. Her "happiest place" is spending time with her family and her four grandchildren.

**April Payne, MBA, LNHA | Chief Quality & Regulatory Affairs Officer
Executive Director of VCAL | VHCA-VCAL**

April Payne is a clinical and operational expert with more than 20 years of experience in long term care. April Payne's responsibilities include developing a comprehensive quality improvement program for VHCA-VCAL. She also provides an array of member services designed to assist in regulatory matters, compliance, and clinical support. As the executive director of VCAL, she supports assisted living members through regulatory clarification, advocacy, and education.

Prior to joining VHCA-VCAL, Payne served as the vice president of operations and assisted living services/administrator for Beth Sholom Lifecare Community in Richmond. She has also worked for years as a consultant for Chiles Healthcare Consulting, Inc. developing significant knowledge on the survey process and current trends. Payne began her career in long term care as a licensed practical nurse while attending George Mason University where she received her bachelor of science in health systems management, with a concentration in assisted living administration and a minor in business administration. She obtained her master of business administration in 2020 from Virginia Commonwealth University. She was named a 2023 inductee into the Hall of Honor in the annual *McKnight's* Women of Distinction awards program.

**Valeria Thomas BSN, RN-BC, LNHA | Director of Clinical Services
Chiles Healthcare Consulting, LLC**

Val Thomas is a registered nurse with 44 years of experience, including 32 years in long term care. She has 32 years of experience working with a nonprofit health system holding various roles, including director of nursing, administrator, director of quality assurance, director of clinical operations, and system director of nursing and clinical operations. In the system director role, she was responsible for the clinical operations, quality of care, and regulatory compliance for multiple skilled nursing facilities, assisted living facilities and continuing care retirement communities.

She "retired" in 2016 and began a new career serving as a long term care consultant for nursing facilities and assisted living facilities across the eastern United States. Thomas currently works with facility staff, assisting with clinical system implementation and regulatory compliance. She also serves as a mentor with facility directors of nursing, offering support and guidance with regulatory compliance, clinical tools, and leadership skills. In her spare time, she enjoys the beach, her family, and her nine grandchildren.