

## Voices of Leadership

Spring 2025 Edition

New York Chapter, American College of Health Care Administrators

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### Welcome Message from President Mark J. Sanchez, LNHA, FACHCA

As we enter Spring 2025, I'm proud to share our first seasonal issue of *Voices of Leadership*, your official ACHCA NY Chapter newsletter. This publication is more than just an update—it's a platform to highlight the voices and accomplishments of our dynamic community of healthcare administrators.

In this issue, you'll find updates from our committees, a spotlight on our recent award winners, scholarship announcements, and reflections from our members on the evolving landscape of long-term care. I encourage every member to stay engaged, get involved, and consider sharing your own story or leadership journey in future issues.

Thank you for your ongoing commitment to excellence in care, and for helping build a vibrant, forward-thinking chapter.

Collegially,

**Mark J. Sanchez**

President, ACHCA NY Chapter

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## Join the Conversation

Submit your article, share photos from a recent ACHCA event, or nominate a colleague for our Summer edition. Email us at: [info@nycachca.com](mailto:info@nycachca.com)

Stay informed. Stay inspired. Stay involved.

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*Voices of Leadership is a seasonal publication of the ACHCA New York Chapter, highlighting professional development, chapter updates, member achievements, and leadership in post-acute and aging services.*

## **Mark Sanchez Takes the Helm as ACHCA NY Chapter President**



The **New York Chapter of the American College of Health Care Administrators (ACHCA NY)** proudly welcomes **Mark Sanchez, LNHA, FACHCA** as its new **Chapter President**. His appointment signals a bold, forward-thinking era of leadership grounded in advocacy, inclusion, and a deep commitment to professional development.

Professionally, Sanchez serves as the **Administrator and COO of the SNF at United Hebrew of New Rochelle**, a renowned senior care organization offering a comprehensive continuum of services, including skilled nursing, assisted living, and rehabilitation. In this role, he oversees operations, ensuring the delivery of high-quality care to residents.

Mark Sanchez has long been a central figure in the evolution of ACHCA NY. Before assuming the presidency, he served as Vice President, as co-chair of the DEI Committee, his leadership helped the committee achieve national recognition, culminating in a 2022 ACHCA award for chapter achievements in diversity and inclusion. Additionally, Mark continues to contribute at the national level as a member of the ACHCA Mentoring Committee, further strengthening the organization's commitment to professional development and support.

Known for his collaborative spirit and commitment to equity in long-term care leadership, Sanchez has also helped foster partnerships beyond New York—working with organizations like **Age Concern Bermuda** to extend mentoring and educational opportunities to administrators in underserved regions.

As Chapter President, Sanchez plans to deepen member engagement, expand educational opportunities, and strengthen the pipeline for future administrators through mentorship, scholarships, and international collaboration.

“We are at a pivotal time in health care administration,” Sanchez shared. “ACHCA is uniquely positioned to elevate this profession, and I’m honored to lead a chapter so committed to growth, equity, and excellence.”

Sanchez takes over from **Michael Hotz, CNHA, FACHCA**, who concluded his term at the 2025 Annual Convention in Monticello. With a strong, diverse Board and ambitious goals for the future, Sanchez’s presidency is already shaping up to be transformative.

## **ACHCA NY Chapter Celebrates Leadership and Legacy at the 2025 Sister Joan Cassidy & Michael Cuseo Fundraiser**

**Great Neck, NY** — The New York Chapter of the American College of Health Care Administrators (ACHCA NY) is proud to announce two exceptional honorees for this year's **Sister Joan Cassidy and Michael Cuseo Cultural Diversity Fundraiser**. The 2025 celebration will honor **Keith Chambery, MBA, FACHCA**, with the **Distinguished Service Award**, and **Steve Rozinsky**, Vice President of Sales at SMD, Inc., with the **President's Award**.

This year's event will be held on **Thursday, June 5, 2025**, at **Leonard's Palazzo**, 555 Northern Blvd, Great Neck, NY. The evening brings together long-term care leaders and professionals to celebrate dedication, diversity, and excellence in health care administration.

