

<p><b>Clinical</b></p> <ul style="list-style-type: none"> <li>• Advanced pharmacology</li> <li>• Alternative therapies in aging populations</li> <li>• Clinical staff competencies</li> <li>• Evidence-based practice for pain and symptom management</li> <li>• IDT coordination best practices</li> <li>• Infection prevention</li> <li>• Innovative / Specialty programs</li> <li>• Medical marijuana: emerging practices</li> <li>• Outpatient programming</li> <li>• Person-centered/person-directed care practices</li> <li>• Wound care</li> </ul>	<p><b>Regulatory / Quality / Compliance</b></p> <ul style="list-style-type: none"> <li>• Benchmarking and measurement tools</li> <li>• Case studies in documentation</li> <li>• Emergency Preparedness / Life Safety Code</li> <li>• Industry Updates (i.e. ICD10, RoP Mega Rule)</li> <li>• MDS, PDPM and coding for compliance and reimbursement</li> <li>• NF Mega Rule for hospices: areas of risk QAPI program and project design</li> <li>• Quality-based / value-based payment models</li> <li>• Risk Management trends</li> <li>• Survey preparedness (ODH, accreditation, exception reviews)</li> </ul>
<p><b>Leadership and Strategy</b></p> <ul style="list-style-type: none"> <li>• Access to capital in a changing economy</li> <li>• Census/demographic implications/changing markets</li> <li>• Contracting with Agencies / ECFs/ care coordination</li> <li>• Forming strategic partnerships through affiliations, alliances, management agreements, etc.</li> <li>• Governance and board management</li> <li>• Planning for the middle market</li> <li>• Strategic Planning practices and models</li> <li>• Structuring an organization for growth</li> </ul>	<p><b>Social Work, Support Services and Special Populations</b></p> <ul style="list-style-type: none"> <li>• Advance Care Planning conversations</li> <li>• Bereavement, grief and loss support</li> <li>• Caregiver burnout and respite</li> <li>• Care considerations for aging veterans</li> <li>• Caring for diverse populations / cultural competency and humility</li> <li>• Caring for older adults with developmental disabilities</li> <li>• Ethics in aging services</li> <li>• Navigating suspected drug diversion Person-directed dementia care</li> <li>• Spiritual issues and approaches</li> <li>• Volunteer service issues</li> </ul>
<p><b>Philanthropy/Development</b></p> <ul style="list-style-type: none"> <li>• Best practices to vet potential donors</li> <li>• Donor engagement</li> <li>• Fund development strategies</li> <li>• Fundraising strategies during a pandemic (or post-pandemic depending on 2022 status)</li> <li>• Grant writing &amp; management</li> </ul>	<p><b>Service Excellence / Marketing</b></p> <ul style="list-style-type: none"> <li>• Communications best practices</li> <li>• Excellence in customer service</li> <li>• Independent living marketing innovations</li> <li>• Referrals / Admissions Best Practices</li> <li>• Social media strategies</li> </ul>
<p><b>Technology</b></p> <ul style="list-style-type: none"> <li>• Case studies of incident response for data breach</li> <li>• Cybersecurity / Risk</li> <li>• Emerging technologies for back-office functions</li> <li>• Emerging technologies to enhance resident care/reduce workforce dependence</li> <li>• Strategies for using technology tools across the continuum</li> </ul>	<p><b>Workforce Development and Support</b></p> <ul style="list-style-type: none"> <li>• Age-related work issues; engaging an older workforce</li> <li>• Best practices in recruitment and retention</li> <li>• Burnout, self-care and stress management</li> <li>• Medication aides in nursing facilities, assisted living</li> <li>• Mentoring case studies</li> <li>• Professional boundaries for caregivers</li> <li>• Team Building Best Practices/Innovations</li> <li>• Trauma-informed workforce practices</li> <li>• Workforce development/career ladders</li> </ul>