



Building a Culture of Hope, Resiliency, & Recovery  
Tuesday, September 17, 2024

Time	Session
7:30-8:00am	Registration
8:00-8:15am	Welcome and Announcements
8:15-9:15am	<b>Opening Keynote</b> Governor Mark Parkinson AHCA/NCAL
9:15-10:15am	<b>Root Cause Analysis and QAPI</b> Lynn Wilson, MS Senior Quality Improvement Specialist  If you have ever hit a “roadblock” during the root cause analysis process, or find the solution isn’t sustained over time, plan on attending this fast-paced session.
10:15-10:45am	BREAK/Trade Show

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10:30-11:45am	<p><b>HRLA Update</b>  Ranada Cooper, MSW, Associate Director  Office of Health Facilities  Health Regulations and Licensing Administration</p> <p>The top 10 DC cited F-tags, what are the catalysts for CMPs, what funds are available for CMP funding.</p>
11:45-1:15pm	Lunch, Trade Show, Silent Auction
1:15-2:15pm	<p><b>Confident Communication: Media training for providers</b>  Claire Krawsczyn  Senior Director of Media Strategies  AHCA/NCAL</p> <p>Engaging with the media is a crucial way to share our narrative, yet it can often feel daunting. This session, AHCA/NCAL Public Affairs staff will outline the best practices for giving interviews to media representatives. Whether it's print, television, or radio, our presenters will offer an overview of today's media landscape along with valuable tips and strategies to effectively communicate your message.</p>
2:15-3:15pm	<p><b>Everbridge Communication System</b></p> <p>Nick Schwarzkopf  DC Health</p> <p>Learn how to register you and your facility on the Everbridge Emergency Preparedness communication system</p>
3:15-3:30pm	BREAK
3:30-4:30pm	<p><b>Closing Session</b>  <b>Keys to Being Unleashed to Lead</b>  Gary Hibbs, President &amp; CEO  Knollwood Lifetime Community</p> <p>Keys to lead yourself well, keys to leading others well, and what leadership is.</p>
4:30pm	Raffle Winners Announced Dismissal