### **Honoring Excellence in Service**

**Keith Chambery** is a long-time champion of professional development and health care leadership. A former President and Immediate Past Chair of the ACHCA NY Chapter, ***Keith led the NY Chapter through the Covid Crisis*** and has dedicated over a decade to elevating the profession through education, inclusion, and mentorship. Under his leadership, the chapter was nationally recognized with the ACHCA Chapter/District Achievement Award for its efforts in diversity and inclusion. He currently serves as the Chair of the ACHCA National Conference Planning Committee and is the Executive Director of the **New York Providers Alliance (NYPA)**, where he works with skilled nursing providers across the state to enhance care quality and operational excellence.

Keith's influence stretches beyond ACHCA through his policy and advocacy work with NYPA, where he unites facility leaders to drive meaningful change and improve conditions for residents, staff, and leadership teams alike.

### **Recognizing Dedication Behind the Scenes**

**Steve Rozinsky**, Vice President of Sales at **SMD, Inc.**, is the 2025 recipient of the President's Award, the New York Chapter's most prestigious vendor recognition. For decades, Steve has been a fixture at ACHCA NY Chapter events, especially the annual convention, where he has supported the community with steadfast loyalty and partnership. His work at SMD—providing critical life safety technologies such as wireless nurse call and patient alert systems—has made a lasting impact on safety and

communication in long-term care facilities across New York, New Jersey, and Pennsylvania.

More than just a technology partner, Steve is known for his approachability, reliability, and genuine passion for the field. His advocacy for innovation and his unwavering support of the ACHCA NY mission exemplify the values celebrated by this award.

### **About the Sister Joan Cassidy and Michael Cuseo Endowment**

Founded in 1998, the **Sister Joan Cassidy and Michael Cuseo Cultural Diversity Endowment** honors two deeply respected figures in long-term care. Sister Joan Cassidy, CNHA, FACHCA, was known for her ethical leadership and compassion; Michael Cuseo, of Chem Rx, brought warmth, humor, and unmatched commitment to the sector. In 2015, the endowment was revitalized exclusively for use by the NY Chapter to promote diversity in leadership and support educational opportunities for emerging professionals.

The annual fundraiser supports scholarships, mentoring initiatives, and the continued development of inclusive leadership within New York's long-term care community.

**Join us on June 5th** to honor these leaders and celebrate the future of health care leadership.

To purchase tickets, become a sponsor, or contribute to the fund, please visit [www.nycachca.com](http://www.nycachca.com) or contact the Chapter at [info@nycachca.com](mailto:info@nycachca.com).

## **Out with the Old, in with the Oversight: CMS Brings Accountability to Managed Care**

*Maureen McCarthy, RN, BS, RAC-MT, QCP-MT, DNS-MT, RAC-MTA*

With the CY 2024 and CY 2025 Medicare Advantage (MA) final rules now in effect, and the CY 2026 final rule recently released, skilled nursing facility (SNF) providers are equipped with clearer guidance and more tools to ensure fair reimbursement and address inappropriate managed care organization (MCO) practices. The Centers for Medicare & Medicaid Services (CMS) have continued to advance reforms that promote transparency, curb prior authorization overreach, and strengthen the appeals process. While SNFs are actively navigating current rule changes, the release of the CY 2026 final rule offers valuable lead time to prepare for upcoming regulatory shifts and assess how the changes will impact systems and processes in the year ahead.

## **CY 2024 Final Rule: Key Changes**

Effective January 1, 2024, the CY 2024 Final Rule introduced major reforms designed to curb restrictive MCO policies. One of the most significant changes is the limitation on prior authorization. Under the new rule, prior authorization can only be used to confirm a diagnosis, and once granted, it must remain valid as long as the service is medically necessary. This removes the ability for MA plans to revoke authorization arbitrarily. This fundamental shift ensures that patients receive consistent care without the constant risk of approval reversals, which in the past have led to unnecessary delays and disruptions in service.

