

# DENIM *and Diamonds*

**AHCA**  
ARIZONA HEALTH CARE ASSOCIATION  
SINCE 1953

**2026 AHCA Convention & Expo | June 15-17, 2026**  
Renaissance Phoenix Glendale Hotel & Conference Center

... the **SPARKLE** of Quality

Welcome to

**DENIM**

and  
*Diamonds*

### ATTENDEE REGISTRATION

- Full convention rate includes admission to the education sessions and expo from June 15-17.
- One-day rate includes admission to the education sessions and expo on either Monday, June 15 or Tuesday, June 16.
- Awards Gala tickets for Monday evening are available for an additional fee.

### ATTENDEE RATE STRUCTURE

Member One Day: ....	\$345	Non-Member One Day: .....	\$495
Member 1-4: .....	\$445	Non-Member 1-4: .....	\$795
Member 5-9: .....	\$345	Non-Member 5-9: .....	\$595
Member 10+: .....	\$295	Non-Member 10+: .....	\$495
Monday Evening Awards Gala: .....	\$60		

### IMPORTANT REGISTRATION GUIDELINES

Let's be honest... these rates are already pretty reasonable (and yes, the CEUs alone make it worth it). We also know everyone likes a good deal, but we can't recognize registrations properly unless they're submitted the right way.

Otherwise, you might save a few bucks and then show up at the convention wearing a name badge from a completely different facility, while everyone stares at you like you just wandered in off the street. Not ideal.

So, quick refresher on the policy: **Registration tiers are based on attendees from a single facility/location. Facilities may not combine staff across multiple locations to qualify for discounted group rates.**



## ... the **SPARKLE** of Quality

Corporate or central office staff may register under the same rate structure. However, corporate entities may not mix and match attendees from multiple facilities to reach higher-tier discounts. Each facility must register independently. Full convention registration includes lunch on Monday and Tuesday.

### **ATTENDEE POLICY**

Businesses or vendors who are not exhibitors, presenters, AHCA Board members, AHCA staff consultants, sponsors and/or licensed Nursing Home Administrators, Assisted Living Managers, or other staff of skilled nursing facilities or assisted living communities, may not attend the AHCA Convention & Expo.

### **PHOTOGRAPH POLICY**

By registering for this event, you give permission to AHCA, or parties acting on behalf of AHCA, to take your photo, video, or other media and acknowledge that these photos, videos, or other media may be used by AHCA for any purpose related to its mission including educational and promotional uses.

### **CANCELLATION/REFUND POLICY**

If it is necessary to cancel your convention registration, you must send an email request to Frank Caruso at [fcarus@azhca.org](mailto:fcarus@azhca.org). Phone cancellations will not be accepted.

Cancellations on or before June 1 will entitle you to a full refund minus a \$100.00 administrative fee. No refunds will be given for cancellations received after this date.

### **NO-SHOW POLICY**

Refunds will not be issued to participants who do not attend the convention, do not send a substitute, or do not cancel their registration by June 1 as stated above. Survey Policy: if you are notified of an ADHS survey in your facility the week of or during the convention, you will receive a full refund. Please notify AHCA as soon as possible if this occurs.



## MONDAY | OPENING SESSION

**ELIZABETH SMART**  
Author | Speaker |  
Advocate | Survivor

Elizabeth Smart is a bestselling author, passionate public speaker, and dedicated advocate for child safety and survivor

empowerment. Known for her remarkable story of survival, she has transformed her personal tragedy into a powerful platform for change. Her work focuses on prevention, recovery, and advocacy, inspiring hope and providing practical guidance for individuals and families facing adversity.

The abduction of Elizabeth Smart was one of the most followed child abduction cases of our time. Elizabeth was abducted on June 5, 2002, and her captors controlled her by threatening to kill her and her family if she tried to escape. Fortunately, the police safely returned Elizabeth back to her family on March 12, 2003, after being held prisoner for nine grueling months. Through this traumatic experience, Elizabeth has become an advocate for change related to child abduction, sexual abuse, human trafficking, recovery programs, and national legislation.

## MONDAY | GENERAL SESSION

**ELIZABETH RUDOLPH, JD, MSN, RN, PLNC, PMHNP-BC**

Elizabeth Rudolph is an attorney and board-certified nurse practitioner who founded JurexNurse.com, a company that trains nurses to become certified as Professional Legal Nurse Consultants. Elizabeth obtained her Bachelor's in Nursing, Master's in Nursing, and law degree from Vanderbilt University in Nashville, TN. She has been a nursing faculty member and has practiced law for many years in Memphis, TN. A nationally known speaker and author on legal issues in nursing, Elizabeth has presented at over two thousand conferences, including most recently at the Michigan's National Association of Directors of Nursing Administration in Long Term Care where she will return to provide another presentation in the Fall. Elizabeth has authored numerous publications on legal and nursing issues, many are available in books, courses, and online. Additionally, Elizabeth has been featured in network television programming. Elizabeth lives in Memphis, TN with her husband and four sons.

