



DELAWARE HEALTH CARE FACILITIES ASSOCIATION



# FALL WEBINAR SERIES 2022

**FOUR WEBINARS: SEPTEMBER 21-NOVEMBER 3**

**PLUS ONLINE EMERGENCY PREPAREDNESS  
TABLETOP EXERCISE: NOVEMBER 17**

# CALENDAR

Fall 2022

Thursday

**OCTOBER 20, 2-3**

Trauma, Stress, Resiliency and  
Rebuilding our Teams

Wednesday

**OCTOBER 26, 2-3:30**

Nursing Home Requirements of  
Participation: Phase 2 & 3 Guidelines

Thursday

**NOVEMBER 3, 2-3**

Trauma-Informed Care –  
Supporting our Residents

Thursday

**NOVEMBER 17, 10-NOON**

Emergency Preparedness Online  
Tabletop Exercise: Severe Weather



DELAWARE HEALTH CARE FACILITIES ASSOCIATION



## Trauma Informed Care: Trauma, Stress, Resiliency and Rebuilding our Teams

### Presenter

- Pamela Truscott, DNP/HSL, MSN/Ed, RN, DNS-CT, QCP, RAC-CT, CDP

### Thursday, October 20, 2022, 2-3 pm on Zoom

Working in long term care is an amazing and rewarding career. However, the past several years has taught us that it can also be stressful and can be traumatizing. Staff have had to deal with resident deaths, staffing crisis, and the fear of the unknown related to the pandemic. This has created a perfect storm for increased stress levels and traumatic experiences. This training discusses staffing stress, trauma and strategies to reduce stress and build a more resilient workforce.

### After attending this training, participants will be able to:

- Define what stress and trauma are.
- Discuss stressful and traumatic experiences.
- Identify stress reduction strategies that you can implement today to decrease stress from work-life balance.

***This program has been approved for Continuing Education for 1 total participant hour by NAB/NCERs Approval #20231019-1-A87965-DL and the Delaware Board of Nursing***

**MEMBERS: \$25 first person, \$15 each additional person NON-MEMBERS: Add \$10 per person**



**ABOUT PAMELA TRUSCOTT:** Pamela Truscott, DNP/HSL, MSN/Ed, RN, DNS-CT, QCP, RAC-CT, CDP is the Director, Clinical and Regulatory Services with the American Health Care Association (AHCA). She joined the AHCA family in June 2019 and has been actively involved with a variety of educations, tools and resources such as: trauma-informed care, behavioral health, functional outcomes improvement, and infection prevention and control. She is the staff liaison for the Clinical Practice Committee, and the State Affiliate Network.

### UPCOMING LIVE LEARNING EVENTS



Contact Tomi Morris for info:  
[tmorris@dhcfa.org](mailto:tmorris@dhcfa.org)

**October 27, 2022\***

LLAM Train-the-Instructor Seminar - Harmony at Kent, Dover

**December 8, 2022**

Education Afternoon and Holiday Social - Riverfront, Wilmington

**February 1, 2023**

DHCFA Annual Meeting and Emergency Prep - Dover

**March 9, 2023**

Assisted Living Education Conference - Dover

**\*REGISTRATION OPEN NOW**

**Trauma Informed Care:  
Trauma, Stress, Resiliency and Rebuilding our Teams** Thursday,  
Thursday, October 20, 2-3 pm

**REGISTRATION**

Email to: [tmorris@dhcfa.org](mailto:tmorris@dhcfa.org) OR FAX if including credit card info to 302-239-4214  
OR mail to DHCFA, 501 Silverside Rd. Suite 51, Wilmington, DE 19809

Please Register ASAP.

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Facility:	DHCFA Member: <input type="radio"/> YES <input type="radio"/> NO
Contact:	Phone:
Email:	

**ATTENDEES:**

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Email	NAB or NSG License#:

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#   1   x \$25 = \_\_\_\_\_

# \_\_\_\_\_ X \$15= \_\_\_\_\_

**TOTAL PAYMENT DUE: \$** \_\_\_\_\_

# \_\_\_\_\_ *add non-member x \$10* \_\_\_\_\_

\_\_\_\_\_ By check, payable to Delaware Health Care Facilities Association.

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Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Fax to: 302-239-4214 Questions to: Tomi Morris, [tmorris@dhcfa.org](mailto:tmorris@dhcfa.org) or 302-235-6895

## **Nursing Home Requirements of Participation: Phase 2 & 3 Guidelines**

### **Presenter**

- *Courtney Bishnoi, Vice President of Quality & Programs, AHCA/NCAL*

### **Wednesday, October 26, 2022, 2-3:30 pm on Zoom**

This session will review the Phase 2 and 3 new and updated RoP guidance that surveyors will begin using to identify non-compliance on October 24, 2022. The presentation will walk the participants through what areas of the guidance are new or have been revised, how surveyors will drill down to determine compliance, and actions providers should take to ensure compliance.

