

2023 Consumer Voice Annual Conference Agenda

All times are listed in Eastern Time | *Available in-person only

Monday, October 30

8:00am – 12:00pm	New State LTC Ombudsman Orientation* (invitation only)	Blake
12:00pm – 7:00pm	Registration Open	West Foyer
1:00pm – 5:00pm	NASOP Meeting* (invitation only)	Holiday 1
2:00pm – 3:30pm	NALLTCO Meeting* (Open to all Local/Regional Long-Term Care Ombudsman regardless of membership status)	Holiday 2
2:00pm – 3:00pm	Consumer Voice Governing Board Meeting (invitation only)	Blake
2:00pm – 3:00pm	Consumer Voice Leadership Council Meeting (invitation only)	Holiday 3
3:15pm – 5:00pm	Joint Consumer Voice Governing Board and Leadership Council Meeting (invitation only)	Holiday 3
5:00pm – 6:00pm	Consumer Voice Business and Membership Meeting* (This meeting is open to all Consumer Voice members)	Holiday 3
7:00pm – 9:00pm	Welcome Reception for All Attendees* (Available in-person only) Join us for networking and light hors d'oeuvres as we welcome attendees to our 2023 Conference.	Holiday Ballroom 4-6

Tuesday, October 31

8:00am – 5:00pm	Registration Open Check in at the registration desk to pick up your nametag or to ask any questions you might have about the conference. Coffee will be available in the West Foyer from 8:00-9:00am and 10:30-11:00am	West Foyer
8:30am – 9:00am	Opening Remarks & Welcome	Holiday Ballroom 4-6
9:00am – 10:30am	OPENING PLENARY Diversity, Equity, Inclusion, and Accessibility: What Does it Mean for Long-Term Care, Advocacy, and You? Join us to learn about diversity, equity, inclusion, and accessibility (DEIA) as it applies to your programs and advocacy. Subject matter experts will discuss disparities in health care; define and highlight the need for working towards diversity, equity, inclusion, and accessibility; and describe structural racism and how to address it in daily advocacy and long-term services and supports policy change. Hear how two Long-Term Care Ombudsman Programs are incorporating DEIA in their program's policies, practices, and advocacy. Consumer Voice leadership will share our initial DEIA work, goals, next steps, and how members can be involved. Attendees will have ample time for robust discussion with the panelists. Speakers <ul style="list-style-type: none"> • Shekinah Fashaw-Walters, University of Minnesota, Assistant Professor • Paulina Bendaña, The Cross Cultural Health Care Program, Executive Director • Cheryl Hennen, Office of Ombudsman for Long-Term Care, Minnesota State Long-Term Ombudsman • Patricia Hunter, Multi Service Center, Washington State Long-Term Care Ombudsman 	Holiday Ballroom 4-6

10:30am – 10:45am	Coffee Break	West Foyer
10:45am – 12:00pm	WORKSHOPS	
<p>Advocating for Residents During the Decertification of America’s Largest Nursing Home</p> <p>San Francisco's Laguna Honda Hospital is America's largest nursing home. In 2022, a failed survey led to federal decertification and the imposition of a mandatory closure plan. Advocates rallied to prevent the closure and address the ensuing human rights issues including evictions, deaths from transfer trauma, Medicaid discrimination, unprecedented surveillance, and residents’ uncertainty and dislocation. This session will focus on the lessons learned while protecting residents from harm and upholding their rights during this decertification crisis.</p> <p>Speakers</p> <ul style="list-style-type: none"> • Tony Chicotel, California Advocates for Nursing Home Reform, Senior Staff Attorney • Elizabeth Halifax, University of California, San Francisco, Assistant Professor 		Holiday Ballroom 4-6
<p>Infection Control Advocate & Resident Education (ICARE): Balancing Infection Control & Resident Rights in Nursing Home Communities</p> <p>The application of infection control best practices in nursing home communities lacks an emphasis on person-centered care. This session will explore how nursing home community members can work collaboratively to receive high quality care through infection control education and practices that emphasize resident rights (ICARE program). Tools and resources will be provided to help residents, family members, and long-term care ombudsmen identify and advocate for infection prevention measures that highlight involvement, communication, choice, and participation.</p> <p>Speaker</p> <ul style="list-style-type: none"> • Diana Cervantes, University of North Texas Health Science, Center for Older Adults, Associate Professor 		Holiday 1
<p>A Community Response to Improved Nursing Home Care</p> <p>Presenters will introduce the Pasadena Elderly and Dependent Adult Liaisons (PEDAL), a multidisciplinary team dedicated exclusively to improving the care and quality of life for older adults who live in facilities. This innovative, community-based approach to identifying and eliminating institutional maltreatment engages community expertise and oversight through education, outreach, code enforcement, and prosecution. Presenters will share novel educational materials called Critical Information Bulletins (CRIBS), advocacy efforts, examples of the ripple effects emanating from the team, and more. Multidisciplinary providers and advocates are welcome to learn and share strategies.</p> <p>Speakers</p> <ul style="list-style-type: none"> • Laura Mosqueda, MD, Keck School of Medicine of USC, Professor of Family Medicine and Geriatrics, Director National Center on Elder Abuse • Rachel Tate, WISE & Healthy Aging, Vice President Ombudsman Services 		Holiday 2

