


Virtual Experience  
July 30 - 31, 2024

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WHCA PRESENTS

*survey*

BOOTCAMP

Survey Boot Camp has a track for assisted living and a track for skilled nursing professionals focused on survey preparedness. Presenters will cover how to prepare for a survey, what to do during a survey, and what to do once a survey has been completed. The day will finish off with a general session joint Q&A for speakers and panelists.

We are pleased to offer expert presenters from WHCA, RCS, ALTSA, APS, State Fire Marshal, Washington State Attorney General, Department of Health, ERNWest, and Lane Powell.

# day one sessions

## **How to Communicate with Surveyors/Licensors**

A good working relationship between providers and Residential Care Services field staff is essential in promoting a smooth inspection process. Whether you are new to your role or the long term care industry, or you have a new licensing/survey team, the time to start relationship building is TODAY. This session will cover the importance of building and maintaining strong working relationships and the benefits of ongoing communication, even when things are going well in your facility.

## **Creating a Culture of Survey**

When preparing for survey or inspection, there's no time like the present. Infusing survey readiness into all staff's daily work schedules helps to alleviate the stress and worry when RCS field staff enter the building for a full inspection or complaint investigation visit. Join WHCA members, along with WHCA staff, in discussing the "tricks of the trade" when creating a culture of survey readiness.

## **Regulators in the Building: Communication & Processes**

The survey or inspection process is no secret! Travel through the full survey process from start to finish with WHCA staff to better grasp what to expect during an inspection, and how to best communicate with RCS staff as well as your staff, residents, and families during the onsite visit.

## **Responding to SOD, POC, IDR, Enforcement & Appeals**

The survey is done, and the Statement of Deficiencies report has arrived. This session will cover reading that report and writing the plan of correction. Should you not agree with any portion of the report, Lane Powell attorneys will discuss the informal dispute resolution process. Should your building experience enforcement remedies, the presenters will cover the process to appeal.

# day two sessions

## **What's the Role of Adult Protective Services in LTC Facilities**

It is likely you will experience an investigation by Adult Protective Services (APS) sometime in your tenure working in long term care. This session, presented by APS staff, will cover the role of APS, and what to expect when an APS investigator enters your building.

## **DOSH: How to Prepare for a DOSH Inspection**

The Department of Occupational Safety and Health (DOSH) investigates safety concerns relating to staff. Shamus Harmon of ERNWest will cover common issues DOSH inspectors look at in long term care, and how to best manage and respond to a DOSH inspection.

## **DOH: The Food Code and the Basics**

Foodborne illness is something that long term care facilities must work diligently to prevent, in order to keep residents safe and healthy. Join Alyssa Pilot from the Washington State Department of Health as she covers the 'meat and potatoes' of food safety.

## **Medicaid Fraud Investigations in LTC Facilities**

Medicaid Fraud investigations have been on the uptick in long term care over the past few years. Join Larissa Payne of the Office of the Attorney General as she discusses the role the Medicaid Fraud unit plays in investigating criminal and civil cases of healthcare provider fraud as well abuse and neglect of long-term care residents.

## **Washington State Patrol-Fire Marshal Inspections and LTC Facilities**

A state fire marshal inspection can be a quick visit or a drawn-out investigation, depending on the long-term care facility's level of preparation. Hear from the state fire marshal on their process when conducting routine and follow-up inspections and discover methods to maintain survey readiness all months of the year.

# details

## **July 30 - 31, 2024**

Tuesday, July 30: 8:00 - 12:00pm & 1:00 - 4:00pm

Wednesday, July 31: 8:00 - 12:00pm & 1:00 - 3:30pm

## **Cost**

One-Day: \$129 member | \$258 non-member

Full Package: \$249 member | \$498 non-member

## **Questions?**

[lindseyw@whca.org](mailto:lindseyw@whca.org)

[whca.org/calendar](https://whca.org/calendar)