### **After attending this training, participants will be able to:**

- Describe the new or updated guidance
- Understand how the surveyors will drill down to ensure compliance
- Explore ways they can take action to ensure compliance

***This program has been approved for Continuing Education for 1.5 total participant hours by NAB/NCERS Approval #20231025-1.50-A88011-DL and the Delaware Board of Nursing***

***MEMBERS: \$30 first person, \$20 each additional person NON-MEMBERS: Add \$10 per person***

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**ABOUT COURTNEY BISHNOI:** Courtney Bishnoi serves as Vice President of Quality and Programs at the American Health Care Association (AHCA) and National Center of Assisted Living (NCAL), where she has worked since 2008. She is a national expert in performance excellence with a passion for strategic planning and systems-based performance improvement.

She oversees the AHCA/NCAL Quality Award program, which she has grown in scope and size, to become the largest Baldrige-based program in the country with over 1,200 applications each year. In addition, she has led the Quality Initiative, a national, multi-year effort to provide resources to nursing homes to achieve specific quality targets such as lowering hospitalizations, antipsychotic use and increasing customer satisfaction and mobility. She also guided the successful re-endorsement by the National Quality Forum of AHCA's customer satisfaction measures, CoreQ, as well as their inclusion in several states' payment and regulatory programs.

Since the start of the pandemic, Courtney has led the associations efforts related to COVID-19 testing and vaccine distribution in long term care facilities, serving as primary liaison to CMS, HHS and CDC teams as well as academic partners to develop testing and vaccine guidance and resource for LTC providers. Courtney also oversees AHCA's policy efforts around federal COVID-19 vaccine mandates, working with members to understand the policies and policy makers to understand the impact of these mandates on staffing and other issues.

**Nursing Home Requirements of Participation:  
Phase 2 & 3 Guidelines**

Wednesday, October 26, 2-3:30 pm

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## Trauma Informed Care: Supporting Our Residents

### Presenter

- *Pamela Truscott, DNP/HSL, MSN/Ed, RN, DNS-CT, QCP, RAC-CT, CDP*

### Thursday, November 3 20, 2022, 2-3 pm on Zoom

Residents living in long-term care facilities often have past histories that may impact their current situation. This is known as a trauma. Trauma-informed care is a federal regulatory requirement for nursing homes but is an approach to providing care that requires staff competency. This training will discuss aspects of trauma and how to best care for residents who have had trauma in their past.

### After attending this training, participants will be able to:

- Define what trauma is.
- Discuss what re-traumatization is.
- Describe what triggers are.
- Identify intervention strategies to mitigate re-traumatization.

***This program has been approved for Continuing Education for 1 total participant hour by NAB/NCERS Approval #20231102-1-A88026-DL and the Delaware Board of Nursing***

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**ABOUT PAMELA TRUSCOTT:** Pamela Truscott, DNP/HSL, MSN/Ed, RN, DNS-CT, QCP, RAC-CT, CDP is the Director, Clinical and Regulatory Services with the American Health Care Association (AHCA). She joined the AHCA family in June 2019 and has been actively involved with a variety of educations, tools and resources such as: trauma-informed care, behavioral health, functional outcomes improvement, and infection prevention and control. She is the staff liaison for the Clinical Practice Committee, and the State Affiliate Network.

### WEBINAR POLICIES

**ATTENDANCE POLICY:** In order to receive CEU credit, you must attend the entire webinar. Certificates of attendance will be sent out in the week following the event. DHCFA will upload attendance credit for NHAs directly to NAB. Nurses must retain their certificates for self-reporting of participation hours.

**ZOOM LINKS:** You will receive the Zoom registration/link information the week of the webinar via email.

**PAYMENT, NO-SHOW and CANCELLATION POLICY:** Payment must be received before the start of the webinar. There are no refunds, with the exception of a survey in progress, but if you cancel in advance, you will receive a credit to be applied for any future event. You may substitute attending individuals at any time. A no-show does not constitute a cancellation. If your facility is in survey, you may receive a refund or credit upon request. Send substitutions and cancellation requests to: Tomi Morris [tmorris@dhcfa.org](mailto:tmorris@dhcfa.org)

**Trauma Informed Care: Supporting Our Residents**

Thursday, November 3, 2-3 pm

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