2019 NPA Summer Conference

June 7-9 • Little Rock, AR
NPA Summer Conference
June 7-9, 2019

Overview
The 2019 NPA Summer Conference includes a Medical Director Essentials Course and a Quality Symposium on June 7, followed by a Clinical Conference, PACE Site Tour and evening social event June 8-9. This conference is for NPA members only.

Host City
The largest city in Arkansas, Little Rock is located on the banks of the Arkansas River. Its main hub is the River Market District, which features museums, nightlife, shops, breweries and restaurants. The city is steeped in history and boasts a number of significant landmarks of the Civil Rights movement. For example, Little Rock Central High School, which is on the National Historic Registry, is recognized for the role it played in the desegregation of public schools in the United States. The persistence of nine African-American students in attending the formerly all-white school, beginning in 1957, was the most prominent national example of the implementation of the 1954 Supreme Court decision Brown v. Board of Education. Little Rock also has a thriving arts scene, with scores of galleries and the Arkansas Arts Center, which offers free admission and showcases one of the most acclaimed collections of art in the country.

Getting to Little Rock
The Little Rock Airport (LIT) is a 20- to 30-minute drive from downtown. Rental cars and taxis are readily available. The approximate cost of a taxi from the airport to the conference hotel, the Little Rock Marriott Downtown, is $17. The hotel offers a complimentary shuttle. To arrange transportation via the shuttle, call 501-906-4000.

Local Attractions
The most well-known attraction in the city is the William J. Clinton Presidential Library & Museum, which is dedicated to the preservation of the legacy of the 42nd president, as well as U.S. history during that time. Little Rock is also home to Heifer International, where guests can visit Heifer Village and learn about the mission of the organization to help eliminate global poverty. Other notable attractions include the Old State House Museum, which celebrates the oldest surviving capital, and Rock Town Distillery, where visitors can learn the spirit-making process. More information about local attractions is available on the website of the Little Rock Convention & Visitors Bureau.
The luxurious four-star Little Rock Marriott features spacious guest rooms with stunning views of downtown and the Arkansas River. Amenities include on-site dining venues and a full-service spa and fitness center. The hotel is within walking distance of many downtown attractions.

The reservation deadline is May 6, based on availability. After that date, any available rooms in the NPA block will be released to the public, and prevailing rates will apply.

You can make reservations online or call the 501-906-4000. Mention the National PACE Association to receive the special contracted rate of $129 single/double occupancy.

**Parking**
Self-parking is $18 a day, and valet parking is $25 per day.
NPA’s Evening at the William J. Clinton Presidential Center and Park

Saturday, June 8 | 5-9 p.m.

Join your colleagues for a fun evening out in Little Rock at the William J. Clinton Presidential Center and Park, a world-class educational and cultural venue that highlights the life of the 42nd president of the United States. The Clinton Library is dedicated to President Clinton’s life during his eight-year tenure in the White House.

The exhibits feature his early years, life in the White House, historic moments and much more. Permanent exhibits include sports, pop culture memorabilia, and unique gifts to the first family.

In addition to the permanent exhibit collection, attendees can explore outdoor attractions in Presidential Park. The museum store will be open during our event for special gift purchases.

We will depart the Marriott by the iconic Metro Street Car to enjoy a delicious southern-style buffet dinner at the library catered by 42 bar and table, the award-winning on-site restaurant.

Don’t miss this fun social networking opportunity!
Quality Symposium

Friday, June 7

The National PACE Association is pleased to host its 9th Annual Quality Symposium on Friday, June 7. The theme of this year’s conference is “Quality Leadership: Engaging the PACE Team in Quality Improvement.”

For successful implementation, quality improvement cannot be imposed from the top down. All levels of staff must be involved in planning and improving systems and processes to get effective results. Members of the PACE team have valuable and unique input that is vital to the success of performance improvement. While it is easy to say all levels of staff should be involved, it is harder to put into practice.

The symposium will bring together quality leaders, nurses and clinicians who have a passion and commitment for improving quality outcomes. Attendees will learn best practices and gain a greater understanding of strategies they can utilize in fostering a culture of continuous quality improvement in PACE.

