

COMMITTEE ON THE QUALITY OF CARE IN NURSING HOMES

PUBLIC WEBINAR #1

January 26, 2021
12:00-3:00 PM ET

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Committee on the Quality of Care in Nursing Homes

Public Webinar #1

January 26, 2021
12:00 – 3:00 PM ET

Agenda

12:00 PM	Welcome and Introductory Remarks <i>Betty Ferrell, Committee Chair</i>
12:10 PM	Family and Consumer Perspectives Kathy Bradley Founder and Chief Executive Officer Our Mother's Voice Richard J. Mollot Executive Director The Long Term Care Community Coalition Lori O. Smetanka, J.D. Executive Director The National Consumer Voice for Quality Long-Term Care Eric Carlson, J.D. Directing Attorney Justice in Aging Beverly L. Laubert, M.A. Ohio State Long-Term Care Ombudsman
1:00 PM	Committee Questions and Comments <i>Moderator:</i> Mary Ersek, Ph.D., RN Professor of Palliative Care Senior Scientist, Veteran Experience Center University of Pennsylvania Schools of Nursing and Medicine Department of Veterans Affairs
1:35 PM	Transition to Session 2

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1:40 PM	<p>Clinical Perspectives</p> <p>Amy Stewart, MSN, RN, DNS-MT, QCP-MT, RAC-MT Vice President, Education and Certification Strategy American Association of Post-Acute Care Nursing (AAPACN)</p> <p>Faith Wiggins, M.Sc. Director 1199 SEIU Funds Home Care Industry Education</p> <p>David A. Nace, M.D., M.P.H and Karl Steinberg, M.D. President and President-Elect The Society for Post-Acute and Long-Term Care Medicine (AMDA)</p> <p>Kezia Scales, Ph.D. Director of Policy Research PHI</p>
2:20 PM	<p>Committee Questions and Comments</p> <p><i>Moderator:</i></p> <p>Jasmine L. Travers, Ph.D., AGPCNP-BC, CCRN, RN Assistant Professor New York University</p>
2:55 PM	Closing Remarks
3:00 PM	Adjourn

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PUBLIC WEBINAR – SPEAKERS

Kathy Bradley

Founder and CEO
Our Mother's Voice

Eric Carlson, J.D.

Directing Attorney
Justice in Aging

Beverly L. Laubert, M.A.

State Long-Term Care Ombudsman
Ohio Department of Aging

Richard J. Mollot, J.D.

Executive Director
The Long Term Care Community Coalition

David A. Nace, M.D., M.P.H

President, AMDA
Clinical Chief of Geriatric Medicine
Director, Long-Term Care
Division of Geriatric Medicine
University of Pittsburgh

Kezia Scales, Ph.D.

Director of Policy Research
PHI

Lori Smetanka, J.D.

Executive Director
The National Consumer Voice for
Quality Long-Term Care

Karl Steinberg, M.D.

President-Elect, AMDA
Chief Medical Officer
Mariner Health Central

**Amy Stewart, MSN, RN, DNS-MT,
QCP-MT, RAC-MT**

Vice President of Education and
Certification Strategy
American Association of Post-Acute
Care Nursing (AAPACN)

Faith Wiggins, M.Sc.

Director
1199SEIU Funds
Home Care Industry Education

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PUBLIC WEBINAR – SPEAKER BIOSKETCHES

Kathy Bradley is founder, CEO, and Board President of Our Mother's Voice, a nonprofit organization that provides information to empower families to advocate for quality services for loved ones needing long-term care at home or in nursing facilities. Kathy spent a 33-year career serving people with developmental disabilities both in their homes and in care facilities. Her service ranged from direct care, to program and staff management, to Nursing Home Administrator, to Executive Director of the Kershaw County Board of Disabilities and Special Needs, where she directed lifespan services for people with disabilities for over 16 years. She served over 750 people and their families while also advocating for their needs, impacting thousands of lives.

She retired in 2009 – just in time, as her father-in-law and her mother both suddenly declined into severe dementia, and both families needed her expertise. Her mother, a lifelong advocate for those without a voice in our country, had lost her own ability to speak and required care in a nursing home, thus becoming one of those for whom she had advocated. The challenges Kathy confronted in her efforts to secure quality services and supports for her loved ones led her and her sister to establish Our Mother's Voice. Through this nonprofit organization Kathy has empowered families throughout the country to advocate for better care.