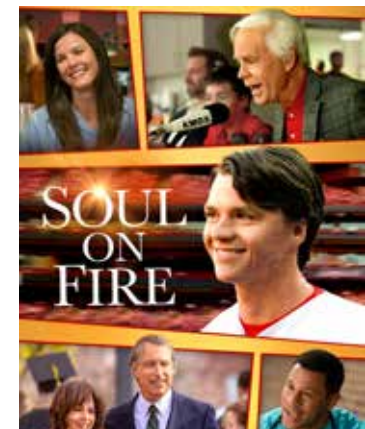


## TUESDAY | OPENING SESSION

**JOHN O'LEARY | #1 National Bestselling Author & Speaker**

Once expected to die, now teaching others how to Live Inspired. In 1987, John O'Leary was a curious nine-year-old boy. Playing with fire and gasoline, John created a massive explosion in his home and was burned on 100% of his body. He was given less than a 1% chance to live. This epic story of survival was first showcased in *Overwhelming Odds*, the book his parents wrote in 2006. It was this book that first invited John to embrace his miraculous recovery and share it with the world.

Today, John inspires tens of thousands of people at more than 100 live and virtual events each year. He partners with companies and organizations across fields, such as: sales, healthcare, safety, marketing, finance, faith, education and insurance.



John's story was turned into a full-length feature film – *SOUL ON FIRE* – starring Joel Courtney, John Corbett, and William H. Macy.

## TUESDAY | CLOSING SESSION

**ANDREA HOLLINGSWORTH | Global Compassion Expert | Award-Winning Author**

Andrea Hollingsworth, Ph.D., is an acclaimed keynote speaker, bestselling and award winning author, and trusted consultant who's spent years studying the transformative power of compassion. Since 2008, she has been speaking and writing about the science and spirituality of human emotions and relationships. Her articles have been published more than a dozen times in peer-reviewed journals, and she has taught at prestigious institutions like Princeton, Boston University, and Loyola University Chicago. In addition, Dr. Hollingsworth has delivered talks to audiences at some of the top-ranked universities in the world—including Cambridge University in England and Heidelberg University in Germany



## WEDNESDAY | OPENING SESSION

**DEBBIE JOHNSTON, Director, Arizona Department of Health Services**

Debbie Johnston, Director of the ADHS, brings more than two decades of experience in healthcare leadership, policy and advocacy. She was appointed to this role in December 2025, following a distinguished 21-year career with the Arizona Hospital and Healthcare Association (AzHHA), where she was a trusted leader and key voice for hospitals and health systems across the state.

During her tenure at AzHHA, Debbie played a central role in shaping Arizona's healthcare landscape, advancing policy initiatives and strengthening collaboration between providers, policymakers and public health partners. Her deep understanding of Arizona's health system and longstanding partnership with ADHS have positioned her to lead the agency with both strategic vision and practical insight. As Director, she continues to focus on protecting and promoting the health and well-being of all Arizonans.



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8:30 am – 10:30 am

## Opening Session (2.0 CEUs)

Solana D Ballroom ..... Sponsor: Mercy Care

8:45 am – 9:20 am

### National Health Care Update

A high-altitude overview of issues and trends impacting long term care across the country. Learn more about what matters to you from a national perspective.

- *Clif Porter, CEO, AHCA/ NCAL*

9:20 am – 10:30 am

### Overcoming Adversity: The Elizabeth Smart Story

Elizabeth shares her incredible story of perseverance in the face of unimaginable adversity. Her speech not only tells her personal story, but also discusses topics such as overcoming extreme adversity, the importance and process of recovery, and not allowing your past to dictate your life's future, healing, never giving up. Elizabeth knows that there is nothing more important than having hope in a difficult situation. Having lived through an extreme circumstance as a young teenager, Elizabeth gives great insight and hope to all.

10:35 am – 11:35 am

## Breakout Sessions #1 (1.0 CEU)

### The Metrics that Matter Most: Driving Acute and Post-Acute Collaboration in Arizona ..... Solana G ..... Sponsor: Bandera

In today's evolving healthcare landscape, strong partnerships between acute and post-acute providers are essential for improving patient outcomes and operational efficiency. This session explores how data-driven strategies are transforming partnerships between acute and post-acute providers across Arizona.

- *Lisa Leveque, Vice President of Strategic Alignment and Care Transformation at Bandera Healthcare, Arizona's Ensign affiliated market*
- *James Sidney, Director of Data Insights at WellSky*

Track: SNF

### From Reactive to Proactive: How AI Makes the Shift Possible in Senior Living ..... Solana H ..... Sponsor: Helpany

For decades, senior living could only react—doing its best after events occurred. Now, AI makes proactive care, management, and compliance achievable. A leading innovator, operator, and liability attorney explain why and how this shift delivers measurable results: fewer falls, fewer 911 calls, healthier teams, reduced overtime, stronger financials, and lower liability risks.

