

LEAH KLUSCH

Executive Director of The Alliance Training Center
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RN, BSN, FACHCA
NURSE/EDUCATOR/CONSULTANT/SPEAKER

ABOUT LEAH KLUSCH

Leah Klusch's education and consulting to healthcare professionals is defined by her dynamic style, sense of humor, no-nonsense advice and innovative ideas. Her ability to focus on learning rather than teaching makes her a welcomed and applauded industry speaker, educator, and nurse leader.

She's the founder and director of **The Alliance Training Center**, an educational foundation focused on geriatric care issues in Alliance, Ohio and the author of numerous published articles in industry journals, periodicals, trade publications, books, video trainings, and lectures nationally on current industry topics. Leah is passionate about her work and her energy is contagious when helping clients and industry members manage:

- Care Delivery & Clinical Competency
- Wellness & Restorative Care Giving
- Compliance & Risk Management
- Leadership
- Re-engineering & Facility Planning
- Skilled Facility Operations
- Payment & Reimbursement Strategies
- Assessment and Assessment Documentation including the MDS Process
- Regulatory Compliance

THOUGHT LEADERSHIP

As a healthcare industry consultant with a penchant for bridging clinical, financial and compliance needs in an easy-to-understand, fun way, Leah's insights are captured and read throughout the industry, online as well as offline.

- **Highly-Sought Speaker and Trainer**

Leah can be found on the speaker and trainer lists of the industry's most well-respected association conferences including American Health Care Association (AHCA), American College of Health Care Administrators (ACHCA), LeadingAge, PharMerica, and International Council on Active Aging (ICAA), Blue Sky Therapy, Broad River Rehab as well as many state and local professional associations and ownership groups.

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Her expertise has attracted packed sessions on hot topics like the recent MDS changes and the conversion to PDPM, understanding care area assessments and Compliance rules with Part A Medicare and Auditing Therapy Services. She has authored and co-authored videos for the Briggs Corporation and written forms and formats for MedPass, and launched a series of MDS web-learning sessions for skilled nursing, rehab, specialty, hospice and home health.

- **Widely Published Author**

Covering the industry's biggest topics, Leah's work has been featured in *Long Term Living*, *McKnight's Long Term Care News*, *Provider Magazine*, and *The Director*. She was first published in 1968 in the *American Journal of Nursing* and has authored more than 40 published articles. In addition, she has authored two books on restorative care giving and Understanding the Care Planning Process.

- **Consultant**

Individual facilities and nursing home management groups and owners from across the country rely on Leah's ability to assess and advise them on operational and clinical issues. She also works with industry-vendors to supply applicable solutions to the industry, like MDS Achieve, Med Pass, Ability, Direct Supply, Encore Rehab, PharMerica, Therapy Management, and McKnights.

- **Research**

Participated in a research investigation with The University of Pennsylvania focused on sleep hygiene and elders with nocturnal incontinence. Diane K. Newman, DNP FAAN BCB-PMD is co-investigator. Domtar Personal Care is supporting the investigation with an unrestricted grant.

PROFESSIONAL BACKGROUND

Leah received her Bachelor of Science in nursing from Capital University and continued graduate studies in Curriculum and Education at Ohio State University. In 2009, she completed the Fellowship program with the American College of Healthcare Administrators (ACHCA). The American College of Health Care Administrators (ACHCA) awarded Leah with their Education Award in 2011 and 2018. Leah was awarded the 2011 National Association of Directors of Nursing Administration (NADONA) Honorary Member of the Year Award from the National Association of Directors of Nursing Administration (NADONA) in Long Term Care. She also received Meeting Planner of the Year in 2005 from National Speakers Association Ohio.

She was a member on the Editorial Board of the Geriatric Nursing in 1997 and 1998. She is a member of the National Clinical Advisory Board of Domtar Personal Care.

July of 2020, Leah was named one of the "40 for 40" notable newsmakers by McKnight's, publisher of the nation's leading senior care journals *McKnight's Senior Living* and *McKnight's Long-Term Care News*. This honor, which recognizes innovative leaders to mark McKnight's 40th Anniversary, is bestowed upon Klusch for her many contributions as a nurse, speakers, educator, consultant, and leader. Leah received one of the first annual McKnight's Pinnacle Awards in 2023 for being an industry veteran who sets the standards, drives change and provides guidance and inspires. In 2024, Leah received the ACHCA Outstanding Member Award.

