AHCA/NCAL will hold its 72nd Convention and Expo at the Gaylord National Resort & Convention Center in National Harbor, Maryland. As a long-term care professional, you understand the trends, issues, and challenges facing our profession, especially in the light of the COVID-19 pandemic. Now is your chance to share ideas that reflect your best practices, lessons learned and professional insight, as well as programs that enhance the long term and post-acute care service delivery. We are particularly interested in proposals that reflect and will help support providers in achieving the AHCA Quality Initiative goals the Quality Initiative for Assisted Living, and Advancing the Core Values of the Baldrige Performance Excellence Criteria.

AUDIENCE CHARACTERISTICS: AHCA/NCAL represents long term care facilities, providing care and services to more than one million elderly and disabled people. The convention draws approximately 3,000 attendees, most of whom are facility owners, corporate management, administrators, and facility specialists.

The audience is experienced and knowledgeable and expects the most current information and highest quality training available. The audience expects to leave the convention with practical and immediately implementable information and ideas. Use of case studies, stories, and other techniques to help the learner think about the topic in a new way is highly encouraged. If the proposal is being submitted by a person or organization that is not a provider, it is suggested that – when appropriate - you include a provider or the provider perspective in your remarks. Attendees are not interested in sales pitches in any presentation, but are interested in learning from their peers

As appropriate, speakers should be mindful that their session content be applicable to providers in both skilled nursing and assisted living settings as both will be in attendance.

TRACKS: The following are a list of the educational tracks planned for the 2021 convention. A bulleted description of possible session topics that might be included in that track are also listed, but additional topics that fit within each track are welcome.

- **Alternative Payment Models**
    - SNF- Value-based Purchasing
    - Population health

- **Assisted Living**
    - Workforce development, recruitment, engagement and retention
    - Affordable AL
    - Dementia care
    - Supporting staff dealing with grief and trauma
    - Marketing
    - Lead and referral generation
    - Bullying
    - Sessions to support the Quality Initiative for Assisted Living, including hospital readmissions, customer satisfaction, staff stability, and off-label use of antipsychotics
    - Building design
    - Culinary services
    - Care technology

- o Emergency planning in AL
- o Infection prevention in AL

- **Behavioral Health**
  - o Alternatives to medication use – move from **managing** the behavior to **understanding** the person's message through their behavior
  - o Trauma informed care
  - o Resident to resident interactions
  - o Strengths-based approaches to care for people with Dementia
  - o HATCh – successful application of the model to dementia care
  - o Meaningful conversations for end of life decision making
  - o Recovering from COVID-19

- **Clinical Care Practice**
  - o Addressing clinical issues, such as pressure ulcers, falls, wound care and medication management
  - o Sleep Issues
  - o Environmental stressors: Glare, Noise, Lack of privacy
  - o Pain management including non-pharmacologic practice
  - o Care planning
  - o Hospitalization of long stay residents

- **Customer Experience**
  - o Customer and family satisfaction
    - ▪ Using CoreQ
    - ▪ Using satisfaction data to market your organization
    - ▪ How to improve customer experience scores
  - o The importance of knowing your customer
  - o Dining experience
  - o Managing customer satisfaction in a time of crisis
  - o Moving from customer satisfaction to customer engagement

- **Emergency Preparedness**
  - o Surge planning
  - o PPE
  - o Planning for a pandemic
  - o Incident command training
  - o All hazards approach
  - o Staffing modifications

- **Infection Prevention and Control**
  - o Antibiotic stewardship
  - o Environmental cleaning
  - o Cohorting
  - o Testing for infectious diseases (point-of-care testing, interpreting results, etc.)
  - o Peer-to-peer monitoring
  - o Balancing safety with risk (surplus safety)
  - o Emergent infections
  - o Managing outbreaks

- **Operational Analytics**
  - 5-Star
  - State Reporting
  - PBJ
  - SNF Quality Reporting Program (QRP)

- **Person Centered Care**
  - Core practices
  - Social isolation and loneliness
  - Trauma informed care
  - Dining
  - Sleeping
  - Activities
  - Staffing patterns

- **Post-Acute Care**
  - Rehospitalization
  - Discharge to Community
  - Transitions of Care
  - Functional Outcomes
  - Reduction of the use of antipsychotic medications
  - Working with your physicians and NPs more effectively
  - Effective practices around using telehealth

- **Quality Awards**
  - Practical application of the Baldrige criteria in a long term/post-acute care center or community
  - How to respond to the criteria at each level (Bronze, Silver and Gold)
  - How the Scoring Guidelines work, as well as the programs focus on the Scoring Calibration Guidelines
  - How applicants can use their feedback reports for continuous improvement as well as future applications
  - Benefits of the Baldrige criteria

- **Quality Improvement**
  - Quality improvement basics
    - Use of data to inform practice
    - Root cause analysis
  - QAPI
  - Road to becoming a High Performing Organization
  - Systems, processes, and communication

- **Reimbursement**
  - PDPM
  - Planning for future surges
  - 'Road to Recovery' planning
  - Medicaid COVID-19 rate models
  - Provider relief funding compliance and accounting

- **Survey/Regulatory**
  - Sessions addressing the top 10 survey tags
  - Infection prevention surveys
  - Abuse and Neglect
  - Collaborating with state partners and stakeholders
  - Social media
  - Drug regime review
  - Care plan & improving communication with families and residents

- **Technology and Innovations**
  - New approaches to care and operational practices
  - Advances in technology
  - Telehealth

- **Workforce Solutions**
  - Workforce recruitment, development and retention
  - High Engagement Leadership
  - [Servant Leadership](#)
  - Leadership training for administrators, DON's, unit managers and department heads (ideally from organizations that have successfully developed leaders within their organizations)
  - Recruiting for a younger workforce
  - Creation and implementation of career ladders and developments
  - Diversity in workforce
  - Supporting staff dealing with grief and trauma

IMPORTANT INFORMATION & SPEAKER AGREEMENTS: When submitting proposals for consideration by the AHCA/NCAL Professional Development planning team, you understand and agree to the following policies and guidelines:

ONLINE SUBMISSIONS ONLY: Proposals must be submitted via the Abstract Scorecard system. We will **not** accept, or review proposals sent by fax or by regular mail or by e-mail.