Featured Topics:

» Quality Leader’s Role in Mentoring the PACE Team
» Involving PACE Staff to Improve Quality
» Characteristics of Effective Quality Improvement Teams
» Team Approaches to Drive Quality Improvement
» NPA Data and Benchmarking

Quality Symposium Agenda

Friday, June 7

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>6:30-8 a.m.</td>
<td>Registration and Continental Breakfast*</td>
</tr>
<tr>
<td>8-8:10 a.m.</td>
<td>Welcome and Program Overview</td>
</tr>
<tr>
<td>8:10-8:30 a.m.</td>
<td>The Basics: Checklist for PACE Quality Professionals</td>
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<tr>
<td>8:30-9:30 a.m.</td>
<td>Role of the Quality Director in Engaging and Supporting the IDT</td>
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<tr>
<td>9:30-10:45 a.m.</td>
<td>Part 1: Engaging the PACE Team in Quality Improvement Initiatives</td>
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<tr>
<td>10:45-11 a.m.</td>
<td>Break</td>
</tr>
<tr>
<td>11 a.m. to Noon</td>
<td>Group Activity</td>
</tr>
<tr>
<td>Noon to 1:10 p.m.</td>
<td>Networking Luncheon*</td>
</tr>
<tr>
<td>1:15-2:15 p.m.</td>
<td>Intersection of Medical and Quality Leadership to Drive Quality Improvement*</td>
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<tr>
<td>2:15-2:30 p.m.</td>
<td>Break*</td>
</tr>
<tr>
<td>2:30-3:50 p.m.</td>
<td>Part 2: Engaging the PACE Team in Quality Improvement Initiatives</td>
</tr>
<tr>
<td>3:50-4:25 p.m.</td>
<td>Part 1: A Day in the Life of NPA Data</td>
</tr>
<tr>
<td>4:25-5 p.m.</td>
<td>Part 2: Partnering with NPA on Quality Improvement</td>
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<tr>
<td>5 p.m.</td>
<td>Conference Concludes</td>
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</table>

* Joint programming with Medical Director Essentials Course attendees.
Medical Director Essentials Course

Friday, June 7

Overview
The Medical Director Essentials Course (MDE) will provide newer PACE medical directors, associate medical directors and potential medical directors with a core knowledge set. Established medical directors will have an opportunity to review and discuss the fundamental services that can directly benefit their PACE organization. Panel discussions will follow a series of themes that address different aspects of medical direction within PACE organizations. Attendees will have an opportunity to learn from one another and discuss challenging problems they face daily.

Learning Objectives
At the conclusion of the MDE Course, participants will be able to do the following:

» Summarize the evolution of PACE programs within the continuum of care of vulnerable older adults with chronic disease.
» Describe the leadership role of the medical director within NPA and the local PACE organization.
» Delineate key components of successful medical leadership:
  • defining the leadership role of the medical director in a PACE organization,
  • reviewing the hiring and supervision of primary care staff,
  • citing key components of a successful PACE medical network,
  • describing the role of the medical director in the application and oversight of PACE rules and regulations related to quality assessment and performance improvement,
  • distinguishing quality management from utilization management,
  • summarizing Level II reporting,
  • examining the importance of data management within PACE, and
  • treating substance abuse and alcoholism in PACE.

Outline
Sessions 1-27 generally follow the chapters of the PACE Medical Director’s Handbook and feature multiple learning formats, case exercises, session and course evaluations, and experiential activities.

Session 1: Introduction to Medical Directorship and History of PACE
Self-Study

» Overview of the Development of the PACE Model
» How the PACE Medical Director Role Is Unique in Long-Term Care
» Multiple Views from Personal Experience

Session 2: The PACE Health Center (Clinic)
Live Presentation on June 7

» How the PACE Clinic Is Similar to and Different from a Physician’s Office
» Optimizing the Level of Service Intensity in the Scope of Services
» Scheduling and Staffing

Session 3: Hiring and Supervising Staff
Live Presentation on June 7

» Identify skills and knowledge needed to be an effective PACE PCP
» Recruiting and Training New PCPs
» Integrating NPs into the PACE Model of Care
» Assessing Competency
Session 4: Community Providers in PACE
Self-Study
» Regulatory Issues (Waiver)
» Oversight of Community PACE Providers

Session 5: Your PACE Medical Network
Self-Study
» Medical Director’s Role in Assembling Contracted Network of Providers
» Regulatory, Clinical and Administrative Issues in Dealing with Consultants
» Institutional Contracting and Monitoring

Session 6: Medical Decision-Making in the PACE Model
Self-Study
» Determining Goals of Care
» Model Practices

Session 7: Intake and Enrollment
Live Presentation on June 7
» Medical Director’s Role in Marketing
» Typical Steps in the Enrollment Process
» Barriers to Enrollment