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ABOUT THE ALLIANCE TRAINING CENTER

The Alliance Training Center is located in Alliance, Ohio and is home to many accredited training classes for Ohio nurses and administrators. Leah Klusch launched the Center in 1989 to help her facilitate and educate care practitioners on helping to care for the frail elderly.

In addition, the Center serves as headquarters for many services offered to the professionals in long-term care including: educational services, management consultation, facility consultation, and development of specialized and custom training programs.

The Alliance Training Center is an approved Certified Provider of continuing education credits by the National Association of Long Term Care Administrator Boards (NAB) and a sponsor of continuing education credits by Board of Executives of Long-Term Services and Supports in Ohio (BELTSS).

PUBLISHED ARTICLES

MAGAZINE	TITLE	DATE
<i>AJN the American Journal of Nursing</i>	Nurse Recovers From Deadly Appointment	10/68
<i>Nursing Homes</i>	The Basics of Staff Education: It involves much more than mandatory in-services, and pays off in many ways	04/02
<i>Nursing Homes</i>	Targeting Our Approach to Incontinence: Negligent and Imprecise responses to residents' Incontinence carry a heavy price- here's how not pay for it!	12/03
<i>HC Pro</i>	Incontinence Management for Nursing Homes – A Training and Resource Guide to F315 Compliance	9/05
<i>PPS Alert for Long Term Care</i>	ADL Scores Rule New Payment System	12/05
<i>Nursing Homes</i>	The Importance of Properly Sizing Incontinence Products	12/05
<i>Nursing Homes</i>	CNAs are speaking but are you listening? (with Sandra Hoban)	3/06
<i>Nursing Homes</i>	Our Cup Runneth Over (with	9/06

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Richard Peck)

PUBLISHED ARTICLES

MAGAZINE	TITLE	DATE
<i>Contemporary Long-Term Care</i>	Mastering Reimbursement under RUGs 53	10/06
<i>Nursing Homes</i>	Oh by the Way... (Gary Tetz) on MDS	1/07
<i>Contemporary Long-Term Care</i>	Hard data: Get a handle on your facility database	2/07
<i>Contemporary Long-Term Care</i>	Med on the mind: What we've learned about medication management in the last few months.	4/07
<i>McKnight's Long Term Care News</i>	60 Seconds with....Leah Klusch RE: QIS Survey	6/08
<i>Long Term Living</i>	Are you Ready for the New Survey Process? The QIS is coming-and now is a good time to start gearing up	12/08
<i>Long Term Living</i>	Start now – Preparation critical for Recover Audit Contractor Program	10/09
<i>McKnights Long Term Care News</i>	Avoid Payment Denial	11/09
<i>Provider</i>	A New Look at Incontinence	6/10
<i>Long Term Living</i>	Special Report: Get Ready for MDS 3.0	8/10
<i>Long Term Living</i>	Organizing the MDS Office	12/10
<i>Long Term Living</i>	Embrace the Operational Approach to MDS 3.0 (cover story)	3/11
<i>McKnight's Long Term Care News</i>	5 th Online Expo features major TLC topics (by James Berklan)	3/11
<i>Provider</i>	HIT Panel Yields Valuable Tips	4/11

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Provider for LTC Professionals Focus On: Urinary Incontinence 6/11

PUBLISHED ARTICLES

MAGAZINE	TITLE	DATE
<i>The Director (NADONA)</i>	Transitioning to the MDS 3.0 Strategies for Success	6/11
<i>Long Term Living</i>	Urinary Incontinence – Large Issue that Requires Focus from the Entire Interdisciplinary Team	8/11
<i>McKnight's Long Term Care News</i>	Providers Trail on MDS Prep	2/12
<i>McKnight's Long Term Care News</i>	A good first step but more to do with MDS 3.0	3/12
<i>Long Term Living</i>	Providers warned to prepare for April changes to RAI manual by Patricia Sheehan – quotes by Leah	3/12
<i>Provider</i>	The MDS 3.0 and Its Impact on Bladder and Bowel Care	6/12
<i>Long Term Living</i>	MDS 3.0 updates require critical action steps by Patricia Sheehan – quote by Leah	6/12
<i>McKnight's Long Term Care News</i>	Managing assessment and documentation for a successful incontinence program by Patricia Sheehan – quotes by Leah	10/12
<i>Long Term Living</i>	Incontinence: Documentation risks and payment issues	11/12
<i>McKnight's Long Term Care News</i>	Upon further review by Julie Williamson – quotes by Leah	4/13
<i>McKnight's Long Term Care News</i>	'Serious' CMS oversight should compel providers to be duly vigilant about compliance, expert says by McKnight's Staff – quotes by Leah	5/13