Additionally, coverage determinations must now align with Local Coverage Determinations (LCDs), National Coverage Determinations (NCDs), or traditional Medicare guidelines. If an MA plan applies additional internal criteria, those standards must be evidence-based and publicly available. To further ensure compliance, CMS now requires MA organizations to establish a Utilization Review Committee, which must review policies and processes annually. This added layer of oversight is designed to bring greater accountability to how MA plans make coverage decisions, ultimately benefiting both providers and beneficiaries.

### **Key Situations to Watch For (CY 2024)**

- **Watch for retroactive denials after pre-approval:** If an MA plan approves an inpatient admission, they can't later deny payment by claiming the care wasn't medically necessary, as this violates § 422.138(c).
- **Scrutinize service termination notices:** When an MA plan decides a patient no longer needs skilled care, the plan must now justify the termination with a clear, Medicare coverage policy-based explanation. This shift in responsibility empowers providers to challenge unfair terminations more effectively and ensures that patients are not discharged prematurely without sufficient medical justification.
- **Escalate when care is denied without cause:** If an MA plan resists authorizing or paying for medically necessary services, providers should document how this limits patient care and consider escalating the issue to the regional CMS office for support and intervention.

## **CY 2025 Final Rule: Expanded Appeals and MA Plan Oversight**

The CY 2025 Final Rule, effective January 1, 2025, further strengthens beneficiary protections by expanding appeal rights and increasing CMS oversight of MA plans. MA beneficiaries now have access to a five-level appeal process, mirroring traditional

Medicare. This change enhances transparency and ensures fairer determinations for beneficiaries and providers alike. For providers, this means a more structured, consistent process when disputing denials and an increased likelihood of securing appropriate payments for necessary services.

Another significant shift is the transition of service termination appeals to independent CMS-affiliated Quality Improvement Organizations (QIOs). This change removes MA plans from directly overseeing these appeals, reducing conflicts of interest. By placing these decisions in the hands of impartial third parties, the system becomes more equitable, offering providers and beneficiaries a fairer chance to contest unfavorable rulings. Additionally, beneficiaries discharged from an SNF will no longer forfeit their right to appeal to a QIO, further strengthening their ability to challenge improper service terminations.

### **Key Situations to Watch For (CY 2025)**

- **Leverage updated notices to support appeals:** With CMS increasing oversight, MA plans now face tighter deadlines and stricter penalties for non-compliance. Providers should ensure they're using the revised SNF ABN (effective October 31, 2024) and updated NOMNC to help beneficiaries challenge premature service terminations and access fast-track appeal rights when services are set to end.
- **Educate staff on new appeal procedures:** With the CY 2025 Final Rule in place, providers should train staff on the updated appeal processes to better identify unjust denials and respond quickly to optimize their effectiveness in overturning unjust denials.

### **Looking Ahead: Changes for CY 2026**

The CY 2026 MA Final Rule introduces several updates aimed at improving transparency and strengthening protections for both providers and beneficiaries.

One major finalized provision restricts MA plans from reopening and modifying previously approved inpatient hospital admissions based on information gathered after the initial approval. Under the new rule, such approvals can only be revisited in cases of obvious error or fraud. This move helps reinforce the legitimacy of the prior authorization process and offers greater certainty for providers delivering care based on approved coverage.

CMS also finalized clarifying language around organization determinations, which has important implications for appeals. The rule confirms that an MA plan's decision qualifies as an organization determination and is therefore subject to appeals and required notifications regardless of whether that decision is made before, during, or after services are provided. This change closes loopholes that previously allowed MA plans to sidestep appeal requirements when issuing decisions concurrently with care delivery.

While CMS had proposed AI-related restrictions for MA plans emphasizing that algorithm-based decisions must comply with federal law and not result in discrimination, these provisions were not finalized in the CY 2026 rule. However, their inclusion in the proposed rule signals growing regulatory attention to how AI is being used within prior authorization workflows.