The Power of One: How Individual Advocacy Can Impact the World

Holiday 3

Mary Daniel's story of perseverance and determination to get back to her husband Steve, who was locked down due to COVID, will motivate and empower you to boldly advocate too. Discover the lessons learned while working as a dishwasher in his memory care center and how those lessons can help you recognize and appreciate the power of your own voice to make a difference in the lives of others.

Speaker

- Mary Daniel, Caregivers for Compromise, Founder

Advocating for Better Care Through Staffing Ratios*

Johnson

(Available in-person only)

This session will address advocating at your State level for changes to make it better for long-term care residents. The presenters will speak about how we can impact policy regarding current challenges with staffing, poor care, and better oversight.

Speakers

- Melanie McNeil, Georgia State Long-Term Care Ombudsman, Office of the State Long-Term Care Ombudsman
- Monica Couch, SOWEGA Council on Aging, Ombudsman Representative
- Alfreda Davis, SOWEGA Council on Aging, Ombudsman Representative
- Kim Williams, SOWEGA Council on Aging, Ombudsman Representative

12:15pm – 2:30pm

Lunch on Your Own

2:45pm – 4:00pm

WORKSHOPS**Food Equity Advocacy Strategies in Long-Term Care Services and Supports**

Holiday Ballroom 4-6

This session focuses on food equity in both long-term care settings and home and community-based services. It will highlight issues and concerns relating to quality, choice, and autonomy with a focus on advocacy strategies addressing food inequality. Consistent data shows a strong correlation between poor nutrition and negative health outcomes. We have heard from consumers for years about food issues! Let's work together to bring food concerns beyond food committees and into public policy practice!

Speakers

- Whitney Lingle, CARIE, Executive Director
- Lori Walsh, CARIE, Program Director

Brief Interventions for Implementation of Trauma-Informed Care

Holiday 1

Trauma informed (TI) organizations assume that all community members might have some past traumatic experience affecting current behavior. The Centers for Medicare & Medicaid Services (CMS) requires TIC in nursing homes. TIC improves outcomes for clients and staff i.e. greater collaboration with patients, less caregiver strain, and fewer PTSD symptoms in a variety of settings. Nursing home challenges such as staff shortages, turnover, and time constraints make implementing TIC hard. The presenter will also cover brief approaches to TIC staff education.

Speaker

- Nancy Kusmaul, University of Maryland Baltimore County, Associate Professor

Transformational Change Within Organizations, Systems, and Communities to Support “Good Lives for All People”

Holiday 2

This session will provide a presentation of a framework for individuals and families, professionals, and organizations. Learn about easy to use decision making tools that serve to create transformational change to support “good lives for all people.” Presenters will chart the LifeCourse principles and how they help reframe conversations and aid in problem-solving and planning for ALL people... across the lifespan... no matter where they live.