Session 8: Supporting the PACE Team
Live Presentation on June 7
» PACE Philosophy of Geriatric Care
» Using Goals of Care Pathways
» Model Practices

Session 9: Medical Director in a Start-Up PACE
Self-Study
» What You Wish You Knew
» Checklist for New Medical Directors
» Networking with Colleagues

Session 10: Quality Management
Live Presentation on June 7
» Regulatory Issues and the Medical Director’s Role in a QAPI Program
» Key Elements of an Effective QAPI
» Required Data Reporting Related to Quality

Session 11: Grievances and Appeals
Live Presentation on June 7
» Understanding Participant Rights
» Requirements for Managing Grievances
» Differences Between Grievances and Appeals

Session 12: Level II Reporting
Self-Study
» Understanding Incidents That Require Reporting
» Root Cause Analysis
» Active vs. Latent Errors

Session 13: Data Management in PACE
Self-Study
» Required vs. Optional Program Data Submissions
» Documentation and Coding Requirements
» Understanding DataPACE3

Session 14: Medication Management
Self-Study
» Regulatory Aspects of Being a Part D Plan
» Requirements for Managing Controlled Substances
» Dispensing and Administration of Medications

Session 15: Utilization Management
Live Presentation on June 7
» Relationship Between Utilization and Quality
» Shifting the Organizational Culture About Utilization
» Systems and Tools to Support Utilization Management
Session 16: Risk Management for PACE Organizations

Self-Study
- Understanding Regulations About Medical Records
- Implementing EMRs in PACE

Session 17: Medical Records

Self-Study
- Understanding Regulations About Medical Records
- Implementing EMRs in PACE
- Medical Records and Quality

Session 18: Ethical Issues in PACE

Self-Study
- Regulatory Requirements
- Principles of Ethics Applied to PACE
- Case Studies
- Impact on Staffing and Marketing

Session 19: Palliative and End-of-Life Care

Self-Study
- Advance Care Planning
- Effective Approaches to Good End-of-Life Care
- Collaborating with Hospice

Session 20: Education in the PACE Environment

Self-Study
- PACE As a Training Center
- Training Other PACE Providers
- Ongoing Training for PACE Staff

Session 21: Research in PACE

Self-Study
- Local and National Research
- Data Collection Issues and Types of Research

- Clinical Operational Data Analysis Committee (CODAC)

Session 22: Alcohol Abuse and Dependence in PACE

Self-Study
- Screening Tools
- Counseling and Detoxification Programs
- Medications As an Intervention

Session 23: Substance Abuse

Live Presentation on June 7

- Use of Prescription Drugs
- Use of Illicit Street Drugs
- Treatment Recommendations and Interventions

Session 24: Long-Term Care Facilities

Self-Study
- Contracting with LTCs
- Care Coordination and Planning
- Respite Services

Session 25: Rural PACE

Self-Study
- Census Issues in Rural PACE
- Challenges to Building a Provider Network
- IDT Issues in Rural PACE

Session 26: Managing PACE Participants in Different Settings

Self-Study
- Care Settings in PACE
- Care Coordination with Contracted Providers

Session 27: PACE Medical Director As a Leader

Live Presentation on June 7

- Leadership Roles in PACE
### Medical Director Essentials Course Agenda

**Friday, June 7**

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>6:30-8 a.m.</td>
<td>Registration and Continental Breakfast*</td>
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<tr>
<td>8-8:10 a.m.</td>
<td>Welcome and Program Overview</td>
</tr>
<tr>
<td>8:10-8:40 a.m.</td>
<td>The Role of the PACE Medical Director in Supporting the PACE Team</td>
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<tr>
<td>8:40-9:10 a.m.</td>
<td>Hiring and Supervising PACE Primary Care Staff</td>
</tr>
<tr>
<td>9:10-9:40 a.m.</td>
<td>Intake and Enrollment</td>
</tr>
<tr>
<td>9:40-10:10 a.m.</td>
<td>Role of the Medical Director As a Leader</td>
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<tr>
<td>10:10-10:20 a.m.</td>
<td>Break</td>
</tr>
<tr>
<td>10:25-10:55 a.m.</td>
<td>Substance Abuse</td>
</tr>
<tr>
<td>10:55-11:25 a.m.</td>
<td>Grievances, Appeals and Service Delivery Requests</td>
</tr>
<tr>
<td>11:25 a.m. to Noon</td>
<td>The PACE Clinic</td>
</tr>
<tr>
<td>Noon to 1:10 p.m.</td>
<td>Networking Luncheon with Quality Directors*</td>
</tr>
<tr>
<td>1:15-2:15 p.m.</td>
<td>Intersection of Medical and Quality Leadership to Drive Quality Improvement*</td>
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<tr>
<td>2:15-2:30 p.m.</td>
<td>Break*</td>
</tr>
<tr>
<td>2:30-3:30 p.m.</td>
<td>Panel Discussion and Case Studies with Medical Directors</td>
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<tr>
<td>3:30-4 p.m.</td>
<td>Clinicians’ Role in Medicare and Medicaid Payment: An Overview of Clinical Data Elements and Trends</td>
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<tr>
<td>4-4:30 p.m.</td>
<td>Utilization Management Review</td>
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<tr>
<td>4:30-5 p.m.</td>
<td>Panel Discussion: Putting It All Together</td>
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<tr>
<td>5 p.m.</td>
<td>Conference Concludes</td>
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* Joint programming with Quality Symposium attendees.
Clinical Symposium
Saturday and Sunday, June 8-9

