



2026 Convention & Trade Show

Hilton Norfolk The Main | September 14–17, 2026

Monday, September 14

11:00 am

Regirer Nurse Scholarship Golf Tournament (*separate registration required*)

Join us on the green to support our nurses! The Regirer Nurse Scholarship Golf Tournament brings together providers and vendors for an exciting day of fun, golf, and networking.

4:00 – 6:00 pm

Registration

6:30 – 7:30 pm

Welcome Reception

Come to the Welcome Reception and catch up with friends and colleagues, enjoy a drink, have something delicious to eat, and get ready for a great convention experience.

7:30 pm – 10:00 pm

Saber Mixer

The Harbor Club

333 Waterside Drive, Suite 200 | Norfolk, VA 23510

Join Saber Healthcare for more food, drinks, and fellowship as we get ready to kick off the largest long term care event in Virginia. The Harbor Club is only two blocks from The Hilton Norfolk The Main!

Tuesday, September 15

7:30 am

Registration & Continental Breakfast

8:30 – 9:45 am

Opening Keynote

Challenging Your Limits (AL, NF)

Justin Osmond

Justin Osmond wants to share with the world the challenges and strengths that come from coping with his own hearing loss and then relate and resonate this to the many various hardships and challenges that others may be facing. Through his personal stories, music, and experiences, Osmond will share strategies on how to motivate everyone to focus on strengths rather than limitations. He will also list strategies that will influence the individual with their personal challenges in maintaining targeted skills over time. He will address the social-emotional challenges, including how to address feelings of inadequacy and fear of people and consequences. Osmond will discuss qualities and tools such as

determination, attitude, and strong healthy habits to help overcome everyday obstacles and reinvent themselves. Justin's goal is to help all attendees walk away feeling rejuvenated as though they can create a new action plan to achieve their goals and advance in their personal and professional lives. In short, Osmond's message offers hope to the hopeless, activation to the passive, clarity to the indecisive, motivation to the fence sitters, and a burning desire for everyone to tackle not just the low hanging fruit, but to own the whole tree.

9:45 – 10:00 am

Break

10:00 – 11:00 am

General Session

From Data to Decisions: AI's Role in Modern Healthcare (AL, NF)

Nathan Mortier | Counsel | Sands Anderson PC

Jason Payne | Technology Expert & AI Thought Leader

As artificial intelligence (AI) makes its way into every sector of the economy, long term care organizations face both the pressure and opportunity to keep pace. The challenge is no longer access to information; it's turning that information into meaningful, timely decisions. In this session, attendees will explore how artificial intelligence is bridging that gap, transforming complex data into actionable insights that improve both operational performance and resident outcomes. The session will open with a foundational overview of AI. What it is, how it works, and what healthcare professionals need to understand to evaluate and adopt these tools with confidence.

Beyond the technology itself, this session will also address the practical considerations of implementing AI in a healthcare environment. Attendees will gain insight into data quality, system integration, and the importance of aligning AI tools with clinical and operational workflows. Key topics such as risk and trust will be explored, along with the growing need for strong data governance and adherence to frameworks like the Health Insurance Portability and Accountability Act (HIPAA).

Designed for healthcare leaders and operations teams, this session will provide a balanced perspective on both the opportunities and responsibilities that come with AI adoption. Participants will leave with a clearer understanding of how to leverage data more effectively, ask the right questions when evaluating AI solutions, and take practical steps toward building a more data-driven, decision-focused organization.

11:00 – 11:15 am

Break

11:15 – 12:15 pm

General Session

100 Jobs, One Truth (AL, NF)

Peter Murphy Lewis | Founder / CEO | Strategic Pete

This session distills lessons from a 100-job global journey, revealing why uncovering the “story inside the task” is a powerful, sustainable way to address workforce burnout and turnover. It introduces a leadership approach that challenges the notion of “unskilled labor,” repositioning frontline roles as the true builders of a brand's legacy and shifting the conversation from a staffing crisis to a pride-driven solution. Through an interactive format, participants will learn the “Before → After → Amplify”

framework—a practical, 60-second method for transforming everyday tasks into moments that restore professional dignity and meaning.

12:15 – 1:15 pm

Lunch

1:15 – 4:00 pm

Trade Show

3:15 – 4:00 pm

Trade Show Reception

4:30 – 5:30 pm

Pledge Partner's Reception (*Invitation only*)

5:30 pm

Dinner on Your Own

Wednesday, September 16

7:45 am

Registration & Continental Breakfast

8:15 – 9:15 am

General Session

Leadership Behaviors That Sustain a Service Culture (AL, NF)

Mark Gogal | Vice President of Workforce Development | North Carolina Health Care Facilities Association

This interactive presentation helps leaders understand how their daily behaviors actively shape and sustain a service culture. Through team exercises, guided discussions, and real-world scenarios, participants will identify leadership habits that strengthen or weaken service and examine how staff mirror leader behavior. The presentation emphasizes shifting from policy-driven compliance to values-driven service while building trust and psychological safety. Participants leave with practical, behavior-based strategies they can apply immediately with their teams to reinforce a consistent, resident-centered service culture.