Speaker

- Camille Russell, Office of the State Long-Term Care Ombudsman, Kansas State Long-Term Care Ombudsman

The Outliers – A Business Model focused on High Investment / High Return

Holiday 3

COVID has highlighted the dedication and courage of long-term care staff, the fragility of residents, and the impact of good leadership. The speakers offer insights and effective practices from Missouri, South Carolina and California nursing homes that had better COVID related outcomes than their peers. At the same time, and not unrelated, these outliers were able to maintain staff stability over the course of the pandemic. What can we learn from the nursing homes who faced the same COVID related challenges as their peers yet had better outcomes? What investments do they make in staff stability and engagement that work? How do nursing home corporations help nursing leaders create the conditions for staff stability? Attendees will take home a concrete understanding of leadership and business practices that the outliers utilized to support their staff and create the conditions for stability and excellent quality outcomes.

Speakers

- David Farrell, Farrell Consulting Services, Consultant
- Barbara Frank, B&F Consulting, Co-Founder

Nursing Home Negligence Cases 101: What You Need to Know*

Johnson

(Available in-person only)

This session will focus on the basics of what makes a good nursing home negligence case. You will learn what factors are necessary to bring a case against a nursing home along. You will also learn what to look for when you are in a nursing home and believe you have seen a resident suffer from negligent care.

Speaker

- Anthony Leone, Leone Law, LLC, Attorney & Founding Member

4:15pm – 5:30pm

WORKSHOPS

Don’t Drag My Resident into Court! Strategies for Avoiding Unnecessary Guardianships

Holiday Ballroom 4-6

This session will explore both the devastating impact of guardianship on residents and creative strategies to address their needs with less restrictive alternatives. Through discussion, hypothetical situations, and

audience participation, a dynamic ombudsman/lawyer duo will consider why unnecessary guardianships of residents are so prevalent and how they affect residents' quality of life. This session will provide practical approaches for advocates and families to head off guardianships and help residents maintain and regain their voice and power.

Speakers

- Alison Hirschel, Michigan Elder Justice Initiative, Managing Attorney
- Karrie Craig, Michigan Elder Justice Initiative, Assistant State Long-Term Care Ombudsman

Moving Nursing Homes Forward

Holiday 1

After the devastation of the COVID-19 pandemic on residents and staff of nursing homes, and the release of the report, *The National Imperative to Improve Nursing Home Quality* (National Academies of Sciences, Engineering, and Medicine, 2022) which recognized widespread failures in nursing homes, various initiatives have developed with the goals of improving quality care and reforming the long-term care system. In this session, we will hear about the activities and plans of the Moving Forward Nursing Home Quality Coalition, as well as some other initiatives being pursued with federal and state agencies and Congress.

Speakers

- Alice Bonner, Institute for Healthcare Improvement, Senior Advisor for Aging
- Anne Montgomery, Center for Innovation, Strategic Advisor

Understaffing Litigation in Nursing Facilities and Assisted Living

Holiday 2

Litigation related to staffing in nursing facilities is growing and the results are driving how companies handle issues like admissions contracts, marketing, arbitration and, of course, staffing of facilities.

Speakers

- Kelly Bagby, AARP Foundation, Vice President
- Benjamin L. Davis, AARP Foundation, Senior Attorney

Getting and Keeping Therapy in a Nursing Facility

Holiday 3

A decade ago, the federal district court in Vermont confirmed, in *Jimmo v Sebelius*, that Medicare covers care in a skilled nursing facility for a resident who needs professional nursing or professional therapy services (or both) to maintain function or to prevent or slow the resident's decline or deterioration. This session addresses *Jimmo's* nationwide mandate and how to advocate for fuller implementation of maintenance care for residents.

Speaker

- Toby Edelman, Center for Medicare Advocacy, Senior Policy Attorney

"They Make You Pay": How Fear of Retaliation Silences Residents in America's Nursing Homes*

Johnson

(Available in-person only)

The phenomenon of residents' fear of staff retaliation in long-term care homes is common. However, only limited research examined it to date. To bridge this major gap, the study examined 100 state investigation

reports from nursing homes in 30 states with the goal of improving understanding of residents' lived experience of:

1. Fear of retaliation;
2. Allegations of threats of retaliation;
3. Perceived retaliation;
4. Actual retaliation; and
5. The emotional consequences of 1-4.