Kathy works on the state and national level. She serves on the SC Adult Protection Coordinating Council and the SC Coalition on Dementia Care; acts as an AARP SC Volunteer Advocate; and worked with the SC Oral Health Coalition and its Older Adults Work Group. She serves on the Leadership Council for the National Consumer Voice for Quality Long-Term Care, participating in numerous committees and work groups, and served two terms as Vice-Chair of the Council. In 2013 Kathy completed a certificate course from Johns Hopkins University in Care of Elders with Alzheimer's Disease and Other Major Neurocognitive Disorders, and in 2018 she was designated by the Center for Medicare & Medicaid Services as a Subject Matter Expert (SME) in behavior as communication in those with dementia from the family's perspective. She conducts workshops and seminars, presenting to diverse groups locally, nationally, and internationally, and has provided testimony to Congressional committees, with her message of advocacy and well-being for vulnerable people.

Eric Carlson, J.D., is a Directing Attorney at Justice in Aging. Mr. Carlson has thirty years of experience in long-term services and supports (LTSS), including home and community-based services, nursing facility care, and assisted living facilities. Mr. Carlson counsels attorneys from across the country, co-counsels impact litigation that protects LTSS consumers, and is author of the legal treatise Long-Term Care Advocacy (Lexis Publishing) and the advocacy guide 25 Common Nursing Home Problems — and How to Resolve Them.

Beverly L. Laubert, M.A., has been an ombudsman for thirty-three years, including twenty-six as the State Long-Term Care Ombudsman in Ohio. She holds a Bachelor of Arts in Gerontology from Kent State University and a Master of Arts from The Ohio State University's John Glenn College of Public Affairs, with an emphasis in strategic leadership and long-term care. She leads statewide ombudsman advocacy for long-term care consumers by participating in policy discussions with executive agencies and the legislature. She has provided invited testimony before the federal Elder Justice Coordinating Council, the National Commission on Quality Long-Term Care, and the United States Senate Special Committee on Aging. She is a member of the Ohio Elder Abuse Commission and the Ohio Supreme Court's Subcommittee on Adult Guardianship.

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Beverley held two terms as President of the National Association of State Long-Term Care Ombudsman Programs, was a member of the Leadership Council of the National Consumer Voice for Quality Long-Term Care, and served as Chair of the Board of the national Advancing Excellence in Long-Term Care Collaborative. In 2020, she was selected to serve on the national Coronavirus Commission for Safety and Quality in Nursing Homes.

Richard J. Mollot, J.D., is the executive director of the Long Term Care Community Coalition (LTCCC), a U.S.-based nonpartisan, nonprofit organization dedicated to improving care for individuals in nursing homes and other residential care settings through legal and policy research, advocacy, and education. Richard has researched and published on a variety of long-term care issues, including: dementia care; nursing home and assisted living standards; the rights of older adults in residential care; abuse, neglect, and crime in nursing homes; nursing home financing; and the imposition and use of penalties for substandard residential care. He is a graduate of Howard University School of Law and a member of the Maryland Bar.

David A. Nace, M.D., M.P.H., CMD is an Associate Professor and Clinical Chief of Geriatric Medicine at the University of Pittsburgh. He also serves as the Chief of Medical Affairs for UPMC Senior Communities. Dr. Nace's research focuses on outbreaks and infections in older adults, vaccinations in older adults, and antimicrobial stewardship in the long-term care setting. Dr. Nace leads the Western PA COVID-19 Regional Response Health Collaborative Program (RRHCP), a public private partnership with the PA Department of Human Services that provides onsite evaluation and COVID-19 assistance to 600 nursing, personal care, and assisted living facilities in western PA. He also served as Medical Director of the Reducing Avoidable Hospitalizations Using Evidence-Based Interventions for Nursing Facilities in PA (RAVEN) program, a Centers for Medicare and Medicaid Innovations award that reduced unnecessary admissions from nursing homes.

Dr. Nace is the president of AMDA - The Society for Post-Acute and Long-Term Care Medicine. He served as member of the White House Coronavirus Commission on Safety and Quality in Nursing Homes. Dr. Nace is an appointed member of the PA Department of Aging's Long-Term Care Council, the PA Department of Health's Advisory Health Board, and the PA Department of Health's Long Term Care Work Group. He has participated in a variety of NIH, CMS, HHS, CDC and AHRQ projects, task forces, and technical expert panels.