- *Sandro Cilurzo, CEO & Co-Founder, Helpany Inc.*
- *Tawnya Williams-Christensen, Assisted Living Director, Fellowship Square-Mesa*

Track: AL

### Don't Keep Calm—Keep Your Nurses: Building a Culture Where Nurses Want to Stay ..... Cira A ..... Sponsor: Geripro

"Nurses eat their young" is a familiar phrase, but the real issue is culture, not people. With long term care turnover as high as 82%, success depends on retaining the nurses you already have, not just recruiting more. This session shares a practical leadership framework focused on ownership, belonging, communication, and team investment to build a culture where nurses feel valued and choose to stay.

- *Bryan McNeil, Employee Engagement Director, Haven Health Group*
- *Tony Sandoval, Director of Nursing, Estrella Health and Rehab Center*

Track: Clinical, SNF, AL

## **Insurance & Risk Management in Long Term Care Facilities** ..... **Cira B** ..... **Sponsor: Gallagher**

This session offers a deep dive into the unique insurance and risk management challenges faced by long-term care facilities. Led by Steve Healey, our seasoned Risk Manager, and supported by one of our clinical leaders, the presentation will explore strategies to mitigate liability, enhance safety protocols, and strengthen regulatory compliance. Tailored specifically for senior and assisted living environments, the hour-long seminar will provide actionable insights to improve operational efficiency and reduce exposure to risk. Attendees will gain a clearer understanding of how insurance programs intersect with quality care and facility performance.

- *Steve Healey, Licensed Risk Manager/OSHA Certified, Senior Risk Management Advisor, Gallagher*

**Track:** Risk Management, Finance, Administration

## **A Panel Discussion on AL Care and Directed Care Regulations** ..... **Cira C** ..... **Sponsor: Wellness Labs**

This panel discussion will feature a high-level dialogue between regulators and facility leaders, offering insight into current issues and emerging trends in assisted living and memory care. Panelists will share perspectives and identify practical strategies to support compliance and enhance quality of care.

- *Kelly Shepard, MPH, Compliance Officer Supervisor, Bureau of Assisted Living Facilities Licensing, Arizona Department of Health Services*
- *James Tiffany, Compliance Officer Supervisor, Arizona Department of Health Services Bureau of Assisted Living Facilities Licensing*

**Track:** Clinical

11:40 am – 2:00 pm

**Lunch in the Expo**

..... **Sponsor: Plaza Healthcare**

2:05 pm – 3:05 pm

**Breakout Sessions #2 (1.0 CEU)**

## **A Game of Jeopardy: SNF Survey and Regulatory Oversight** ..... **Solana G** ..... **Sponsor: Creative Care**

Put your knowledge to the test in this interactive Jeopardy-style session focused on SNF survey processes and regulatory oversight. This session offers a dynamic way to reinforce learning, identify knowledge gaps, and gain practical insights to support survey readiness and regulatory success.

- *Kay Huff, BSN, Director of Quality and Regulatory, Arizona Health Care Association*
- *Heather Friebus, Executive Director, Devon Gables*

**Track:** SNF

## **Revolutionizing Memory Care - Restoring Dignity, Joy and Purpose** ..... **Solana H** ..... **Sponsor: Target1Medical**

What would memory care look like if we stopped accepting today's limits? In this issue, we explore bold ideas—from the Netherlands model to purpose-driven environments—and reveal how even small shifts can unlock autonomy, culture, and connection for residents living with dementia. Join us as we push past "safety first" thinking and reimagine what's possible when care and design finally work as one.

- *Tena Alonzo, Director of Education & Research, Beatitudes Campus*
- *Shelly Drews, Director of Cognitive Health and Programs, Christian Care Management, Inc.*
- *Youssef Mata, AIA, NCARB, PMP, Principal, Impact Architects*

**Track:** AL

**Who is Contexture (why AHCCCS supports Contexture through the DAP, why Contexture is an important partner in resident outcomes, and review the new milestones for the DAP)..... Cira A ..... Sponsor: Intelligrated Communications**

Strong partnerships are the foundation of high-quality care—and as the statewide Health Information Exchange (HIE) in Arizona, Contexture plays a pivotal role through its work with Arizona Health Care Cost Containment System (AHCCCS) to support the Differential Adjusted Payment (DAP) program. Join us to gain a clear understanding of who Contexture is, why AHCCCS invests in this partnership through DAP, and how Contexture services directly impact resident outcomes. We'll also review the latest DAP milestones and what they mean for providers focused on quality, accountability, and performance.

