LeadingAge™
Wyoming

Wednesday, May 28

7:00 a.m. – 8:00 a.m.   **Check-in and Breakfast**

8:00 a.m. – 9:30 a.m.   **Jodi Eyigor, LeadingAge - Nursing Home Policy Update**
The nursing home sector is in a perpetual state of change. As we adapt to meet the changing needs and preferences of a new generation of residents, we are simultaneously juggling ever-increasing requirements and changes to operations. Come hear what's new in nursing homes, what to expect in the months ahead, and how LeadingAge can support you. Learn about regulatory and legislative developments coming from CMS, CDC, Congress, and the Administration. Discuss how these initiatives will impact your nursing home. Explore resources and advocacy opportunities available to you through your LeadingAge membership.

9:30 a.m. – 9:45 a.m.   **Break**

9:45 a.m. – 11:45 a.m.   **Managing When No One Wants to Work – Ralph Peterson**
The senior care industry is facing a major challenge: Employee Retention. According to the National Center for Health Statistics, the turnover rate for direct care workers in senior care is 60%. The high turnover rate is costly for Senior Care Organizations. It can lead to decreased quality of care, increased staff stress, and financial losses. The traditional view is that low pay, lack of opportunity for advancement, heavy workloads, and stressful working conditions are the main reasons why employees leave their jobs in the senior care industry. However, research has shown that these factors are not the real problem. In fact, the number one underlying challenge is culture. A toxic work environment, a lack of respect for employees, and a lack of communication and teamwork are all cultural factors that can contribute to employee turnover. This keynote provides attendees with the tools and strategies they need to turn the tide on employee retention in senior care.
By the end of this keynote, attendees will be able to:
- Understand the importance of culture in employee retention
- Identify the cultural factors that contribute to employee turnover
- Develop strategies for creating a positive and supportive culture

Key Takeaways:
- Culture is the number one underlying challenge to employee retention in senior care.
- Toxic work environments, a lack of respect for employees, and a lack of communication and teamwork can all contribute to employee turnover.
- Organizations can create a positive and supportive culture by focusing on communication and teamwork, fostering a positive work environment, and showing appreciation for employees.

Noon –1 p.m.   **Lunch**

1:00 p.m. – 3:00 p.m.   **Laura Hudspeth, MSc, RD, LD, State Survey Agency Director/Administrator**
Wyoming Department of Health Aging Division, Licensing & Surveys
Tim Cozad, LPN, Chief LTC, Healthcare Surveillance Branch
Pat Davis, PE, LEED, AP Chief, Life Safety & Construction Branch
Updates on State Licensure and CMS Certification data and regulations

3:00 p.m. – 3:15 p.m.   **Break**

3:15 p.m. – 5:00 p.m.   **Round Table Discussions**

Dinner on Your Own

Thursday, May 29

7:00 a.m. – 8:00 a.m.   **Check-in and Breakfast**

8:00 a.m. – 10:00 a.m.   **Jodi Eyigor, LeadingAge - Long-Term Care Surveyor Guidance**
The Centers for Medicare & Medicaid Services (CMS) released extensive updates to the Long-Term Care Surveyor Guidance, Appendix PP in the State Operations Manual, in November 2024. While these updates do not change Requirements of Participation, they significantly impact how requirements are surveyed and could result in increased citations and fines for nursing homes without proper preparation. Join us as we take a deep dive into these updates and explore what you can do to prepare for your next survey.

10:00 a.m. – 10:15 a.m.   **Break**

10:15 – Noon   **Mastering QAPI – Ralph Peterson**
How to Transform your QAPI program from Reactive to Award-Winning
Discover how to turn your Quality Assurance and Performance Improvement (QAPI) program into a powerful tool for achieving operational excellence in this dynamic session. Designed specifically for nursing home owners, administrators, and key leaders this session delves into the fundamentals of QAPI while showcasing the transformative shift from traditional, reactive programs to proactive, award-winning systems. Attendees will learn how a well-executed QAPI program can do more than just meet compliance—it can reduce expenses, increase profitability, and position your facility as a leader in quality care.

Key Takeaways:
- Demystify QAPI: Understand the framework in simple, actionable terms that align with your organizational goals.
- Shift from Reactive to Proactive: Transform your QAPI program into a forward-thinking system that prevents problems rather than merely responding to them.
- Boost Financial Outcomes: Learn how to use QAPI to streamline processes, reduce waste, and improve profitability without sacrificing quality care.
- Tailor for Success: Develop a customized QAPI approach that addresses your facility's specific challenges and opportunities.
- Engage Your Team: Inspire your staff to collaborate and take ownership of quality initiatives, driving sustainable improvements.

By the end of this session, QAPI will no longer be just about compliance—it will be your blueprint for reducing costs, increasing operational efficiency, and achieving recognition through the Quality Award Program. Attendees will leave with actionable strategies to craft and lead a QAPI program that elevates care standards while delivering measurable financial results. This session is ideal for senior care leaders ready to master their QAPI program and drive their organizations toward excellence, profitability, and ultimately, award-winning recognition.