



STATE AGENCY DIRECTOR ORIENTATION COURSE

May 17–18, 2021

<https://qsep.cms.gov/SETISADOC/home.aspx>

Day 1: Monday, May 17, 2021

Recorded Sessions (Encouraged to go through prior to live session on Day 1)

Welcome and Logistics

Caprina Buckner—Management Analyst, Quality, Safety & Education Division (QSED)

Immediate Jeopardy and Appendix Q

Gregg Brandush, Mark Hennessey, Debra Lyons

CMS Survey Cycle—From Complaint to Enforcement

Jean Ay, Val Deetz, Mary Jo Roué

Long Term Care Process—Survey and Enforcement

Shelly Williamson

Managing Complaints—CMS Expectations and State Perspective

Kimberly Smoak, Dianna Wardlow-Dotter

Moderators—Mark Hennessey and Jill Jones

Time for Live Sessions	Topic
1:00 to 1:30 PM EST	Overview and Welcome David Wright, Mary Jo Roué, Karen Tritz
1:30 to 1:35 PM EST	Transition/Break Time
1:35 to 2:30 PM EST	Overview, Goals, and Icebreaker Activity Mark Hennessey, Jill Jones
2:30 to 2:35 PM EST	Transition/Break Time
2:35 to 3:15 PM EST	“Survival of the Fittest”—Your First Year as a State Agency Director Mary Jo Roué
3:15 to 3:25 PM EST	Break
3:25 to 3:55 PM EST	CMS Locations and SA Working Relationship Kristi Jordan, Gerardo Ortiz
3:55 to 4:00 PM EST	Transition/Break Time
4:00 to 5:00 PM EST	Q&A Panel Immediate Jeopardy and Appendix Q Gregg Brandush, Mark Hennessey, Debra Lyons CMS Survey Cycle—From Complaint to Enforcement Jean Ay, Val Deetz, Mary Jo Roué Long Term Care Process—Survey and Enforcement Shelly Williamson Managing Complaints—CMS Expectations and State Perspective Kimberly Smoak, Dianna Wardlow-Dotter
5:00 to 6:00 PM EST	Networking Events

Day 2: Tuesday, May 18, 2021

Recorded Sessions (Encouraged to go through prior to live session on Day 2)

Problem Areas and Challenging Issues

Susan Coble, Laura Hudspeth

Federal Budget and Appropriations Overview

Jeffrey Pleines, Bary Slovikosky

State Agency Budget Overview

Otis Woods

Federal Appeals Process

Beth A. Karpiak

Handling Public Inquiries—Freedom of Information Act (FOIA) and Privacy Requests

Gil Silva

12:00 to 12:55 PM EST

Chat with CMS (Optional)

David Wright, Tennille Rogers

Time for Live Sessions	Topic
1:00 to 1:30 PM EST	Recap Day 1 Activity—Key Terms and Topics Review Mark Hennessey, Jill Jones
1:30 to 1:35 PM EST	Transition/Break Time
1:35 to 2:05 PM EST	Federal Budget and Execution Process and SA Budget Q&A Panel Otis Woods, Jeffrey Pleines, Bary Slovikosky
2:05 to 2:15 PM EST	Break
2:15 to 3:15 PM EST	Q&A Problem Areas and Challenging Issues Susan Coble, Laura Hudspeth Federal Appeals Process Beth Karpiak Handling Public Inquiries—Freedom of Information Act (FOIA) and Privacy Requests Gil Silva
3:15 to 3:20 PM EST	Transition/Break Time
3:20 to 3:50 PM EST	Partnering with the Media David Wright
3:50 to 3:55 PM EST	Transition/Break Time
3:55 to 4:25 PM EST	Ask Us Anything David Wright, Tennille Rogers, Mary Jo Roué, Karen Tritz

Color Key

Plenary Sessions

Moderators Sessions

Transition/Break and Other All-Attendee Activities