- Jennifer Barrett EHRC, CRCR, CSPR, Vice President Business Development, Contexture
- Alex Demyan, MSW, Vice President, Government Affairs - AZ

**Track:** SNF, AL

**When the Story is Wrong: Clinical Decision-Making Under Pressure ..... Cira B ..... Sponsor: Immanuel Campus of Care**

In high-pressure moments, the story a resident presents with may not always reflect the full clinical picture. This session explores how to navigate complex situations where symptoms, histories, or assumptions can lead teams down the wrong path. Through real-world scenarios and practical strategies, participants will strengthen critical thinking, improve assessment skills, and build confidence in making sound clinical decisions when time, information, and clarity are limited.

- Jeffreys Barrett, MHA, LNHA, QCP, CDP, Director of Workforce and Leadership Development, Arizona Health Care Association

**Track:** Clinical, SNF, AL

**From Outcomes to Occupancy Turning Clinical Excellence into Your Strongest Marketing Strategy ..... Cira C ..... Sponsor: Haven Health**

Your strongest marketing asset isn't your website or ads it's your clinical outcomes. This session explores how to align clinical and marketing teams to translate care quality into compelling stories that drive referrals, reputation, and occupancy. Learn practical strategies and current marketing trends to turn everyday clinical excellence into a powerful engine for growth.

- Hayden Van Hulzen, CEO of HVH Media & Marketing
- Cynthia Sassi, CEO of Fabulous Media Group

**Track:** SNF, AL, Clinical

3:10 pm – 4:10 pm

**Protecting Providers: How to Reduce Medical Malpractice Liability In Long Term Care (1.0 CEU) .. Solana D ..... Sponsor: Banner Health**

This presentation clearly describes the traps that lead to medical malpractice in long term care and addresses ways to avoid them. Case examples are analyzed and discussed with ample time for questions and answers.

- Elizabeth Rudolph, JD, MSN, RN, PLNC, PMHNP-BC, Founder JurexNurse.com

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# MONDAY, JUNE 15, 2026

4:15 pm – 5:15 pm

**Drum Cafe USA: Rhythm at Work / Uniting People Through Rhythm (1.0 CEU)**

Solana D

Sponsor: Haven Health

Join us for "Sticking Together," where Resilience meets Rhythm in a Wow Interactive experience..

6:00 pm – 8:00 pm

**Awards Gala (2.0 CEUs)**

Solana D

Sponsor: Incite

Join us for an unforgettable evening at our Awards Gala, where we celebrate the leaders, caregivers, and organizations who bring excellence to life in long term care. In true Denim & Diamonds fashion, this event blends a touch of rustic charm with elevated elegance as we recognize those who shine brightest in our profession. Enjoy an evening of inspiration, connection, and celebration as we honor the individuals who define the sparkle of quality.

# TUESDAY, JUNE 16, 2026

8:00 am – 9:00 am

**On Fire: Ignite Radically Inspired Life (1.0 CEU)**

Solana D

Sponsor: Bandera Health

We live in a world where "accidental living" – mindlessly moving through routines, wasting countless hours on social media, or complaining about what's wrong in our jobs, families, and society – has become the norm. But John reminds us that just because we got out of bed this morning, does not mean that we are truly living. What would our day, impact and output look like if we lived a radically inspired life, every, single day? Living radically inspired means you learn from past mistakes, rise above challenges, and thrive no matter the circumstances. No one embodies this more than powerhouse inspirational speaker John O'Leary - who was nearly killed in a devastating fire at age nine.

- *John O'Leary - Best-selling author John O'Leary reminds us that just because we got out of bed this morning, does not mean that we are truly living.*

9:15 am – 10:15 am

**Breakout Sessions #3 (1.0 CEU)**

**Scout's Honor: Building Resilience and Team Spirit in Long Term Care** ..... Solana G ..... Sponsor: Nursa

Long term care professionals face extraordinary challenges. Turnover and stress threaten staff morale and quality of care. In this high-energy, interactive session, participants will take the Scout's Honor pledge to build resilience and team spirit in their organizations. Attendees will learn practical strategies to strengthen culture and improve outcomes through the GEM Scout Framework (Grit, Excellence, Merit) and five guiding principles—Helpfulness, Resilience, Kindness, Leadership, and Teamwork.

- *Veronica Ceaser, MSN, MBA, LNHA, RN, GERO-BC, NE-BC, RAC-CT, GEM Healthcare Consulting*

Track: SNF, AL

**A Game of Jeopardy: AL Survey and Regulatory Oversight**..... Solana H..... Sponsor: PACS AL

Put your knowledge to the test in this interactive Jeopardy-style session focused on the assisted living survey processes and regulatory oversight. This session offers a dynamic way to reinforce learning, identify knowledge gaps, and gain practical insights to support survey readiness and regulatory success.

- *Heather Friebus, Executive Director, Devon Gables*
- *Kay Huff, BSN, Director of Quality and Regulatory, Arizona Health Care Association*

Track: AL

**The Longevity Plate: Nutrition Trends That Support Healthy Aging..... Cira A ..... Sponsor: Shamrock Foods**

This session will address how emerging nutrition science aligns with longevity research. Learn how to make healthy aging a priority in your community.