Practice and policy implications will be discussed to inform advocacy efforts and prevention.

Speaker

- Eilon Caspi, University of Connecticut, Assistant Research Professor

6:00pm – 7:45pm	<p>RECEPTION AND PROGRAM</p> <p><i>No Country for Old People – Advocacy Through Film</i></p> <p><i>Hors d'oeuvres will be served at the beginning of this session.</i></p> <p>In <i>No Country for Old People</i>, a documentary, a filmmaker chronicles the last 6 months of her mother's life in a five-star nursing home and discovers the system designed to protect our most vulnerable is actually a complex and opaque system that puts profit over people. Through interviews with dozens of experts, <i>No Country for Old People</i> shows how health care decisions are governed by financial considerations to the detriment of nursing home residents. In this session, we explore the power of storytelling to advocate for change in the face of a powerful lobby seeking to maintain the status quo. <i>No Country for Old People</i> is a new way to advocate – it is a film that uses storytelling to educate the public about the long-term care business model that puts profit over people, shows the consequences on residents, and activates the public to demand change. It is a tool that engages and energizes the public, asks legislators, policy-makers, and enforcement agencies to prioritize quality long-term care, and counteracts a nursing home industry that lobbies for the status quo. Educating and motivating through storytelling is a powerful and effective way to shift the collective consciousness and empower the public to demand that the system be changed to provide quality long-term care. Learn more about No Country for Old People.</p> <p>Speakers</p> <ul style="list-style-type: none"> • Susie Singer Carter, Go Girl Media, Owner • Rick Mountcastle, <i>No Country for Old People</i>, Producer 	Holiday Ballroom 4-6
8:00pm – 9:00pm	<p>Conversations and Costumes</p> <p>Join us after the evening program for a Halloween celebration including a costume contest, photo booth and of course candy!</p>	Holiday Ballroom 4-6

Wednesday, November 1

8:00am – 5:00pm	<p>Registration Open</p> <p>Stop by the registration desk if you have any questions during the conference.</p> <p>Coffee will be available in the West Foyer from 8:00-9:00am and 10:00-11:00am.</p>	West Foyer
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8:30am – 10:00am	<p>PLENARY Federal Partner Updates on Activities to Promote and Achieve Quality Long-Term Care and Services</p> <p>There are a number of efforts underway at the federal level to improve conditions in long-term care facilities, protect residents, and improve access to long-term care, services, and supports. Join our partners from the Centers for Medicare and Medicaid Services, Administration for Community Living, and Department of Justice as they provide overviews of the various initiatives impacting individuals needing and accessing long-term care.</p> <p>Panel 1</p> <ul style="list-style-type: none"> Jonathan Blum, Office of the Administrator, Centers for Medicare & Medicaid Services, Principal Deputy Administrator & Chief Operating Officer Edwin Walker, Administration on Aging/Administration for Community Living, Deputy Assistant Secretary for Aging <p>Panel 2</p> <ul style="list-style-type: none"> Evan Shulman, Division of Nursing Homes, Centers for Medicare & Medicaid Services, Director Susan Lynch, U.S. Department of Justice, Senior Counsel for Elder Justice 	Holiday Ballroom 4-6
10:00am – 10:30am	Coffee Break	West Foyer
10:30am – 11:45am	WORKSHOPS	
	<p>All Staff Matter: The Vital Roles of Non-Nursing Staff in Nursing Home Quality and Safety</p> <p>It is well known that there is a strong connection between nurse staffing levels and nursing home quality. However, the importance of non-nurse staffing, such as the medical director, administrator, and therapy staff, is rarely considered or examined. This program will provide the results of a study on how sufficient non-nurse staffing is important to quality. Participants will learn how they can use this information to support their advocacy for better care in their nursing homes.</p> <p>Speakers</p> <ul style="list-style-type: none"> Richard Mollot, Long Term Care Community Coalition, Executive Director Eric Goldwein, MPH, Long Term Care Community Coalition, Director of Policy and Communications Hayley Cronquist, Long Term Care Community Coalition, Policy Attorney 	Holiday 1
	<p>Make Sure Your Message is Heard and Understood: Strategies for Successful Systems Advocacy</p> <p>There are a lot of issues and constituents seeking the time and attention of decision makers. How do you make sure your message is heard? Presenters will share practical ways to identify and present data to decision makers, residents, and the public to ensure your message is meaningful and makes an impact. The presenters will highlight a new model product for providing systems advocacy technical assistance and how Ombudsman programs can work with them. You will also hear from an Ombudsman program that worked with Splaine Consulting to enhance their messaging and advocacy.</p>	Holiday 2