### **Key Situations to Watch for (CY 2026)**

- **Monitor how MA plans interpret new restrictions:** While the CY 2026 Final Rule limits reopening approved inpatient admissions, the exception for “obvious error or fraud” could be misused. Providers should closely watch how MA plans apply this standard and document any questionable patterns that might undermine the rule's intent.
- **Prepare for evolving AI oversight:** Although CMS didn't finalize proposed limits on AI in prior authorization, its inclusion signals ongoing interest. Providers should use this time to assess how AI can enhance care planning and operations, staying informed and ready for future regulatory changes.

### **Final Thoughts: Improving Compliance and Accountability**

Providers can proactively leverage these policy changes to advocate for their patients and ensure proper reimbursement. By staying informed and utilizing the expanded appeal rights, SNFs can challenge inappropriate denials and hold MA plans accountable. With CMS's final decisions now in place for CY 2026, it will be essential for providers to closely monitor how MA plans interpret and apply the newly imposed restrictions. By taking a proactive stance, providers can not only safeguard their financial health but also uphold the highest standards of patient care.

*Maureen McCarthy is the CEO and Founder of Celtic Consulting, a post-acute care advisory firm that delivers operational, clinical, and financial support to health care providers. The Celtic team specializes in solutions for managed care, offering education, appeals and denials management, contract negotiations, and support for*



medical record review responses. McCarthy can be reached at [mmccarthy@celticconsulting.org](mailto:mmccarthy@celticconsulting.org) or 860-321-7413.

## **Convention Recap: ACHCA NY's 55th Annual Convention** **Brings Education, Celebration, and** **Connection**



**Monticello, NY – March 9–12, 2025** — The **New York Chapter of the American College of Health Care Administrators (ACHCA NY)** hosted its **55th Annual Convention** at **Resorts World Catskills**, offering a robust program of education, awards, vendor engagement, and professional networking.

This year's theme, **"Leadership Through Knowledge and Experience,"** was reflected in every aspect of the four-day event, which welcomed over 300 attendees and featured more than 25 education sessions across three professional tracks.

### **Three Dynamic Education Tracks**

Attendees engaged in CEU-approved sessions tailored for:

- **Administrators** – Topics included staff engagement, leadership accountability, and survey readiness.
- **Clinical Professionals** – Sessions focused on infection prevention, IDT collaboration, and regulatory compliance.
- **Finance and Strategy Leaders** – Experts presented on reimbursement, Medicaid policy, and managed care strategy.

Special sessions also covered technology in long-term care, DEI best practices, and workforce sustainability.

### **Celebrating Excellence in the Field**

ACHCA NY recognized exceptional professionals during the annual awards luncheon:

- **Administrator of the Year:** *Faith Levesque*

- **New Administrator of the Year:** *Chanel Hayes*

These awards honored individuals who demonstrate clinical leadership, operational excellence, and a commitment to the profession.

## **New Scholarships Launch**

Two new scholarships were highlighted during the 2025 convention:

- **The Brookmeade Student Scholarship**, sponsored by Brookmeade CEO and ACHCA NY Treasurer Karen Zeidan Stritt, was awarded to *Susana Alarcon*, a graduate student at Hofstra University pursuing a Master's in Health Care Administration. *Ivleen Singh*, who works at Northwell Health, was also named a recipient but was unable to attend.
- **The Teresian House Emerging Leaders in Healthcare Scholarship** was officially announced and will begin accepting applications for the 2026 convention.

These initiatives reflect ACHCA NY's continued investment in developing the next generation of health care leaders.

## **Vendor Support Powers Innovation**

The expo floor featured key vendor partners showcasing tools for improving care delivery and operations. Highlights included:

- Nurse call systems by **SMD, Inc.**
- Staffing and therapy solutions by **Clinical Staffing Resources**, **Vertical Staffing**, and **Health Advocates Network**
- IT infrastructure and documentation solutions by **Atlantic**
- Long-time supporters such as **Unitex** and **Language Fundamentals** shared valuable insights into enhancing care operations

## **Passing the Gavel**

During the convention, **Michael Hotz**, **CNHA**, **FACHCA**, completed his term as Chapter President and passed the gavel to **Mark Sanchez**, who brings a strong background in leadership and operational excellence.