9:15 – 9:30 am

Break

9:30 – 10:15 am

Annual Meeting & State Update (AL, NF)

Keith Hare | President and CEO | VHCA-VCAL

Wendy Walter | Regional Director of Operations | CCR

Wendy Walter, Chair of the VHCA-VCAL Board of Directors, and Keith Hare will provide an overview of the Association's recent activities. They will cover topics including advocacy efforts, financial performance, and regulatory and membership updates.

10:15 – 10:30 am

Break

10:30 – 11:30 am

General Session

Rekindle Your Why (AL, NF)

Ryan J. A. Hoover, RN, NHA | Administrator | Mountain View Nursing Home

Mission, Fire, Passion, Ignite, Vision, Purpose, and more fill the headlines. Why should you care about a Mennonite-church-owned, 40-bed, LTC-only nursing home mission in Aroda, Virginia? What is a Mennonite? And where is Aroda?

Weaving together stories, statistics, and service, Ryan Hoover highlights the love and passion that drives a Five-Star facility where 80 percent of care is provided by volunteers living together on campus. Reflect on the values that brought us to long term care. Refresh your vision of what could be: Rekindle your why.

11:30 – 11:45 am

Break

11:45 – 12:45 pm

Concurrent Sessions 1

Staying Survey-Ready: Leadership Insights for Evolving Expectations (NF)

Lisa Thomson | Chief Operating Officer | Pathway Health

This session examines the current survey process, recent revisions, and evolving regulatory expectations, with particular detail to how regulators are using provider-level data to guide survey focus and outcomes.

Since the long term care survey process experienced major updates beginning in 2017, the survey process has continued to shift towards greater reliance on data and observations. This session will highlight key changes and what they mean for today's regulatory environment. Attendees will gain practical strategies for survey readiness and learn how to leverage organizational data to support stronger compliance and better outcomes. Don't miss this opportunity to stay informed and prepared in a changing regulatory landscape.

The Perfect Day in Dementia Care (AL, NF)

Dr. Jennifer Stelter, PsyD, CDS, CDSCT | Owner & CEO | The Dementia Connection Institute

Natalie Kravitz, BA, ACC, CDS, CDSCT, CDP | PAC Engagement Leader | Activity Connection

Individuals who have dementia thrive best when their day is structured. Implementing non-pharmacological, sensory-based interventions throughout the day can help minimize and even prevent some of the common behavioral symptoms that occur as their dementia progresses. Dr. Jennifer Stelter and Natalie Kravitz will review a handful of non-pharmacological, sensory-based tools from the Dementia Connection Model © that can be used in the morning, afternoon, and evening to improve the quality of life for those living with dementia can create that perfect day.

12:45 – 1:45 pm

Lunch

1:45 – 2:45 pm

Concurrent Sessions 2

Prevention and Management of Immediate Jeopardy (IJ) Citations in Nursing Homes (NF)

Mary P. Chiles, RN, RAC-CT | President | Chiles Healthcare Consulting, LLC

Matt Cobb | Partner | Williams Mullen

Sarah Marks | Consultant | Chiles Healthcare Consulting, LLC

April Payne | Chief Quality and Regulatory Officer, Executive Director of VCAL | VHCA-VCAL

This session is designed to equip nursing facility administrators, nursing staff, and interdisciplinary team members with the knowledge and tools necessary to prevent, identify, and respond effectively to Immediate Jeopardy (IJ) situations. Immediate Jeopardy refers to circumstances in which a facility's noncompliance has caused—or is likely to cause—serious injury, harm, impairment, or death to a resident.

The program focuses on strengthening regulatory awareness, enhancing clinical and operational practices, and promoting a culture of safety and accountability within long term care settings. Participants will gain a comprehensive understanding of federal regulatory requirements, survey processes, and the most common triggers for IJ citations.

Understand the Care of a Resident with a Behavioral Health Diagnosis (AL, NF)

Michelle Stuercke | Chief Clinical Officer | TCM Consulting and Management

In the past 20 years, individuals between 31–64 have been the fastest growing segment of long term care residents. Regulations also focus on ensuring that the facility is able to care for the residents in the facility, as well as ensuring documentation of severe mental illness is present. There is also increased focus on psychotropic medication and subsequent documentation, as well as the increased scrutiny on behavior management including non-pharmacological interventions. This session will provide practical solutions that the participants can use when they return to the facility. This session will focus on practical solutions for managing behaviors, through performing a root cause analysis of behaviors and implementing interventions. The session will also differentiate between medical and psychiatric issues and Interdisciplinary team involvement for successful outcomes.