- *Amanda Baron, RD, CDM, CFPP, Nutrition Services Manager, Shamrock Foods*
- *Airica Lisenbee, RS, SNS, NDTR, Menu Specialist, Shamrock Foods Company*

**Track:** Culinary, Clinical

**Infection Control 2.0 ..... Cira B ..... Sponsor: Saliba's Extended Pharmacy**

Preventing and controlling infection is essential to protecting the vulnerable elderly we serve in long term care. This session will highlight emerging issues and trends in infection prevention and control, with a focus on strategies that support positive outcomes for infected residents.

- *Gwen Borlaug, eCIC, eFAPIC, Public Health Advisor, Office of Healthcare-Associated Infections, Arizona Department of Health Services*

**Track:** Clinical

**Maximizing Profitability and Patient Care with Value-Based Care Models..... Cira C ..... Sponsor: Omnicare/a CVS Health Company**

Navigating value-based care while maintaining a focus on Fee-For-Service (FFS) patients is a challenge faced by many long term care facility owners and operators. This session will provide actionable strategies to maximize patient care and facility profitability by complementing the success of I-SNP (Institutional Special Needs MA Plan) with High Needs ACO REACH models designed to support FFS patients.

- *Keith Persinger, COO, Provider Partners*

**Track:** SNF

10:20 am – 11:25 am **Break**

**Sponsor: Life Care Centers of America**

11:30 am – 12:30 pm **Breakout Sessions #4 (1.0 CEU)**

**The NCIA Board and Its Impact on You ..... Solana G ..... Sponsor: PatientTransport**

Join NCIA Board Members for an important update on current initiatives, regulatory trends, and key issues affecting skilled nursing and assisted living leadership. Walk away with a clearer understanding of what is ahead and how to stay prepared in an evolving landscape.

- *Becky Hill, NCIA Board President, NCIA Board*

**Track:** SNF, AL, Clinical

**Unlocking the SNF Code: Translating Clinical Reality into Financial Strategy ..... Solana H ..... Sponsor: Behavioral Health Solutions**

This back-to-basics session is designed for finance professionals looking to better understand the Skilled Nursing Facility (SNF) sector. In today's complex post-acute environment, financial success depends on understanding key clinical and operational drivers. From Medicare and Medicaid reimbursement (including PDP and managed care) to Five-Star ratings, quality measures, and staffing compliance, this session translates regulatory and clinical data into actionable financial insight.

- *Jay Gormley, Chief Investment Officer and Chief Operating Officer, Zimmet Healthcare Services Group*

**Track:** SNF

## Strategies in Pressure Injury Assessment..... Cira A ..... Sponsor: Medline

This session will address updates in how to assess darkly pigmented skin correctly to identify early signs of pressure injury. Deep tissue pressure injury is not visible for 48 hours after the injury and if the resident is admitted during that time period, the skin will appear normal. Only to discover that a serious pressure injury was present, it just wasn't detectable. Changes to the description and assessment of stage 2 pressure injury will also be discussed.

- *Gail Dereczyk, BSN, RN, CWCN, Clinical Solutions Manager, Medline Industries, LP*

Track: Clinical

## Critical Incidents in Long Term Care: Emergency Management Takeaways ..... Cira B ..... Sponsor: Fire and Life Safety

This session draws from real incidents that occurred in Pennsylvania. This includes a senior living facility fire, the Bristol nursing home explosion, and a hospital fire in Dickson City. This session will examine how these events unfolded and lessons learned. Participants will engage in a facilitated discussion to explore critical decision points, strategies to overcome communication obstacles, address evacuation, relocation, and shelter-in-place considerations, and best practices when coordinating directly with emergency services.

- *Rafael Henin, Regional Manager for Healthcare Emergency Management for the Northeast Pennsylvania Healthcare Coalition*
- *Stan Szyptek, Disaster Ready Consultant, Arizona Health Care Association*

Track: EP/Maintenance Directors

## Family Dynamics: The Clinical Impact Nobody Talks About ..... Cira C ..... Sponsor: Vision Med LTC

Family dynamics can significantly influence clinical outcomes, yet they are often overlooked in care planning and decision-making. This session explores how communication styles, expectations, conflict, and family involvement impact resident care, staff performance, and overall outcomes. Participants will gain practical strategies to navigate challenging family interactions, set appropriate boundaries, and partner more effectively with families to support high-quality, person-centered care.

- *Karl F. Ellers, II, Social Services Director, Sandstone Estates*

Track: SNF, AL, Clinical

12:35 pm – 2:00 pm

Lunch in the Expo

Sponsor: View Point Senior Care

2:05 pm – 3:05 pm

Breakout Sessions #5 (1.0 CEU)

## AHCCCS Policy and Payment Updates: What Leaders Need to Know ..... Solana G ..... Sponsor: Tolin Mechanical

The Arizona Cost Containment System "AHCCCS" provides regulatory oversight and payment for the care of Medicaid members. Learn more about emerging issues, system changes, and strategic initiatives.