# Navigate NY's PDPM transition with confidence



We are **post-acute care advisors**, delivering **operational, clinical, and financial support** to health care providers.

Our team brings exceptional depth and range of clinical, operational, and regulatory expertise — led by professionals including **nurses, administrators, therapists, coders, compliance experts, billing specialists, and national advisors.**

“**[Our associate] is absolutely brilliant and a guiding light... Your company is truly first-rate because of the people you have working for you.**”

## Our Solutions

### Achieving a Seamless Medicaid Transition

- Readiness Assessments to Identify Gaps and Prepare
- Targeted Education for Accurate Coding and Compliance
- CMI Tracking Support and Systems to Capture Optimal Reimbursement

### Optimizing Reimbursement and Financial Stability

- Patient Driven Payment Model (PDPM) Expertise
- Medicaid/Case Mix Index (CMI) Strategy and Revenue Optimization
- Appeals and Denials Management
- Billing and Collections Assistance and Training
- Managed Care Contract Negotiations
- Enterprise Support for Strategic Growth and Scaling

### Improving Quality Ratings and Operational Excellence

- Quality Assurance and Performance Improvement (QAPI) Support
- Quality Auditing for 5-Star, SNF Value Based Purchasing (VBP), SNF Quality Reporting Program (QRP) Improvement
- Payroll Based Journal (PBJ) Reporting Guidance
- Interdisciplinary Team Training

### Enhancing Clinical Expertise and Leadership

- Clinical Performance and Enhancement Initiatives
- Infection Prevention and Control Audits
- Mock Surveys
- Comprehensive Director of Nursing Training, Advisory Support, and Mentorship

### Maintaining Compliance and Avoiding Penalties

- Medicare Compliance Auditing
- Corrective Action Plan Development
- Corporate Integrity Agreement (CIA) Support
- Independent Review Organization (IRO)

**Contact Us**

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## **MY THOUGHTS ABOUT THE SUMMER LEADERSHIP CONFERENCE**

By Anthony J. Restaino, CNHA, FACHCA

Each year since early 1980's, the American College of Health Care Administrators has been sponsoring a symposium during the summer months. Originally called the American Series and now known as the Summer Leadership Conference, this program will be held at the Hilton Aruba Caribbean Resort and Casino. This hotel is located on Aruba's beautiful Palm Beach.

The excitement starts on the plane when you see the island in the distance. As you get closer to Aruba, the ocean gradually turns from a deep blue to turquoise. From the moment you hit the ground, the experience begins.

It's about a twenty-minute cab ride to the Aruba Hilton. The program, which is conveniently held from 8:00am – 11:00am each morning, focuses on self-development and is not limited to any particular discipline. The attendees are Administrators, Facility Owners, Executive Directors, Nursing Executives and even a couple of industry vendors/suppliers. The program always encourages interaction between participants and the presenter. This format lends itself to free, open and honest discussions. You really do feel a sense of fulfillment when it is over. The atmosphere is one of comfort with no dress code during the day. Shorts, tee shirts and sandals are perfectly appropriate.

The Aruba Hilton is simply a magnificent hotel in a great location. Each day you can enjoy the ocean breeze in the open-air lobby. The rooms in the hotel are very spacious and comfortable. Whether you have an ocean view or a garden view, the scenery is beautiful! There are several dining choices right on the property. The Sunset Grille is located just off the lobby and offers indoor or outdoor seating. For breakfast, you can sit by the freshwater lagoon at the aptly named Laguna Restaurant. If its "grab and go" that you prefer, try Oscar's Market. Then, there is the Sunset Bar located just through the lobby. Stop here for cocktails before going out to dinner (or when you come back from dinner!).

Aside from the dinner choices on the property, there are a number of restaurants right across the street! The choices are limitless. Choose from a variety of cuisines: Italian, Steakhouse, Asian/Sushi, Tex-Mex as well as a piano bar. Finally, the dessert of choice, gelato, is available at all of the restaurants as well as at the infamous Gelatissimo Bus located in the center of it all.

