



State Agency Director Orientation Course

Prerequisite (Recorded Session)

Prior to the training, please view the prerequisite video linked below. You will need to [log in](#) using the email address you used to register for the event, navigate to the agenda tab, and then select 2024 SADOc Agenda. Select the link below titled "CMS Survey Cycle – From Complaint to Enforcement" to begin viewing the prerequisite.

[CMS Survey Cycle—From Complaint to Enforcement](#)





State Agency Director Orientation Course

April 22–23, 2024
 Hilton Baltimore—Inner Harbor
 401 West Pratt Street, Baltimore, MD 21201

Day 1: Monday, April 22, 2024

Moderators—Mark Hennessey, Heather Lang

HOLIDAY 4–6

8:30 AM	Welcome and Logistics Caprina Buckner, Tarnisha Boone	15 min
8:45 AM	Overview and Welcome David Wright, Karen Tritz, Mark Hennessey	30 min
9:15 AM	Overview, Goals, and Icebreaker Activity Mark Hennessey, Heather Lang	60 min
10:15 AM	“Survival of the Fittest”—Your First Year as a State Agency Director Kimberly Smoak	45 min
11:00 AM	BREAK	15 min
11:15 AM	“Survival of the Fittest”—Panel Moderator: Kimberly Smoak Caroline Tippens, Mark Hennessey, Corinna Getchell	30 min
11:45 AM	Immediate Jeopardy and Appendix Q Stacy Wilkens	60 min
12:45 PM	LUNCH	90 min
2:15 PM	CMS Survey Cycle—From Complaint to Enforcement Kimberly Smoak	30 min
2:45 PM	Managing Complaints—CMS Expectations and State Perspective Karen Tritz, Kimberly Smoak	30 min
3:15 PM	BREAK	15 min
3:30 PM	SOG CMS Location and State Survey Agency Working Relationship Kristi Jordan, Gerardo Ortiz	30 min
4:00 PM	Action Plan Debrief (Wrap-Up of Day 1) Mark Hennessey, Heather Lang	15 min
4:15 PM	ADJOURN	
4:30 PM	Networking Event (Optional)	

Day 2: Tuesday, April 23, 2024

HOLIDAY 4–6

8:30 AM	Recap Day 1 Activity—Key Terms and Topics Review Mark Hennessey, Heather Lang	30 min
9:00 AM	Problem Areas and Challenging Issues Laura Hudspeth	30 min
9:30 AM	Federal Budget and Appropriations Overview Dave Wetherson, Shaneka Thompson	30 min
10:00 AM	BREAK	15 min
10:15 AM	State Survey Agency Budget Overview Bill Montejo	45 min
10:45 AM	Long Term Care Process (Survey and Enforcement) Rufina Tu, Enrico Lachica	45 min
11:30 AM	LUNCH	90 min
1:00 PM	Federal Appeals Process Gregg Brandush	45 min
1:45 PM	Handling Public Inquiries—Freedom of Information Act (FOIA) and Data Requests Karen Hillman	30 min
2:15 PM	BREAK	15 min
2:30 PM	Partnering with the Media David Wright	30 min
3:00 PM	Clinical Laboratory Improvement Amendments Gregg Brandush	45 min
3:45 PM	Ask Us Anything David Wright, Mark Hennessey, Karen Tritz	45 min
4: 45 PM	ADJOURN	