- *Jakenna L. Lebsack, Deputy Assistant Director Division of Managed Care*

Track: SNF, AL

## **Falls Prevention and Recovery ..... Solana H..... Sponsor: Wellpoint**

This session provides an overview of fall trends in Arizona, key legal considerations, and practical prevention strategies. Attendees will also learn safe fall recovery techniques and how to apply available resources to reduce risk and improve resident outcomes.

- *Amy Malkin ALM, CDP, Executive Director Arroyo Gardens, LLP*

**Track:** SNF, AL

## **Finding the Hidden Talents in your Staff..... Cira A ..... Sponsor: Maricopa Ambulance**

Every team has untapped potential, but it often goes unnoticed in the day-to-day demands of long term care. This session will help leaders identify and develop the hidden talents within their staff to strengthen engagement, improve retention, and elevate performance. Participants will explore practical strategies to recognize strengths, create growth opportunities, and build a culture where team members feel valued, empowered, and motivated to contribute at a higher level.

- *Jeffreys Barrett, MHA, LNHA, QCP, CDP, Director of Workforce and Leadership Development, Arizona Health Care Association*

**Track:** SNF, AL Clinical, Activity

## **Answers to "Burning" Questions: Lithium-ION Battery (LIB) Fire,**

## **Prevention Response and Recovery in LTC Settings ..... Cira B ..... Sponsor: Kowalski Construction, Inc.**

Lithium-ion batteries are transforming our world, but they also pose risks to residents, staff, and facilities if not properly managed. This session covers the basics, dispels common myths, and outlines proven strategies for prevention, response, and recovery to help providers stay prepared.

- *Derrick Denis, CIEC, CAC, CIAQP, Senior Vice President, Clark Seif Clark, Inc.*

**Track:** EP/Maintenance Directors

## **The Handoff Problem: How American Senior Communities Built a**

## **Repeatable Transitions of Care Process Across 94 SNFs ..... Cira C ..... Sponsor: Olio**

For most SNFs, the handoff to home health and hospice has long been a difficult part of care to manage — no repeatable process, no data on how partners perform, no visibility once a patient walks out the door. American Senior Communities, the country's 12th-largest skilled nursing operator, decided that wasn't good enough. ASC built a standardized transitions of care process across all 94 of its facilities — using a transitions of care platform to digitize the handoff, track every patient for 31 days post-discharge, and finally see how each home health and hospice partner is actually performing. The result: fewer readmissions, smoother discharges, accountable network partners, and the data to back up every conversation with payers and hospitals.

- *Blake Hansen, VP of Customer Success at Olio*

- *Janean Kinzie, VP of Quality Network at ASC*

**Track:** SNF

3:10 pm – 4:10 pm

**Breakout Sessions #6 (1.0 CEU)**

## **Operationalizing Managed Care: From Complexity to Clarity..... Solana G..... Sponsor: The Checkett Law Firm**

In the spirit of Denim & Diamonds: The Sparkle of Quality, this session brings clarity and confidence to managed care, even when the landscape feels rugged and unpredictable. Financial viability is essential for every long term care community, and this session highlights how to transform everyday operations into refined, high-performing outcomes.

- *Eileen McCain, President, Revenue Cycle360 Consulting*

**Track:** SNF

**Building and Protecting a High-Performing Team: From Hiring to Hard Conversations ..... Solana H..... Sponsor: RestorationHQ**

Hiring the right people is only the beginning, building a strong, accountable team requires clear expectations, consistent leadership, and the ability to navigate tough decisions. This session will walk through practical strategies for hiring with intention, addressing performance issues early, and handling terminations with confidence and care. Attendees will leave with actionable tools they can immediately apply to strengthen their teams.

- *Laura Simon, SPHR, SHRM-SCP, Founder, Centered People Solutions*

**Track:** AL, SNF, HR

**Dimensions of Wellness - An Interdisciplinary Approach to Caring for Residents with Cognitive Limitations..... Cira A ..... Sponsor: Titan Restoration**

The evolving memory care regulations introduce enhanced compliance expectations, including the development of individualized service plans. This session will highlight the critical role of the discovery phase in understanding and supporting residents with cognitive impairments. Attendees will explore the dimensions of wellness and learn how to apply an interdisciplinary, person-centered approach to deliver comprehensive, meaningful care.

- *Ami A. Mendez, MBA, CHNA, ALM, CDP, Vice President of Strategic Initiatives, Avista Senior Living*

**Track:** AL

**Identifying Your Quality Concerns and Initiating a PIP..... Cira B ..... Sponsor: OPCO**

Quality improvement doesn't have to be complex, but it does need to be deliberate. This session translates QAPI into a practical, six-step framework that nursing home teams can apply in real time. Participants will move beyond check-the-box compliance to focus on what matters most: using data to identify meaningful problems, conducting root cause analysis to uncover why they occur, and designing Performance Improvement Projects "PIP" that lead to lasting change.