Did I mention that the seminar ends at 11:00am? Well, it's worth saying again. It's like the last day of school every day! Once the learning is complete, you can change into your beach wear and walk down to the Hilton's private beach where you can rent a palapa (tiki hut). Once at the beach, have your choice of kayaking, snorkeling, diving or just lying in the sun. There is also the Miramar Garden which serves finger food and any tropical drink you desire. But you don't need to walk to the garden because there are plenty of servers ready to take your order and deliver your food and drinks! You can also sit by the one of the two hotel pools, which also has personal service (same food, same drinks...everything but the sand).

The next day you get to do it all over again.


So, who does all the work to put this together? I'll give you three guesses, but you will only need one! Larry Slatky has been the organizer/facilitator of this program for over 40 years. His feelings about the program are clear, "Aruba is one of the most beautiful of all the tropical islands. Joining with my colleagues every year makes this island very special", says Larry.


This year's program will be held from July 21st through July 25th, 2025. As you already know, our program will take place at the Hilton Aruba Caribbean Resort and Casino. The room rates for this week are amazingly low. Rooms typically cost between \$600 - \$800 per night during the summer months. However, our group rates are \$350 per night! You will not find these rates at any other tropical vacation spot!

Brochures for this incredible program have already been mailed out, but you may register online by going to the NY Chapter's website: [www.nycachca.com](http://www.nycachca.com). Any questions can be directed to Larry Slatky at (516) 567-4115.

## JOIN US FOR THE SISTER JOAN CASSIDY / MICHAEL CUSEO ANNUAL FUNDRAISER

Join us for an evening dedicated to honoring trailblazers and supporting the next generation of leaders in long-term care.

 **Date:** Thursday, June 5, 2025

 **Location:** Leonard's Palazzo, Great Neck, NY

 **Time:** Cocktail Reception from 6:00 PM – 9:00 PM

 **Honoring Outstanding Leaders in Our Field**

 **Keith Chambery, MBA, FACHCA**


*Distinguished Service Award Recipient*

Keith is a longtime ACHCA Fellow and former NY Chapter President whose influence spans both local and national levels. As Chair of the ACHCA National Conference Planning Committee and a committed advocate for professional development, Keith's vision has inspired countless administrators and elevated leadership across the care continuum.

 **Steve Rozinsky**

*President's Award Recipient*

As a leader at Sani-Med Distributors, Steve has been a steadfast supporter of ACHCA and long-term care professionals throughout New York. Known for his integrity, generosity, and unwavering support of providers, Steve exemplifies the values ACHCA stands for. His partnerships have helped deliver essential care supplies with a personal touch and unmatched dedication.

 **Master of Ceremonies:**

**Mark J. Sanchez, FACHCA, LNHA** – President, ACHCA NY Chapter

 **Register or donate today:**

 <https://www.nycachca.com/sister-joan-event>



## **ACHCA's Return to Myrtle Beach Marks a Season of Growth and Strategic Renewal**

**Myrtle Beach, SC** — The American College of Health Care Administrators (ACHCA) is set to return to **Myrtle Beach** for its upcoming **National Convention**, promising a revitalized program of education, networking, and professional development designed to equip post-acute and long-term care leaders with the tools to navigate today's complex care landscape.

This year's convention is particularly significant, as it marks the first gathering under the leadership of **Mark Prifogle**, MBA, LNHA, the newly appointed Chair of the ACHCA Board of Directors. Prifogle's strategic insights and deep roots in both field operations and health policy offer a clear vision for ACHCA's future.

### **A New Era of Leadership and Purpose**

Mark Prifogle brings a unique blend of executive experience and academic leadership to ACHCA. As **Vice President of Operations at BHI Senior Living** and an adjunct professor at multiple universities, he has mentored emerging administrators while steering innovative initiatives in quality improvement, resident engagement, and operational strategy. He also serves on the **Moving Forward Coalition**, advocating for policy solutions that improve senior care across the nation.