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<i>McKnight's Long Term Care News</i>	CMS widens audits, hones in on part A claims, expert says by James Berklan – quotes by Leah	6/13
<i>McKnight's Long Term Care News</i>	MDS changes challenge providers to be compliant yet adaptable, expert says by Tim Mullaney – quotes by Leah	7/13
<i>McKnight's Long Term Care News</i>	Execute documentation as it's claimed: survey expert by John O'Connor – quotes by Leah	8/13
<i>McKnight's Long Term Care News</i>	Taming the MDS by Julie E. Williamson – quotes by Leah	9/13
<i>McKnight's Long Term Care News</i>	Focus on physician groups, managed care to prepare for the future, say long-term care experts by Tim Mullaney – quotes from Leah	9/13
<i>Provider</i>	Zeroing in on Incontinence Care Management	10/13
<i>McKnight's Long Term Care News</i>	Fed ease auditing reviews, anti-fraud efforts to surge by John O'Connor – quotes by Leah	12/13
<i>Long Term Living</i>	One-on-one with...Leah Klusch	8/14
<i>McKnight's Long Term Care News</i>	Success without silos by Julie E. Williamson – quotes by Leah Klusch	9/14
<i>McKnight's Long Term Care News</i>	Dates, accurate data remain problems, MDS expert warns	5/15
<i>HCPPro – PPS Alert for Long-Term Care</i>	CMS pushes SNFs toward payment reform in FY 2016 PPS final rule	9/15

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PUBLISHED ARTICLES

MAGAZINE/WEBSITE	TITLE	DATE
<i>McKnight's Long Term Care News</i>	The red glare – quotes by Leah Klusch	2/16
<i>McKnight's Long Term Care News</i>	Accuracy key to staying ahead of changes to MDS, quality measures, experts say – quotes by Leah Klusch	4/16
<i>McKnight's Professional Developmnet</i>	MDS pros dish on coordinators' evolving roles –quotes by Leah Klusch	2016
<i>McKnight's Long Term Care News</i>	Room for improvement– quotes by Leah Klusch	8/16
<i>McKnight's Long Term Care News</i>	One section at a time– quotes by Leah Klusch	9/16
<i>Skilled Nursing News</i>	Therapy and The New PDPM- quotes by Leah Klusch	2/19
<i>McKnight's Long Term Care News</i>	'It's here, baby': New RAI manual Drops for PDPM training – quotes by Leah Klusch	5/19
<i>McKnight's Long Term Care News</i>	'It's impossible' – reminder after New RAI guide drops – quotes by Leah Klusch	5/19
<i>PharMerica</i>	PDPM Guide – Admission: The Role of Pharmacy (FAQs with Leah Klusch)	7/19
<i>PharMerica</i>	Article 1 The Impact of Patient Driven Payment Model on Your Business: What You Need to Know	7/19
<i>PharMerica</i>	Article 2 Preparing for the Patient Driven Payment Model	7/19

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PharMerica Article 3 Building Staff Competencies: Training Tips for Your Team 7/19

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<i>PharMerica</i>	Article 4 It's time to Audit Your Coding Practices	7/19
<i>McKnight's Long Term Care News</i>	Klusch: PDPM draft helpful, offers 'clinically sound' rules	7/19
<i>PharMerica</i>	Article 5 Documentation Demands And How to Meet Them	8/19
<i>Skill Nursing News</i>	Skilled Nursing Operators Should Focus On Current Practices to Avoid Costly Future PDPM Mistakes - Quotes by Leah Klusch	9/19
<i>McKnight's Long-Term Care News</i>	PDPM's implementation day may catch Many skilled nursing managers unprepared - Quotes by Leah Klusch	9/19
<i>PharMerica</i>	Article 6 It's Time to Pull in Partners	9/19
<i>PharMerica</i>	Article 7 Beyond Implementation: Enhancing Efficiencies	9/19
<i>PharMerica</i>	Article 8 Test Your PDPM Readiness - It's All About The Data	9/19
<i>PharMerica</i>	Article 9 Game Day Plan	9/19
<i>PharMerica</i>	Article 10 Monitor and Maintain	9/19
<i>McKnight's Long-Term Care News</i>	New MDS updates depend largely on state Medicaid agencies, expert says - Quotes by Leah Klusch	5/20

