FALL CONFERENCE AGENDA

HEALTH CONNECT PARTNERS
20TH ANNIVERSARY

POST-ACUTE CARE

SUNDAY OCTOBER 25

8:00am–7:00pm

REGISTRATION

1:00pm–2:30pm

OPENING REMARKS & EDUCATIONAL SESSION

MANAGED CARE OZ: WE'RE OFF TO SEE THE WIZARD

SUSIE MIX

Susie Mix, BS, MBA, NHA, is the founder and CEO of Mix Solutions Inc. She has more than 20 years of experience in the post-acute care industry. Mix has been working in managed-care consulting with facilities since 2009. She can be reached at susie@mixsolutionsinc.net

LEARNING OBJECTIVES

- *Identify the key components of managed care operations, including contract management, claim appeals, patient stay management, exclusions, carve-outs, and accurate billing practices that drive successful outcomes.*
- *Recognize common challenges within managed care environments and apply structured strategies, processes, and systems to create consistency, efficiency, and improved performance.*
- *Understand how effective managed care performance is built through alignment of strategy, leadership, data, technology, artificial intelligence, and operational execution.*
- *Implement best practices that support revenue optimization, reduce avoidable losses, improve reimbursement outcomes, and transform managed care challenges into opportunities for sustainable profitability.*
- *Demonstrate how individual contributions, collaboration, and shared vision create stronger teams capable of achieving managed care success.*
- *Explore how emerging technologies and data-driven insights can enhance decision-making, improve workflows, and support proactive management of managed care processes.*
- *Apply leadership principles that move organizations beyond reactive problem-solving toward proactive strategies that create operational excellence and measurable results.*

3:00pm–5:00pm

reverseexpo **SESSION 1**

The Post-Acute Care Leaders and GPO Executives host the exhibit booths in this very unique **Reverse Expo**.

5:30pm–6:30pm

VIP LOUNGE *(PROVIDERS ONLY AND SPONSORS OF THE VIP LOUNGE)*

Join us for the most exclusive event of the conference, custom designed to maximize networking opportunities. Come to relax, enjoy chef prepared bites and specialty drinks, while connecting with your provider colleagues in a fun and casual atmosphere. This is the ideal place to unwind at the end of the first day!

Sponsored By:

AdvaCare SYSTEMS — Providing solutions for your specialty needs

JonesZylon

WOUND HEALING CARE SPECIALISTS

6:30pm–7:30pm

VIP LOUNGE *(ALL ATTENDEES)*

HEALTH CONNECT PARTNERS
20TH ANNIVERSARY

POST-ACUTE CARE

ROSEMONT
(CHICAGO O'HARE)
OCTOBER 25-26, 2026

MONDAY OCTOBER 26

7:00am–6:00pm

REGISTRATION DESK OPEN
Our Registration Desk will be staffed throughout the conference. If you have questions or need assistance with anything, please stop by and let us know. We are happy to help.

7:00am–8:00am

BREAKFAST *(ALL ATTENDEES)*

8:00am–9:00am

EDUCATIONAL SESSION

BEYOND THE TRADITIONAL PCP MODEL: BUILDING INTEGRATED CLINICAL TEAMS FOR VALUE-BASED CARE IN SKILLED NURSING

KATHRYN WITHERELL, MHA, LNHA

Kathryn Witherell, MHA, LNHA, is a healthcare executive with more than 15 years of experience leading clinical and operational strategy across the post-acute continuum. She is a partner in a long-term care consulting group that collaborates with skilled nursing facilities and assisted living communities to strengthen interdisciplinary care delivery, improve operational efficiency, enhance quality outcomes, and support sustainable growth.

Throughout her career, Kathryn has partnered with health systems, skilled nursing facilities, and interdisciplinary provider groups to develop innovative models of care that address the increasing clinical complexity of today's long-term care population. Drawing on experience in operations, clinical integration, and value-based care initiatives, she is passionate about helping organizations rethink traditional provider models and prepare for the future of skilled nursing.

LEARNING OBJECTIVES

- *Describe the limitations of the traditional community primary care "moonlighting" model within today's skilled nursing environment.*
- *Identify the components of an integrated interdisciplinary provider team and how they improve communication, continuity, and clinical outcomes.*
- *Explain how evolving value-based care models are changing expectations for medical oversight and provider engagement in long-term care.*
- *Evaluate practical strategies for transitioning to an integrated clinical care model that supports residents, facility operations, and quality performance.*

HEALTH CONNECT PARTNERS
20TH ANNIVERSARY

POST-ACUTE CARE

ROSEMONT
(CHICAGO O'HARE)
OCTOBER 25-26, 2026

MONDAY OCTOBER 26

9:00am–10:00am

EDUCATIONAL SESSION

BEYOND THE SURVEY: MASTERING TODAY'S REGULATORY ENVIRONMENT

GENA GLASCO, CHC, LBSW, CDCPT, SMQT

Gena Glasco is a nationally recognized post-acute care consultant and regulatory expert with more than 30 years of experience in skilled nursing operations, compliance, reimbursement, and quality improvement. As the founder of QSR5, she partners with skilled nursing facilities across the country to improve regulatory outcomes, strengthen clinical operations, enhance CMS Five-Star performance, and successfully navigate state and federal surveys.

Gena is known for translating complex CMS regulations into practical, actionable strategies that facilities can implement immediately. Drawing on her extensive leadership experience and success with survey readiness, Informal Dispute Resolution (IDR), quality measures, and regulatory compliance, she is passionate about helping providers move beyond simply achieving compliance to building sustainable systems that improve resident care and organizational performance.

LEARNING OBJECTIVES

- *Explain how CMS's evolving risk-based survey process is changing survey priorities and identify strategies to proactively reduce regulatory risk before surveyors arrive.*
- *Differentiate between historical noncompliance and current noncompliance and apply evidence-based approaches to demonstrate sustained compliance and achieve favorable survey outcomes.*
- *Identify emerging trends in federal and state survey citations, including high-risk F-tags, and implement targeted prevention strategies to reduce deficiencies.*
- *Evaluate when an Informal Dispute Resolution (IDR) may be appropriate and recognize the key documentation and evidence needed to support a successful appeal.*

10:30am–12:00pm

reverseexpo **SESSION 2**

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