In a recent interview, Prifogle emphasized his deep connection to ACHCA's mission:

"ACHCA's success depends on the engagement and passion of its members. Together, we can elevate our profession and ensure every resident receives the highest level of care and compassion."

### **Why Myrtle Beach? A Strategic Reset**



The return to Myrtle Beach came from necessity and opportunity. With ACHCA transitioning away from previous management arrangements and facing tight timelines, Myrtle Beach provided a viable solution. According to Prifogle, the convention center's flexibility and familiarity allowed ACHCA to deliver a

high-quality event while planning ahead for **Orlando in 2026** and **Las Vegas in 2027**.

### **Convention Highlights: Education, Innovation, and Advocacy**

This year's convention offers:

- **Targeted CEU sessions** across clinical leadership, operations, compliance, and ethics.
- A **robust vendor expo** featuring the latest technologies and service innovations for long-term care.
- **Mentorship programming** connecting emerging professionals with seasoned administrators.
- **Town halls and roundtables** addressing regulatory changes, staffing challenges, and AI implementation in senior care.

Members can also expect **expanded resources**, including updated digital platforms and regional networking opportunities—thanks in part to ACHCA's new partnership with an **association management company (AMC)**.

### **Strategic Goals Underway: What's Changing at ACHCA**

Prifogle's leadership marks a shift in how ACHCA operates:

- **Enhanced member services** through streamlined operations and dedicated professionals for membership, partnerships, and sponsorships.
- A **new Public Affairs Committee** is under development to increase ACHCA's role in state and federal policy discussions.
- Plans to make **student and AIT memberships free**, further building a pipeline of committed future leaders.
- Continued focus on **chapter empowerment**, providing tools and templates to boost local engagement.

ACHCA has already seen a **net increase in membership and vendor enrollment**, the first in many years—a sign that the vision is taking root.

### **A Call to Action: The Role of Administrators in Shaping the Future**

Prifogle's message to members is clear:

“The stakes and expectations for long-term care leadership have never been higher. Administrators will shape how our society cares for its aging population. ACHCA is here to be your partner, your voice, and your resource.”

As ACHCA continues to grow and evolve, Myrtle Beach will serve as both a milestone and a launchpad—celebrating the achievements of seasoned professionals and empowering a new generation of leaders.

## **Michael Hotz Retires: Celebrating a Legacy of Leadership and Mentorship**



**Michael A. Hotz, CNHA, FACHCA**, has announced his retirement, concluding a ***42 year*** distinguished career in nursing home administration and dedicated service to the **American College of Health Care Administrators (ACHCA)** at both state and national levels.

### **A Career Dedicated to Excellence in Long-Term Care**

With decades of experience in nursing home administration, Hotz has been a steadfast advocate for quality care and leadership in the long-term care

sector. His commitment to fostering professional growth and ethical standards has left an indelible mark on the industry.

### **Leadership within ACHCA**

Hotz's involvement with ACHCA has been extensive and impactful. He served as the **President of the New York Chapter**, where he played a pivotal role in advancing the chapter's mission to promote professional education and certification among health care administrators. His leadership was characterized by initiatives aimed at improving resident care through better long-term administration practices.

At the national level, Hotz's contributions were equally significant. ***He won a national election to be a Board Member at Large and continued to progress to National Chair.***

He chaired the **ACHCA Mentoring Program**, a flagship initiative designed to connect emerging leaders with seasoned professionals in the field. Under his guidance, the



program reached an all-time high of 46 mentor-protégé pairs in 2019, reflecting its growing influence and success. **He also oversaw the 3 videos for the mentor program, two of which carry NAB CE Credits.**

### **Recognition and Honors**

In acknowledgment of his unwavering dedication, Hotz was inducted into the **ACHCA Hall of Fame** in 2025. This honor recognizes individuals who have made significant, lasting contributions to the organization over an extended period. **He has also won a national Educator Award, Chair's Award, Distinguished Service Award, the first national Mentor of the year Award, and this year the national Distinguished Administrator of the Year Award.**

### **A Legacy of Mentorship and Advocacy**

Beyond his formal roles, Hotz has been a mentor and advocate for countless professionals in the long-term care community. His insights on the value of ACHCA membership and professional development have inspired many to pursue excellence in their careers. **He also was the catalyst for the national AIT/Preceptor program for the College and the NAB.**

As Michael Hotz steps into retirement, his legacy of leadership, mentorship, and unwavering commitment to quality care will continue to influence and inspire the ACHCA community and the broader field of health care administration.