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McKnight's Long-Term Care News *Providers Worried about CMS Pace
on New MDS Materials* 12/22
- *Quotes by Leah Klusch*

Published books

Book	Publisher	Date
<i>Solutions in Restorative Care Giving</i>	Briggs Corp.	1995
<i>Understanding RAPs: A Training Program for Everyone Involving All Staff in Maximizing Positive Resident Outcomes</i>	Briggs Corp.	1998

MCKNIGHT'S WEBINARS

- Establishing Compliance and Minimizing Risks of Regulatory and Payment Oversight
- Medicare Operational Compliance Strategies for Skilled Care
- Four Challenges that Can Ruin Your Next Survey
- Highlight Upcoming MDS Changes and Ways Providers Can Prepare
- 2012 Regulatory Update: The Least You Need to Know
- 2012 MDS 3.0: The Least You Need to Know
- Risk & Payment Issues with the MDS 3.0
- Quality Care In Challenging Times
- MDS 3.0 Data Coding and Assessment Process Update
- Making the Most of the New MDS 3.0
- P.E.P.P.E.R. Reports: Why not paying attention can be costly
- Managing the Fiscal & Operational Challenges of the Implementation of the MDS 3.0 Data Set
- Payment: "MDS 3.0 Update: New rules on the horizon"
- MDS 3.0 Update – 2015 New Info and Oversight
- Managing Sleep Deprivation and Nocturnal Incontinence
- MDS 3.0 Update: Get ready for more changes
- Medicare Compliance Update: Are you up to speed? (March 2017)
- Payment Track: Are you ready for the looming MDS Changes? (September 2017)
- Phase II and beyond: Are you up to speed? (March 2018)
- Are you prepared for the MDS 3.0 October 2018 (September 2018)
- Operational strategies for surviving the regulatory, payment and other changes ahead (March 2019)
- Leading Your Team through the Transition to P.D.P.M. (September 2019)
- P.D.P.M.: Improving Competencies and Care While Reducing Risks (March 2020)
- Strategic Issues for P.D.P.M. for requiring Operational and Clinical Focus – October 2020 (October 2020) – In Collaboration with PharMerica

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- Essential Operational and Clinical Tasks To Support Quality Services and Payment in 2021 – March 2021

OTHER WEBINARS/VIRTUAL CONFERENCES

- Managing Change in your Assessment Process: An Overview of the April, 2012, Changes to the RAI Manual (Long Term Living/MDI Achieve)
- SCA MDS and Compliance Training (Long Term Care Living and SCA Tena)
- Getting It Right: Elevating Outcomes and Reducing Risk with Your Incontinence Documentation and Assessment Process (Long Term Living)
- Critical Issues of MDS 3.0: Updates, Landmine and Opportunities (Long Term Living/MDI Achieve)
- MDS 3.0 Update Compliance & Payment Issues (MDS Achieve)
- Ensuring Compliance with your Utilization Review Process (ACHCA)
- MDS 3.0 Structure and Implementation (MDS Achieve)
- MDS Update (Blue Sky Webinar) (February 2018)
- Are you Prepared for the MDs 3.0 October 2018? (Blue Sky Webinar) (September 2018)
- MDS Changes 3 Part Webinar Series (Lantis Enterprises, Inc) (September 2018)
- Key Components of Understanding P.D.P.M. (Therapy Management, Inc.) 3 Part webinar series (January, February and March 2019)
- P.D.P.M. Webinar Series (Remedy Therapy/CHS Therapy/Adaptive Rehab) 3 Part webinar series (April, May and June 2019)
- Strategies for Success with P.D.P.M. (Health Care Association of Michigan) (April 2019)
- Critical MDS 3.0 Update...Managing Change with Leadership, Competency Evaluation & Analytics (National Institute for Health Education and Training) (April and June 2019)
- P.D.P.M. CMS' New Medicare Payment Model (National Institute for Health Education and Training) (July 2019)
- P.D.P.M.- The Final Chapter (National Institute for Health Education and Training) (September 2019)
- Successful Transition to P.D.P.M. (Skilled Nursing News) (September 2019)
- P.D.P.M. Coding Update (National Institute for Health Education and Training) (December 2019)
- Proposed MDS 3.0 Changes (National Institute for Health Education and Training) (March 2020)
- P.D.P.M.: Improving Competencies & Caring While Reducing Risks (ACHCA Webinar) (May 2020)
- Auditing for Documentation Accuracy for P.D.P.M. (National Institute for Health Education and Training) (June 2020)
- Auditing for Documentation and Payment Accuracy for P.D.P.M. (PharMerica Training Sessions 1-6) (July - August 2020)