2:45 – 3:00 pm

Break

3:00 – 4:00 pm

Concurrent Sessions 3

Improving Employee Retention for Free (NF)

Mark Klyczek | Principal | Mark Klyczek Consulting

Total nursing turnover continues to be a focus for CMS and impacts the CMS Five-Star Staffing measure. It is also important since it is publicly reported and your results are easily compared to your peers. This can impact your ability to hire the best talent in your region, and impact family perceptions of the quality of your community. This session will outline employee engagement actions that can positively impact your community's employee retention.

Cultivating Wellbeing: Integrated Lifestyle and Wellness Initiatives (AL, NF)

Josh Dudley | Vice President of Account Management and Client Services | HealthPro Heritage

This presentation explores how integrated lifestyle and wellness programs can enhance the quality of life for residents in senior living communities. Attendees will learn how combining physical, cognitive, social, and emotional wellness initiatives create a holistic approach that supports overall well-being. Practical strategies and real-world examples will illustrate how coordinated programs can boost engagement, improve health outcomes, and foster vibrant, thriving communities.

6:15 pm
Cocktail Reception

7:00 pm
Awards Banquet

Thursday, September 17

8:00 am
Registration & Continental Breakfast

8:30 – 9:45 am
Closing Keynote

Ignite Unstoppable Momentum™ (AL, NF)
Kim Becking | Momentum Motivation

Harness the power of adaptability, resilience, and mindset in a rapidly changing world that NEVER SLOWS. DOWN.

There is no normal or new normal. There is only what's now and what's next. Changes, challenges, and uncertainty are hurtling toward us at breakneck speed, and it's messy and unpredictable. This constant disruption and uncertainty have kicked off a brutal cycle of overwhelm for our leaders, teams, and organizations, leading to fear, resistance to change, and unhealthy levels of stress.

It's time to stop the cycle. It's time to Stop. Shift. And Reframe Change and Challenge; because we either adapt, grow, and move forward, or stay stuck and are left behind.

In this inspiring, engaging keynote, Kim reveals a proven framework for reframing change, redefining resilience, and reimagining what's possible so we can all ignite Unstoppable Momentum and break the constant cycle of overwhelm in a world that never slows down.

With healthy doses of humor, relatable authenticity, and motivation, Kim Becking shares the story of her own journey to Unstoppable Momentum in work and life and offers proven research-backed tools for harnessing the power of adaptability and a grit up, don't give up Momentum Mindset.

Get ready to turn your obstacles into opportunities, your fear into fuel, and your resistance into buy-in with the mindset, motivation, and tools to bounce forward (not just back) and use every change, challenge, and uncertainty to propel you, your teams, and your organization forward—stronger and better than ever.

Leave this program with the tools you need to transform your mindset to think differently about change and challenges and create the everyday resilience required in this rapidly changing world to ignite Unstoppable Momentum no matter what.

9:45 – 10:00 am
Break

10:00 – 11:00 am
General Session

Advancing Quality, Regulatory Excellence, and Culture Through Operational Excellence (AL, NF)
Hawley Hunt | Senior Director, Regulatory and Quality Services | AHCA/NCAL

In a rapidly evolving long term and assisted living care environment, providers face a complex mix of challenges and opportunities. From ensuring resident safety and reducing falls to addressing how to improve quality of care in a sustainable and systemic way, building a supportive, respectful culture for both staff and residents is critical. This comprehensive session highlights best practices in operational excellence, person-centered care, and workforce engagement. Participants will gain practical strategies to enhance quality, strengthen resilience, and transform everyday challenges into opportunities for growth—ultimately improving outcomes for residents and staff alike.

11:00 – 11:15 am
Break

11:15 – 12:15 pm
Concurrent Sessions 4

Leveraging Data and Technology for Effective PDPM Management (NF)
Alicia Cantinieri | Managing Director, Clinical Reimbursement & Regulatory Compliance | Zimmet Healthcare Services Group, LLC

In today's long term care environment, data and technology are critical tools for optimizing performance, but challenges such as technology fatigue and data overload can hinder progress. At the same time, evolving regulations and persistent staffing constraints continue to complicate PDPM management for Medicare and Medicaid.

This session explores how to strategically apply technology and data to enhance operational efficiency, regulatory compliance, and clinical and financial outcomes. Attendees will learn how to identify the most relevant data, eliminate inefficiencies, and support Quality Reporting and Value-Based Purchasing efforts through targeted planning and streamlined workflows.

Psychotropic Stewardship (AL, NF)
Caroline Garvey, PharmD, BCGP | Manager for Clinical Operations | PharMerica
Cheryl Kendrick, PharmD, BCGP | Consultant Pharmacist | PharMerica

This presentation explores how both nursing and assisted living providers can effectively manage psychotropic medications to support resident well-being, enhance quality of care, and maintain regulatory compliance. Participants will gain practical insights into balancing clinical needs with person-centered approaches to ensure the best possible outcomes for residents.

Accreditation

As of May 29, 2026, NAB-approval pending.