## **How AI Can Improve Patient Care in Long-Term Care Settings**

Artificial intelligence (AI) is revolutionizing healthcare, and its impact is increasingly being felt in long-term care (LTC) settings such as nursing homes, assisted living facilities, and home-based care. With a growing elderly population and a rising demand for high-quality care, AI offers innovative solutions to improve patient outcomes, enhance efficiency, and support caregivers. Here's how AI is transforming long-term care:

### **1. Enhancing Early Detection and Diagnosis**

AI-powered tools can analyze patient data to detect early signs of medical conditions such as dementia, infections, or worsening chronic diseases. For example, AI-driven

monitoring systems can analyze speech patterns and cognitive function to identify early symptoms of Alzheimer's disease, allowing for timely intervention. Additionally, AI algorithms can assess vital signs and behavioral patterns to predict health deteriorations before they become critical, reducing hospitalizations.

## 2. Personalized Care Plans

AI can process vast amounts of patient data to create individualized care plans. By analyzing medical history, preferences, and real-time health metrics, AI can recommend tailored interventions that optimize treatment and improve quality of life. For instance, AI can help adjust medication dosages based on a patient's response or suggest personalized rehabilitation exercises for mobility improvement.

## 3. Improving Medication Management

Medication errors are a significant concern in long-term care settings. AI-powered medication management systems can reduce errors by ensuring accurate dosing schedules, detecting potential drug interactions, and reminding both caregivers and patients about medication times. Automated dispensing systems further enhance safety by ensuring that the right patient receives the correct medication.

## 4. Enhancing Fall Prevention and Safety Monitoring

Falls are a major risk for elderly residents in long-term care facilities. AI-enabled monitoring systems use sensors, cameras, and predictive analytics to detect unusual movements or identify fall risks before they happen. Wearable devices equipped with AI can monitor gait patterns and balance, alerting caregivers to potential risks. If a fall does occur, AI-powered emergency response systems can immediately notify staff, reducing response times and improving outcomes.

## 5. Supporting Caregivers and Reducing Burnout

Long-term care facilities often struggle with staffing shortages and caregiver burnout. AI-powered tools can help ease the burden by automating routine administrative tasks such as charting, scheduling, and documentation. Virtual assistants can help nurses and aides quickly access patient information, while AI-driven chatbots can handle basic patient inquiries, freeing up caregivers to focus on direct patient care.

## 6. Enhancing Communication and Social Engagement

Social isolation is a common issue for long-term care residents. AI-powered communication tools, such as voice assistants and virtual companionship robots, can

provide emotional support, facilitate video calls with family members, and even engage residents in cognitive activities like trivia or storytelling. AI can also personalize entertainment and activities based on a resident's interests, improving their overall well-being.

## 7. Remote Monitoring and Telemedicine

AI-powered remote monitoring allows healthcare providers to track patient health data in real time, even from a distance. Smart sensors and wearable devices can monitor heart rate, oxygen levels, and other vital signs, alerting medical staff to any concerning changes. AI-driven telemedicine platforms enable remote consultations, ensuring that residents receive timely medical attention without unnecessary hospital visits.

## The Future of AI in Long-Term Care

As AI technology continues to advance, its role in long-term care will expand, offering even more innovative solutions to enhance patient care. While AI will never replace human caregivers, it serves as a valuable tool to support and empower them, ensuring that elderly patients receive the highest quality of care in a compassionate and efficient manner.

By integrating AI into long-term care settings, facilities can improve patient outcomes, enhance safety, and create a more sustainable healthcare system for the future.

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