

Joint Provider Surveyor Training

Best Practices through Technology and Innovation

Tuesday, April 1, 2014 • 7:00 am- 4:15 pm

DeVos Place, Grand Rapids, MI

Time	Topic	Speaker	Room
7:00-8:15	Registration		Secchia Lobby
7:00-8:30	Continental Breakfast		Steelcase Ballrooms A & B
8:30-9:15	Welcome & Bureau Update	Carole H. Engle , Director, Bureau of Health Care Services (BHCS)	Steelcase Ballrooms A & B
9:15-10:30	Tech Talk: MI-ACTS & SPOTS/POC Update Questions & Answers	Panelists: Peggy Garabelli , Senior Project Manager, Department of Technology, Management & Budget (DTMB) Jodi Marrah , Senior Business Analyst, DTMB Cedric Libiran , MPA, Manager IT & Web Section, BHCS An overview of the MI-ACTS system for Facility Reported Incident online submission and processing. The session will include an update for the SPOTS/POC program along with an opportunity for questions and answers.	Steelcase Ballrooms A & B
10:30-10:45	BREAK		
10:45-12:00	Tech Talk: Best Practice-IT Concierge Program Panel Presentation	Panelists: Mark Stevens , MPA, NHA Ingham County Medical Care Facility Michelle Darnold , RN, EMR Coordinator, Ingham County Medical Care Facility Kristin Mellon , MSN, RN, Surveyor, BHCS Christopher Hamstra , RN, NHA, BSN, Director of Clinical Technology, Ciena Healthcare Tomika Timmons , Nurse Manager, Burcham Hills Health Center	Steelcase Ballrooms A & B
12:00	Lunch		Steelcase Ballrooms A & B

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Topic	Track 1 CLINICAL SCOPE of Pain	Track 2 REGULATORY Federal Regulations Improving Compliance		Track 3 QAPI Quality Assurance Process Improvement	
Speaker	Boston University Trainers	Industry Leaders & Survey Staff		MPRO	
Room	Steelcase Ballroom C	Steelcase Ballroom D		Grand Gallery D, E, & F	
Time	Content:	1:00- 2:00	CPR Regulations: CMS Update Speakers: Henrietta Makowski , BSN, MS, RN, Regional Clinical Coordinator, Ciena Healthcare Management, Inc. Gail Maurer , BSN, RN, Survey Monitor, BHCS	1:00- 4:15	Content:
1:00-4:15	Skills for assessing chronic pain and opioid misuse, initiating safe opioid therapy, and assessing and managing aberrant medication use behavior.	2:00	F-371: Sanitary Conditions Speakers: Debbie Hanchett , CDM, BS, Morrison Management Specialists Sara Ferrerio , RD, Morrison Management Specialists Eugenia Dumlao Reedy , MSN, MPS, RN, Survey Monitor, BHCS	15- minute break	Skills for conducting an investigation based on root cause analysis and use of process improvement techniques to achieve sustained performance.
15-minute break	Speakers: Donald Harrell , MD, Advanced Occupational Medicine Claire Saadeh , PharmD, BCOP, Ferris State University Karel S. Schram , BSN, PA-C, Hackley Community Care Center	3:00	BREAK		Speakers: Audrey Stob , RN, CPHQ, MPRO Yvette McKenzie , BSN, RN, MPRO Charlene Kawchak- Belitsky , BSN, RN, NHA, MPRO
		3:15	“Re-thinking Your Approach to Dementia Care” Speakers: Mary Jo Gibbons , MPA, NHA, CDP, Memory Care Matters Tom Bissonnette , MS, RN, Surveyor, BHCS Yolanda Crosby RN, COHN, Surveyor, BHCS		
4:15 pm	CONFERENCE ENDS	4:15	CONFERENCE ENDS	4:15	CONFERENCE ENDS