- *Keith Chartier, Executive Director, HSAG*

**Track:** SNF

4:15 pm – 5:15 pm

**Compassionate Agility: Balancing Care and Efficiency in Leadership (1.0 CEU) ..... Solana D ..... Sponsor: AZ Complete Health**

- *Andrea Hollingsworth, Global Compassion Expert, Award-Winning Author, Founder & CEO, Hollingsworth Consulting*



8:00 am – 9:00 am **Membership Meeting & Board Elections (1.0 CEU)** ..... **Solana D**

9:00 am – 10:00 am **The Director's Vision: The Future of Health Services (1.0 CEU)** ..... **Solana D** ..... **Sponsor: United Health Community Plans**

This session is an opportunity to learn more about the vision of the new director of the department of health services. Director Johnston will share her priorities and strategic initiatives of the agency.

- *Debbie Johnston, Director, Arizona Department of Health Services*

10:00 am – 10:10 am **Break**

10:15 am – 10:20 am **Foundation 50/50 Drawing**

10:20 am – 11:20 am **CMS Long Term Care Update: Key Changes, Resources, and What's Ahead (1.0 CEU)** ..... **Solana D** ..... **Sponsor: Molina Healthcare**

This session will provide a comprehensive update on current CMS initiatives impacting long term care providers. Attendees will gain insight into recent revisions to the Special Focus Facility Program, updates to survey processes, and the Nursing Home Staffing Campaign. Participants will also be introduced to key resources designed to support compliance, quality improvement, and operational success.

- *Benton Williams, CMS, Division Director, CMS San Francisco and Seattle, Survey and Operations Group*

11:20 am - 12:20 pm **Create. Smile. Stick & Share.: It's Hoylarious! (1.0 CEU)** ..... **Solana D** ..... **Sponsor: PharmCare USA**

Come and Join, the Patch Adams of Arizona, Sean 'Hoylarious' Hoy as he shows participants how to exercise their creativity muscles, 'stress' flexors and funny bones with a hands-on workshop that will not only leave you full of joy and giddy, but come in handy in the future when your patients (pun intended) may be tested.

- *Sean 'Hoylarious' Hoy, A Humor, Health & Kindness FACILITATOR & SPEAKER*



When your fourth grade report card says, "Sean, spends too much time drawing cartoons and making his friends laugh...", you know your career choices are limited. But lucky for us and thousands of people and audiences across the country, Sean choose a life of not only making others happy, but actually showing them how they too can harness and benefit from the power of humor, health and kindness no matter their physical or mental abilities.

Sean's own training came from being a member and leader of The OxyMoronZ, Improv Comedy Troop for 12 years and facilitating over 2500 events (and counting), workshops and shows across the nation from Blue Cross/Blue Shield to Phoenix Children's Hospital to The Memory Cafe to ToastMasters International.

# SAVE THE DATE

**AHCA**  
ARIZONA HEALTH CARE ASSOCIATION  
SINCE 1953

**2027 AHCA Convention & Expo**  
June 14-16 | Renaissance Phoenix Glendale Hotel & Conference Center



**COMMUNITY | COMPASSION | PARTNERSHIPS**  
**EDUCATION | ENTERTAINMENT | INSPIRATION**

# TITLE SPONSORS



havenhealth



# ELITE SPONSORS



**OLIO**



# STRATEGIC SPONSORS



Insurance | Risk Management | Consulting



OPCO  
ARIZONA



A Subsidiary of Laboratory Sciences of Arizona



# ESSENTIAL SPONSORS



# EXHIBITORS

## TITLE SPONSORS

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Alphacognition  
**Arizona Complete Health (Centene)**  
**Arizona Health Care Foundation**  
Athena Healthcare Products  
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**Banner - University Family Care**  
**Behavioral Health Solutions**  
Benefit Results  
Burns Pest Elimination  
Carefeed  
Center for Vulnerable Voters  
Central Clinical Labs  
Clorox Purell Disaster Recovery  
Restoration  
Comprehensive Mobile Care  
Contexture  
Converjint Technologies  
Coronado Dental & Aria Care  
Partners Company  
Curana Health  
Curitec

## ELITE SPONSORS

Dignity Hospice  
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**Assisted Living**  
Endeavor Home Care Group  
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Genoa Healthcare  
Gentell  
**GeriPro, Inc.**  
Ghaster Painting & Coatings, Inc.  
Groove Technology Solutions  
**Haven Health (Health Group Management)**  
Healthcare Services Group  
HealthLift Non-Emergency Transportation  
Hearts for Dementia  
**Helpany Inc.**  
Hospice of the Valley  
HPSI Purchasing Services  
**Immanuel Campus of Care**  
Impact Architects  
**Incite Strategic Partners**  
**Intelligrated Communications Inc**  
It's All About Satellites  
JacksonWhite Law  
KARE  
Korman Healthcare  
**Kowalski Construction, Inc.**

