**COURSE OVERVIEW**

For the last few years, reporting incidents and investigations remains in the top frequently cited regulations in assisted living communities. Why? What has changed? Certainly assisted living residents have become more complex with diverse diagnoses and comorbidities. With the turnover of staff, the knowledge and skills regarding abuse/neglect/exploitation and the need to report and investigate accordingly are lost. This is one of many reasons why the citations remain.

In this webinar, we will go back to basics in this review of the mandatory and facility reporting requirements and the components of a thorough investigation. This webinar will provide a basis for new staff, as well as those needing a refresher.

**REGISTRATION INFORMATION**

- **$39 per facility**  WHCA Member Rate
- **$78 per facility**  Non-WHCA Member Rate

*You may have as many people join in as you would like—one phone/computer may log in per registration! Please register only one person for the webinar unless a second individual plans to log in from a separate location.*

*Login and dialing instructions will be emailed on the day prior to the webinar.*

*Two CEUs will be granted to each individual who completes the live webinar presentation.*

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**SPEAKER**

Elena Madrid, RN, BSN, is the Director of Regulatory Affairs for Washington Health Care Association (WHCA). She supports WHCA members by providing answers and insight to regulatory questions and expectations. Elena’s long and focused background in survey and enforcement as a surveyor and field manager for DSHS provide her with extensive knowledge and insight on regulatory compliance, the survey process, and policies and procedures. Elena also provides support, resources, and training regarding quality. As staff liaison for the Skilled Nursing Quality and Regulatory Executive Advisory Committee, Elena works with members to promote quality care and services at every level. At DSHS Residential Care Services where she was a field manager with oversight of assisted living and skilled nursing communities, Elena was responsible for the supervision of licensors, surveyors, and complaint investigators for assisted living communities, skilled nursing facilities, and adult family homes in eastern Washington. Elena has also worked as a director of nursing in both assisted living and skilled nursing. She is a registered nurse and brings a wealth of knowledge regarding long term care requirements and the regulatory issues affecting long term care providers.

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If you have any questions or need assistance completing the online registration process, please contact Sandy Ostergard | ☎ (800) 562-6170, extension 102.