Kezia Scales, Ph.D., is the Director of Policy Research for PHI, a national nonprofit organization committed to promoting quality direct care jobs as the foundation for quality long-term care. In her role at PHI, Dr. Scales leads the organization's efforts to strengthen the evidence base for investing in and elevating the direct care workforce that provides essential support for older adults and people with disabilities across settings. Dr. Scales also serves on the Leadership Council of the National Consumer Voice for Quality Long-Term Care, the National Advisory Board for the CATCH-ON Geriatric Workforce Enhancement Program, and the Stakeholder Advisory Committee for the NIA IMPACT Collaboratory, among other roles. For more than a decade, Dr. Scales has studied and advocated for person-centered, high-quality long-term care with a focus on direct care workers. She has been published in a range of academic journals, including the *Gerontologist*, *Public Policy & Aging Report*, *Journal of Applied Gerontology*, and *Sociology of Health and Illness*, and also disseminates research findings, policy recommendations, and best practices nationally and internationally through conferences, webinars, media outlets, and more. Dr. Scales holds a PhD in Sociology from the University of Nottingham and an MSc in Comparative Social Policy from Oxford University, and she completed postdoctoral fellowships at Duke University and the University of North Carolina-Chapel Hill.

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Lori Smetanka, J.D., is the Executive Director of the National Consumer Voice for Quality Long-Term Care, the leading national nonprofit advocacy organization representing consumers receiving long-term care and services in nursing homes, assisted living facilities, and home and community based settings. As Executive Director, Lori oversees and contributes to the organization's policy, advocacy, and program activities; leads the organization's fundraising efforts; establishes strategic partnerships with organizations and federal agencies working on issues related to the provision of long-term services and supports; and establishes the strategic direction of the organization. As a consumer representative, Lori has testified before Congress and served on federal task forces, technical expert panels, and working groups on long-term care issues.

From 2004 – 2016 she served as the Director of the National Long-Term Care Ombudsman Resource Center, providing technical assistance, training, and support to the 53 State and more than 570 local long-term care ombudsman programs across the country. Prior to that role, Lori served as Law and Policy Specialist at the Consumer Voice, where she provided policy analysis, consultation, education, technical assistance, and training on long-term care issues. She received a B.A. from Indiana University of Pennsylvania, and a J.D. from the University of Dayton School of Law.

Karl Steinberg, M.D., CMD, HMDC, has been a nursing home, hospice, and home health agency medical director in the San Diego area since 1995. He received his bachelor's in biochemistry from Harvard and studied medicine at The Ohio State University College of Medicine, then did his family medicine residency at University of California San Diego (UCSD). He has board certifications in family medicine and in hospice and palliative medicine, and is certified as a nursing home and hospice medical director in addition to having a certification as a healthcare ethics consultant. Dr. Steinberg is currently President-Elect of AMDA – The Society for Post-Acute and Long-Term Care Medicine, editor emeritus of their newsmagazine, *Caring for the Ages*, and an associate editor of their peer-reviewed journal, *JAMDA*. Dr. Steinberg is also on the American Academy of Hospice and Palliative Medicine's Public Policy Committee, serves as vice president of the National POLST organization, and is on the National Quality Forum's standing committee on Geriatrics and Palliative Medicine.

Amy Stewart, M.S.N., RN, DNS-MT, QCP-MT, RAC-MT, Vice President, Education and Certification Strategy for AAPACN. Amy was a legal nurse consultant for the law firm Hall, Prangle, Schoonveld (HPS), in Chicago. She has 20 years of experience in the post-acute healthcare industry, with expertise in the areas of the Resident Assessment Instrument (RAI), clinical reimbursement, quality, and regulatory change. Prior to joining HPS, Amy was the division director of reimbursement for 18 skilled nursing facilities in the Chicagoland area, part of a larger hospital system that participated in CMS innovative payment models. Previous roles include director of nursing, pharmacy quality consultant, wound care consultant, and MDS coordinator.

Faith Wiggins, M.Sc., is the Director of Long Term Care, CBO and Pharmacy Sectors at the 1199SEIU Training and Employment Funds (TEF). In the New York City metropolitan area, the 1199SEIU labor union represents tens of thousands of home care and nursing home workers from over 300 employers. Prior to TEF, Faith served as a member of the executive leadership team at Cooperative Home Care Associates, a worker-owned home care agency and was a founding board member and staff of PHI (then called the Paraprofessional Healthcare Institute). Faith has over 25 years of leadership experience in workforce and community development, healthcare, human resources, and financial services.

Faith earned a Bachelor of Arts degree from Barnard College, Columbia University and was a HUD Fellow in City and Regional Planning concentrating in Community Economic Development at Pratt Institute. Faith is

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on the Board of Directors of the New York City Employment and Training Coalition and has served as an advisor to the National Skills Coalition's Skills Equity Committee.

Faith was mentored by her loving and supportive parents Luther (deceased) and Evangelist Anna Wiggins and resides in the village of Harlem with her awesome teenage daughter.