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- Compliance Update 2020 – Justifying Medicare part A Facility Benefits (National Institute for Health Education and Training) (August 2020)
- Operational Strategies to Improve Data Accuracy, Outcomes Documentation and P.D.P.M. Payment (Leading Age Kentucky Annual Conference 2020) (October 2020)
- Strategic Issues for P.D.P.M. Requiring Operational and Clinical Focus (Blue Sky Therapy) (October 2020)
- 4 Part Series – Quality Measure Data Content (Leading Age Oklahoma) (November 2020)
- Quality Measures – Improving Accuracy & Eliminating Unnecessary Risks (National Institute for Health Education and Training) (November 2020)
- P.D.P.M. Coding Update – Data Accuracy after the Transition (2020 NADONA Virtual Conference) (November 2020)
- Operational Strategies to Improve Data Accuracy, Outcomes Documentation and PDPM Payment (2020 ASHS/OANAC Fall Conference) (November 2020)
- P.D.P.M. Coding Update – Data Accuracy after the Transition (KAHCF Annual Meeting & Expo) (November 2020)
- Making MDS Data Part of Operational and Payment Success (KAHCF Annual Meeting & Expo) (November 2020)
- Auditing your PDPM Process (PharMerica) (December 2020)
- 2021 Nursing Home Regulatory and Payment Update (Leading Age Oklahoma) (March 2021)
- The Importance of the Interviews in the MDS 3.0 Data Collection Process (National Institute for Health Education and Training) (March 2021)
- P.D.P.M. Illuminate 6 Part Educational Series (PharMerica) (April-June 2021)
- P.D.P.M. Payment Audit Process (Blue Sky) (May 2021)
- Compliance Training and Data Formulation (Blue Sky) (May 2021)
- Documentation Tools to Create Accurate Assessment and Payment Data (National Institute for Health Education and Training) (June 2021)
- Virtual MDS 6 Part Webinar Series (Blue Sky) (July-August 2021)
- Virtual MDS 6 Part Webinar Series (Leading Age OK) (September-October 2021)
- Virtual P.D.P.M. 4 Part Webinar Series (Blue Sky Therapy) (October - November 2021)
- Documenting MDS 3.0 Items that Create PDPM Base Rates (National Institute for Health Education & Training) (January 2022)
- Preparing For Post Payment Audits For PDPM Claims (National Institute for Health Education & Training) (April 2022)
- PharMerica – More MDS Coordinators are Walking the Floor – Is that a Costly Mistake? Webinar (July 2022)
- 2022 Compliance Review To Reduce Risks Of Payment Loss (National Institute for Health Education & Training) (July 2022)
- QM Overview Webinar (Broad River Rehab) (August 2022)
- QM Falls, A Global Approach (Broad River Rehab) (September 2022)
- Managing Transitions of Care (National Institute for Health Education & Training) (September 2022)
- MDS Six Part Series Webinars (Blue Sky Therapy) (Sept-Oct 2022)
- QM and Impacts of Depression (Broad River Rehab) (October 2022)

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- Compliance and Payment Update Strategies for Fiscal and Clinical Success (National Institute for Health Education & Training) (November 2022)

PODCASTS

- PharMerica – Podcast Spoonful of Sugar (July 2022)
- McKnight's Long Term Care News – Podcast Operational, fiscal and Clinical Alert (November 2022)