Speakers

- Mike Splaine, Splaine Consulting, Owner and Principal Consultant
- Kate Gordon, Splaine Consulting, Health Policy Analyst

From New Jersey to Nationwide: Leveraging Lessons Learned to Advance the Promise of Olmstead for Older Adults and People with Disabilities

Holiday 3

Learn strategies for nursing facility residents who may be served in HCBS settings, especially residents with mental disabilities, developmental disabilities, and from communities of color. Lessons learned from residents and PASRR reviews will be shared, along with recommendations to advocate for a PASRR process that ensures people live in the most integrated settings. Strategies to advance equity to combat the institutional bias in many Medicaid systems that disproportionately affect people from communities of color will be discussed.

Person First Investigative report: [Read the report and supplemental materials here.](#)

Speakers

- Gwen Orlowski, Disability Rights New Jersey, Executive Director
- Laurie Brewer, New Jersey Office of the Long-Term Care Ombudsman, New Jersey State Long-Term Care Ombudsman
- Hannah Diamond, Justice in Aging, Policy Advocate
- Bren Pramanik, Disability Rights New Jersey, Managing Attorney

Local and State LTCOP Approaches to Addressing Involuntary Transfer/Discharge*

Johnson

(Available in-person only)

Nursing homes continue to flaunt basic resident rights by engaging in illegal discharge/transfer practices. This session will discuss how the New York State LTCOP and Regional LTCOPs utilize resources gained through a prior state-wide initiative in partnership with the Center for Elder Law & Justice. This session will provide training and tips to spot problematic practices through discharge/transfer notice review and advocacy strategies at the individual and systemic level.

Speakers

- Claudette Royal, New York State Office for the Aging, New York State Long-Term Care Ombudsman
- Susan Fenster, New York State Long-Term Care Ombudsman Program, Program Director
- Lindsay Heckler, Center for Elder Law & Justice, Supervising Attorney

12:00pm – 1:45pm

RESIDENT EMPOWERMENT LUNCHEON & PLENARY

Fire Through Dry Grass

(Livestream will begin at 12:45pm ET)

[Fire Through Dry Grass](#), an OPEN DOORS/Reality Poets documentary film, uncovers the real-time devastation experienced by residents of a New York City nursing home during the coronavirus pandemic. Using GoPros clamped to their wheelchairs, Andres “Jay” Molina and fellow Reality Poets, Vincent Pierce and Peter Yearwood, all residents of Coler Nursing

Holiday Ballroom 4-6

Home, on Roosevelt Island, New York, document their harrowing experiences on “lock down.” Join a discussion with Jay, Vince, Pete, and their colleagues, Jennilie Brewster, Alex Eshelman, and Mikko Cook as they share their experiences during COVID, the making of this award-winning documentary, and the resulting movement to improve conditions in nursing homes.

Fire Through Dry Grass will be broadcast on PBS's POV on Monday, October 30th at 7:00pm ET (then streaming until January 24, 2024 on [PBS.org](https://www.pbs.org)).