MAXIMUM NUMBER OF SUBMISSIONS: A maximum of three proposals may be submitted from a single individual or organization. A fully completed application must accompany each proposal. All speakers must be identified at the time of submission and their full contact information (name, title, mailing address, and email address) must be provided.

DEADLINE: All proposals must be received by November 30, 2020.

SPEAKER EXPENSES/HONORARIA: AHCA/NCAL has earned a reputation for providing high quality educational programs. We select speakers who share their expertise for the overall benefit of the sub-acute, long term care profession. Therefore, AHCA/NCAL **does not pay honoraria, or expenses.** However, chosen speakers will receive **complimentary, non-transferable** full conference registration. (additional events are not included).

NUMBER OF SPEAKERS PER SESSION: Speakers are limited to no more than two for a 60 session. Panels should be limited to three panelists plus a moderator. Speakers above the maximum per session will not receive a comp'd registration. If you have questions about this registration policy, please contact Sarah Beistel, Senior Manager, Education Development & Credentialing at sbeistel@ahca.org.

TRAVEL AND HOTEL ARRANGEMENTS: AHCA/NCAL cannot make or modify hotel or travel arrangements on behalf of the speaking faculty. It is recommended that hotel reservations be made as soon as you are confirmed to the program. Please do not delay.

COPYRIGHT: By submitting your presentation idea, you are certifying that the work is your own. If the work or a portion of the work is not your own, then you certify that you have permission to use the work and that proper attribution is given to the work's creator.

BIBLIOGRAPHY/RERENCE LIST: All speakers/speaking teams will be required to upload a bibliography/reference list indicating all the sources used in the development of the presentation.

SHARING: You understand that if your proposal is selected, you give permission for it to be used in the AHCA/NCAL online learning system for one year from the date it is presented. After one year, the presentation will be removed from the online center. If there is an interest in keeping the presentation active beyond the one-year period, AHCA/NCAL will seek your approval.

SUBMISSIONS and OTHER AHCA/NCAL CONFERENCES: If your submission is not chosen for the annual conference, it will be shared with the state affiliates as well as with the planners of other, smaller AHCA conferences.

FINANCIAL DISCLOSURE: You understand that AHCA/NCAL educational programs are not platforms for selling products or services. Overt sales pitches will not be tolerated. Speakers will be asked to disclose financial interests.

CONFERENCE HARVESTER: All speakers will be given a Conference Harvester account in event management system. Speakers are required to fully complete all the requested tasks by the deadlines. This allows for the convention website and app to be populated with the correct information.

PROFESSIONAL CONDUCT: It is understood that by submitting your proposal, you will demonstrate high standards of professional conduct and will not discriminate against session attendees based on age, gender, socioeconomic or ethnic background, sexual orientation, or ability.

SEMINAR FOCUS: The goal of convention professional development seminars is to meet the needs of provider attendees with highly targeted programming. Proposals must demonstrate the recognition of the shared and unique characteristics of all long term and post-acute constituencies.

AV INFORMATION: We provide the equipment needed to deliver seminars effectively – laptop, screen, projector, remote slide advance, a wireless lavalier microphone for each speaker, Wi-Fi access, and house sound.

POWERPOINT PRESENTATIONS: Speakers are required to prepare a PowerPoint presentation in the AHCA/NCAL corporate template that will be provided to attendees electronically in our mobile app and online learning center. Other handout materials are welcome in addition to the required PowerPoint (i.e.: white papers, articles, etc.). All PowerPoints are converted to un-editable PDFs once they are submitted. If you present as part of a speaking team, slide decks must be combined into one final deck before being submitted. Speakers are expected to bring their PowerPoints on a flash drive to load unto the provided laptop in each session room at Convention.

QUIZ QUESTIONS: All presenters or presenting teams will be required to submit quiz questions as a separate upload from their PowerPoint presentations. These quiz questions are NOT for use during the presentation. Instead they are used in the online learning system to connect folks who could not attend the session in person, with the material. The questions cannot be True/False or Yes/No. They should be multiple choice. The number of quiz questions required are as follows:

- 60-minute sessions = 5 questions
- 75 – 90-minute sessions = 10 questions
- 120 minutes or more = 15 questions.

If you are unable to agree to any of the above statements, please Sarah Beistel, Senior Manager, Education Development & Credentialing at sbeistel@ahca.org before completing your submission.

SELECTION & NOTIFICATION

Proposals are reviewed by a team of long term care experts for:

• Relevance to the needs of convention attendees

• Overall quality, originality, and timeliness

• Use of instructional methods and organization

• Practical, results-oriented applications.

Individuals submitting proposals will be notified in writing on or before March 30, 2021 regarding the results of the selection process. Prior to that date, AHCA/NCAL **cannot** accept phone calls or emails inquiring about the status of proposals. Potential speakers should tentatively reserve all conference dates October 10 – 13, 2021 to ensure availability.

Due to the volume of submissions, AHCA/NCAL **will not provide feedback** on sessions that are not selected for the convention program.

I have read and understand the above guidelines:

<electronic signature>