Overview
The Clinical Symposium is geared exclusively for primary care practitioners and other clinicians. Among the areas covered are a review of the preventative practice guidelines, with appropriate recommendations for the PACE population, and case studies that describe the clinical management of typical participants.

In addition to covering the staples of PACE, this year's symposium will address communicating and soliciting participant values and care goals in PACE. Another area of growing interest relates to the guidelines involving opioid use.

A Clinical Breakfast (Morning Rounds) on Sunday morning will include a challenging clinical case, with open discussion and dialogue.

Clinical Agenda
Saturday, June 8

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>6:30-7:30 a.m.</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>7:30-7:45 a.m.</td>
<td>Welcome and Introduction</td>
</tr>
<tr>
<td>7:45-9:15 a.m.</td>
<td>Model Practice Update and Clinical Updates</td>
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<tr>
<td>9:15-9:45 a.m.</td>
<td>Networking Break</td>
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<tr>
<td>9:45-10:30 a.m.</td>
<td>Panel on Integrating Behavioral Health</td>
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<tr>
<td>10:30-11:15 a.m.</td>
<td>Leadership 101 and PACE Business Acumen</td>
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<tr>
<td>11:30 a.m. to 12:30 p.m.</td>
<td>Luncheon with Facilitated Roundtables: Hot Topics in PACE</td>
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<tr>
<td>12:30-2:30 p.m.</td>
<td>PACE Ethics Workshop</td>
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<tr>
<td>2:45-3 p.m.</td>
<td>Board Bus for Site Tour of Complete Health with PACE</td>
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<tr>
<td>3:30-5 p.m.</td>
<td>Site Tour of Complete Health with PACE</td>
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<tr>
<td>5:30-9 p.m.</td>
<td>An Evening at the Clinton Presidential Library (Separate fee, pre-registration required.) Registered attendees will board the streetcar in front of the Marriott at 5:30 p.m.</td>
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Sunday, June 9

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7-8 a.m.</td>
<td>Continental Breakfast</td>
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<tr>
<td>7:15-8:15 a.m.</td>
<td>Morning Rounds: Challenging PACE Clinical Cases</td>
</tr>
<tr>
<td>8:15-9:45 a.m.</td>
<td>Two Perspectives: Geriatric Pharmacology and De-Prescribing</td>
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<tr>
<td>9:45-10:15 a.m.</td>
<td>Networking Break</td>
</tr>
<tr>
<td>10:15-11 a.m.</td>
<td>CMS PACE Audits: Lessons Learned</td>
</tr>
<tr>
<td>11 a.m. to Noon</td>
<td>Chronic Pain Management</td>
</tr>
<tr>
<td>Noon</td>
<td>Conference Concludes</td>
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PACE Site Tour

Saturday, June 8, at 3-5 p.m.

Complete Health with PACE

2100 Pike Ave.
Little Rock, AR 72114

Complete Health with PACE was established on June 1, 2016, in North Little Rock, AR. The program currently has 57 participants. The facility serves the frail and elderly populations of portions of Pulaski, Faulkner, Lonoke and Saline counties in the Central Arkansas area.

The PACE center offers participants a large day center with a variety of activities, including group exercise, devotional time and outdoor relaxation.