Speakers

- Vincent Pierce, OPEN DOORS, Director; Founder of the #NursingHomeLivesMatter movement
- Peter Yearwood, *Fire Through Dry Grass*, Associate Impact Producer; Reality Poets Manager
- Andres "Jay" Molina, *Fire Through Dry Grass*, Co-Director; Reality Poet
- Jennilie Brewster, OPEN DOORS, Former Director; Producer, *Fire Through Dry Grass*
- Alex Eshelman, OPEN DOORS, Associate Director
- Mikko Cook, OPEN DOORS, *Fire Through Dry Grass*, Movement Gardener

2:15pm – 3:30pm

WORKSHOPS

Using Federal Law to Protect Assisted Living Residents

Holiday 1

Session highlights will include: Protecting residents from eviction; Requiring Medicaid-certified facilities to accept Medicaid from formerly private-pay residents; The federal “quality measures” that don’t measure quality and, in any case, aren’t public; Likely federal legislation to protect residents when facilities withdraw from Medicaid; and the new federal regulations that require facilities to provide residents with privacy and access to the local community.

Speakers

- Eric Carlson, Justice in Aging, Directing Attorney
- Gelila Selassie, Justice in Aging, Senior Staff Attorney

Change the Funding, Change the Care: Reforms for System-Wide Transformation

Holiday 2

Long-term care provider behavior, both good and bad, is directly driven by the financial incentives that Medicare, Medicaid, and private insurers offer. In this session, advocates of all kinds – family members, residents, ombudsmen, lawyers, and others – will learn how small changes to long-term care reimbursement policy can reshape the long-term care landscape for the better. Attendees will leave with the language, tools, and strategies necessary for advancing these reforms on the state and federal levels.

Speaker

- Susan Ryan, Center for Innovation, CEO

Empowering Long-Term Care Ombudsmen: Insights on Program Foundations and Advocacy Strategies

Holiday 3

Designed specifically for Long-Term Care Ombudsmen and State agencies, this session will highlight the underpinnings of the Long-Term Care Ombudsman program, featuring Edwin Walker, Deputy Assistant Secretary for Aging and Director of the Office of Long-Term Care Ombudsman Programs. Using a dialogue format with the State Ombudsman and State Unit on Aging Director from Illinois, participants will hear about the history of and vision for the Ombudsman program and how one state implements the federal law and regulations for strong advocacy.

Speakers

- Edwin Walker, Administration on Aging/Administration for Community Living, Deputy Assistant Secretary for Aging
- Paula Basta, M.Div., Illinois Department on Aging, Director
- Kelly Richards, Illinois Department on Aging, Illinois State Long-Term Care Ombudsman
- Beverley Laubert, Administration for Community Living, National Ombudsman Program Coordinator

Revolutionizing Access to Government Quality Care Data*

Johnson

(Available in-person only)

Finding providers with a strong track record of providing quality care is challenging at best and tragic at worst. Learn about Elder Voice Advocates unique online screening tool that provides state investigation reports on abuse, neglect and exploitation for nursing homes, assisted living, home care, boarding care, hospice and hospital providers.

Speaker

- Kristine Sundberg, Elder Voice Advocates, Executive Director

3:45pm – 5:00pm

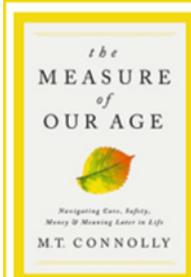
PLENARY

The Measure of Our Age: The Importance of Caring and Advocacy

In her new book, MT Connolly, an expert on elder justice, maps the challenges of aging, how things go wrong, and presents powerful tools we can use to forge better long lives for ourselves, our families, and our communities. Join the discussion as we talk about the challenges of aging well, ageism, and advocacy for a better long-term care system. Strategize around next steps in state and federal advocacy; and identify takeaways for your advocacy back in your communities.

Speaker

- M.T. Connolly, Author, Elder Justice Expert



M.T. Connolly maps aging in America in a new way—revealing its underestimated challenges and its often-untapped positive potential. Aging, like life, doesn't stay in any one lane.

By chronicling the work of pioneers in medicine, law, services, finance, forensics, and meaning-making, the book provides readers with critical knowledge about the many realms where aging can take us. These insights can help individuals, families and policymakers to better navigate aging and begin long-overdue conversations about longevity.

Holiday Ballroom 4-6