NPA 2017 Fall Quality Symposium  
Sunday, October 15, 2017  
Westin Boston Waterfront Hotel

Agenda

7:30 to 8:00 am  Continental Breakfast

8:00 to 8:15 am  Welcome, Opening Remarks and Overview of Conference Objectives  
• Mia Phifer, MSJ, Vice President of Quality, National PACE Association, Alexandria, VA

8:15 to 9:15 am  Deep Dive – Audit Record Layouts: Service Delivery Requests, Appeals, & Quality Assessment Initiatives Records  
• Kumar Vengadabady, MD, Director of Quality and Performance Improvement, ElderONE, Rochester, NY  
• Mary Ann Graham, MS, RD, LDN, Manager of Quality & Compliance, Elder Service Plan of Cambridge Health Alliance, Cambridge, MA

9:15 to 10:15 am  Workshop (Part 1) — Breakout Groups: Develop Quality Improvement Initiatives  
  Focus areas:  
• Pressure Ulcer Reduction  
• Falls Reduction  
• Participant Satisfaction and Service Delivery Request

10:15 to 10:30 am  Break

10:30 to 11:15 am  Workshop (Part 2) — Breakout Groups: Present Quality Improvement Initiatives  
  Focus areas:  
• Pressure Ulcer Reduction  
• Falls Reduction  
• Participant Satisfaction and Service Delivery Request

11:15 am to 12:00  Capitalizing on Data Collection Efforts to Improve Participant Satisfaction  
• Fatemeh Hashtroudi, MHA, Director of Quality Improvement, Community LIFE, Pittsburgh, PA  
• Robin Beeley, PT, MHA, CPHQ, Quality Improvement Manager, Element Care, Lowell, MA

12:00 to 1:15 pm  Luncheon  
• Recognition of Quality Mentorship Program  
• End-of-Life Workgroup Update  
• Quality Committee Update

1:15 to 1:30 pm  Closing Remarks & Adjournment