During the site tour, attendees will hear how PACE programs are expanding in the state. Complete Health with PACE, in North Little Rock, Total Life Healthcare, in Jonesboro, and PACE of the Ozarks, in Springdale, will showcase their progress, growth and successes.
Continuing Medical Education Credits (CMEs) and Continuing Nursing Education Credit (CNE)

Satisfactory Completion
Participants must complete an evaluation form to receive a certificate of completion. Your chosen sessions must be attended in their entirety. Partial credit of individual sessions is not available. Note: If you are seeking continuing education credit for a specialty not listed below, it is your responsibility to contact your licensing/certification board to determine course eligibility for your licensing/certification requirement.

Accreditation Statement
In support of improving patient care, this activity has been planned and implemented by Amedco LLC and the National PACE Association. Amedco LLC is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Clinical Symposium
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Credit Designation Statement – Amedco LLC designates this live activity for a maximum of 11.25 AMA PRA Category 1 Credits™ for physicians and 11.25 contact hours for nurses. Learners should claim only the credit commensurate with the extent of their participation in the activity.

Medical Director Essentials Course
In support of improving patient care, this activity has been planned and implemented by Amedco LLC and the National PACE Association. Amedco LLC is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation Statement – Amedco LLC designates this live activity for a maximum of 6.5 AMA PRA Category 1 Credits™ for physicians and 6.5 contact hours for nurses. Learners should claim only the credit commensurate with the extent of their participation in the activity.

CMD Credit Statement
This live activity has been pre-approved by the American Board of Post-Acute and Long-Term Care Medicine (ABPLM) for a total of 8.5 management hours toward certification as a Certified Medical Director (CMD) in post-acute and long-term care medicine. The CMD program is administered by the ABPLM. Each physician should claim only those hours of credit spent on the activity.

Quality Symposium
In support of improving patient care, this activity has been planned and implemented by Amedco LLC and the National PACE Association. Amedco LLC is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation Statement – Amedco LLC designates this live activity for a maximum of 7.25 AMA PRA Category 1 Credits™ for physicians and 7.25 contact hours for nurses. Learners should claim only the credit commensurate with the extent of their participation in the activity.
New! Online Registration
Registration for the NPA Summer Conference is now online! To provide a faster and more convenient way for members to register themselves and their staff for NPA events, NPA has launched a new online registration system.

Ready to Register?
Visit the NPA website and click on Online Registration. You can register yourself and others for the conference and complete your purchase with VISA or MasterCard payment. You will receive an email confirmation of your transaction, including an itemized receipt.

Website Login
Members can use the same online account they use to access members-only resources on the NPA website, including our new e-Communities for PACE, to access our new online registration system. Members who do not have an NPA Online account will need to create one.

Create a Free NPA Online Account
Creating an NPA Online account is free and takes just three minutes. Visit the NPA website and select Login in the top navigation bar. Select Create a New Account and complete the form. Be sure to select your organization from the drop-down menu of options and use the email address associated with your NPA member organization to ensure timely account verification. Select Save at the bottom of the page. Most account requests are approved automatically. If your account needs to be verified by NPA, it may take one to two days to receive confirmation.

For assistance in creating an NPA Online account, contact Jessica Chan, Manager of Association Services, at JessicaC@npaonline.org or 703-535-1565.

Retrieve a Lost Password or Username
Members who have an existing NPA Online account may retrieve their username or reset their password by visiting the NPA website and selecting Login in the top navigation bar. Then select Forgot Username or Forgot Password. Follow the prompts to recover your lost account information.

For assistance with your online account, contact Jessica Chan, Manager of Association Services, at JessicaC@npaonline.org or 703-535-1565.

Registration Help
If you are unable to register online or would like to pay by check, contact Jessica Chan, manager of Association Services, at JessicaC@npaonline.org or 703-535-1565.

NPA Event Code of Conduct
NPA is committed to providing a conference in which all individuals are treated with respect and dignity regardless of gender, race, color, national origin, religion, age, physical or mental disability, ancestry, citizenship, sexual orientation, marital or parental status, military discharge status, veteran status, source of income, or any other characteristic. Discrimination or harassment of any kind will not be tolerated. If you experience discrimination or harassment of any kind, please contact a member of the NPA staff immediately.

Photography at the Conference
NPA may take photos, videos and/or audio of speakers and attendees throughout the conference or may receive photos, videos or audio from others, such as from the conference app. These photos, videos or audio are for NPA use only and may appear on the NPA website, newsletters, conference brochures, social media outlets or other NPA materials. By attending the conference, you agree to the usage of your likeness in such media.