## STRATEGIC SPONSORS

Laundritek  
**Life Care Centers of America**  
LINET Americas (wissner-bosserhoff)  
**Maricopa Ambulance**  
**McKesson Medical Surgical**  
MD Home Health and Hospice  
Medical Arts Long Term Care Pharmacy  
**Medline Industries**  
**Mercy Care**  
**Molina Healthcare**  
NAI Horizon - Senior Living Group  
Neurocrine Biosciences  
**Nursa**  
**Olio**  
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**OPCO Skilled Management**  
Otsuka  
**PACS SNF**  
**Patient Transport**  
**Pharmcare USA**  
PharMerica  
**Plaza Healthcare**  
Quality Transport Services of Arizona  
Rapid Ray - Rapid Sound  
Red Rock Pharmacy  
Reside Admissions  
**RestorationHQ**  
Safety Drugs

## ESSENTIAL SPONSORS

**Saliba's Extended Care Pharmacy**  
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Sysco  
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**Target1Medical**  
TeamHealth PAC  
Teva Pharmaceuticals, Inc.  
The Compliance Store  
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United Hospice and Palliative Care  
**UnitedHealthcare Community Plans**  
VTP  
Vidafuel Wellness Protein  
**Vision Med LTC and Compounding**  
**Pharmacy**  
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**REGISTRATION**

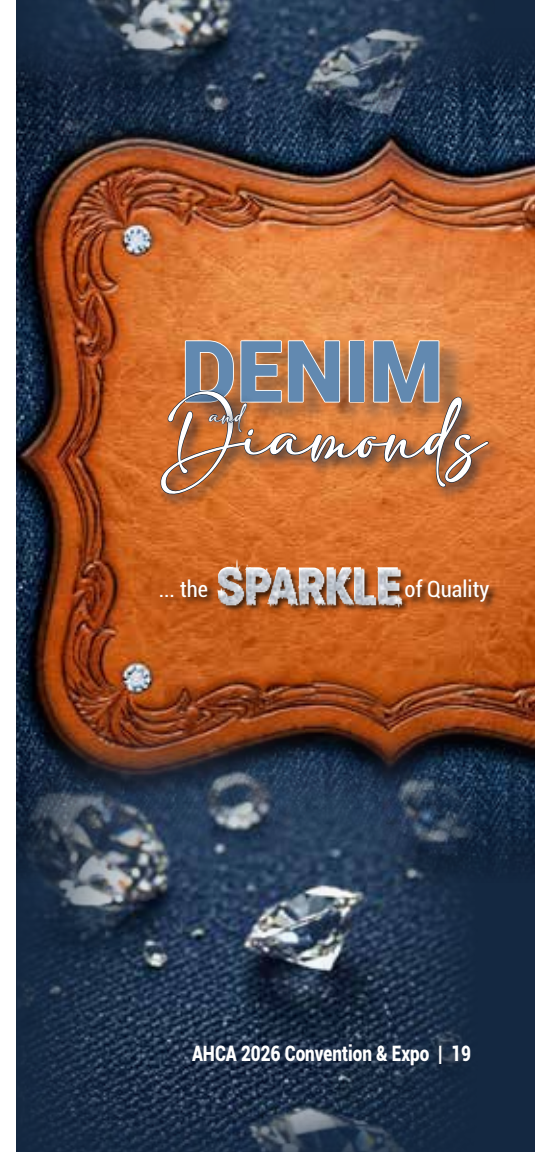
REGISTER BY SCANNING  
THE QR CODE or online [HERE](#)

... the **SPARKLE** of Quality

**CONVENTION REGISTRATION FEES**

<b>FULL CONVENTION (Monday, Tuesday, Wednesday)</b>	<b>AHCA Member</b>	<b>Non-Member</b>
Registrants 1 through 4	\$445/person	\$795/person
Registrants 5 through 9	\$345/person	\$595/person
Registrants 10 Plus	\$295/person	\$495/person
Monday or Tuesday (ONE DAY RATE)	\$345/person	\$495/person
<b>ADDITIONAL EVENTS (Monday PM)</b>	<b>AHCA Member</b>	<b>Non-Member</b>
Monday Evening Awards Gala	\$60/person	\$60/person

Fees are based on staff from one facility in one location. Full convention registration fees include lunch on Monday and Tuesday. Central office staff associated with a multi-facility sponsor or other agency may similarly register under the fees noted above.



**DENIM**  
*and*  
*Diamonds*

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# 2026 AHCA Convention & Expo

June 15-17 | Renaissance Phoenix Glendale Hotel & Conference Center

## DENIM *and Diamonds*

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