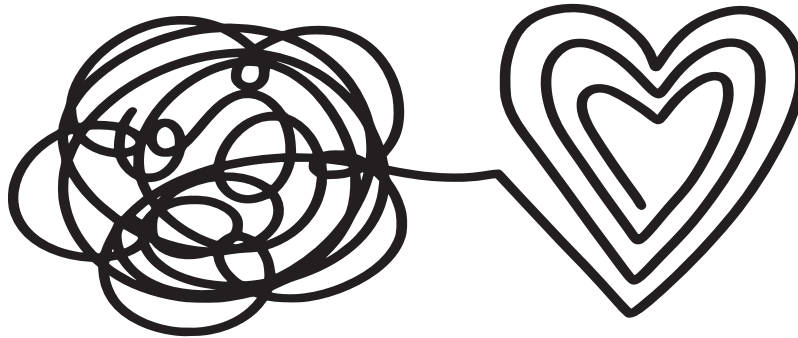


## ONLINE WEBINAR SERIES



# Untangling the Challenges of Long-Term Care

**8.0 CEUs  
Available.**  
*See page 13  
for details.*

**Virtual Event Only**

**Monday, October 13, 2025**

**Thursday, October 16, 2025**



**Nutrition and  
Health**



**Dementia**



**Leadership**



**Advocacy**



**Retention**



**Legal and  
Regulatory**

**To learn more and register, visit our website [www.avilainstitute.org](http://www.avilainstitute.org).**

## Untangling the Challenges of Long-Term Care is a dynamic webinar exploring the complex realities of today's long-term care landscape.

Experts will share insights on topics including the impact of aging on the body and nutrition, using predictive programming to support residents with creative life histories, navigating polarities in leadership, current regulations and advocacy efforts, and emerging trends.

Participants will also learn strategies to help residents reconnect with purpose and meaning, while strengthening leadership practices and care delivery in evolving care environments.

## WEBINARS AND SPEAKERS

### Monday, October 13 (4.0 CE Hours)

- 1. Nutrient Needs and Changes as the Body Ages** (1.0 CE Hour)  
*Helen Battisti, PhD, RDN, CDN*
- 2. Using Predictive Processing to Better Magnify Purpose Through Programming for Residents Living with Dementia** (1.0 CE Hour)  
*Kathryne Fassbender, BS, CDCS*
- 3. Polarities in Leadership: Navigating the Divide** (1.0 CE Hour)  
*Michelle Pandolfi, LMSW, MBA, LNHA, cPMP*
- 4. Current Advocacy and Relevance in Long-Term Care** (1.0 CE Hour)  
*Kathleen A. Curran, JD, MA*

### Thursday, October 16 (4.0 CE Hours)

- 5. The Heart of the Team: Retention and Resilience Strategies for LTC Leaders** (1.0 CE Hour)  
*Shane Cooney, BA, SHRM-CP*
- 6. Rebel and Innovator in Life: Supporting Residents Who Lived High Performing and Creative Lives Continue that Journey in Dementia** (1.0 CE Hour)  
*Kathryne Fassbender, BS, CDCS*
- 7. Federal and State Regulation and Payment Trends** (2.0 CE Hours)  
*Brian Ellsworth, MA*

## REGISTRATION

**This is an online event.** Webinars will be live-streamed for continuing education. Attend full conference, one day, or by individual webinars of your choice.

*Registration includes sessions and digital files.*

<b>Full Series (8.0 credits)</b>	<b>\$350.00</b>
<b>Monday Only (4.0 credits)</b>	<b>\$200.00</b>
<b>Tuesday Only (4.0 credits)</b>	<b>\$200.00</b>
<b>Per Credit Hour</b>	<b>\$60.00</b>

## CREDIT INFORMATION

Continuing education is offered for *Administrators, Catholic Chaplains, Dietitians, Nurses, and New York State Social Workers*

Participants may be eligible to receive up to **8.0 CEUs** based on attendance. More information on page 13.

**CANCELLATION POLICY:** Cancellation and refund requests must be made in writing (mail or email). Phone cancellations will not be accepted. AIG regrets that refunds will not be given for no-shows; however, substitutions are gladly accepted. For more information contact us.

**EVENT CANCELLATION POLICY:** The Avila Institute of Gerontology reserves the right to cancel any scheduled seminar due to unforeseen circumstances up to one day prior to the scheduled workshop, with a full refund of any registration payment.

**DISCLOSURES:** This educational activity does not include any content that relates to the products and/or services of a commercial interest that would create a conflict of interest. There is no commercial support being received for this event.

## MORE INFORMATION

For more information about this conference, visit [www.avilainstitute.org](http://www.avilainstitute.org) or call Melissa Silvestro at (518) 537-5000.



**Monday,  
October 13, 2025**



8:00 am Registration / Sign-in  
8:45 am Welcome / Call to Prayer

**WEBINAR 1**  
9:00 – 10:00 am  
**Nutrient Needs and Changes as the Body Ages**  
*Helen Battisti, PhD, RDN, CDN*

**WEBINAR 2**  
10:30 – 11:30 am  
**Using Predictive Processing to Better Magnify Purpose Through Programming for Residents Living with Dementia**  
*Kathryne Fassbender, BS, CDCS*

**WEBINAR 3**  
12:30 – 1:30 pm  
**Polarities in Leadership: Navigating the Divide**  
*Michelle Pandolfi, LMSW, MBA, LHNA, cPMP*

**WEBINAR 4**  
2:00 – 3:00 pm  
**Current Advocacy and Relevance in Long-Term Care**  
*Kathleen A. Curran, JD, MA*

**Thursday,  
October 16, 2025**

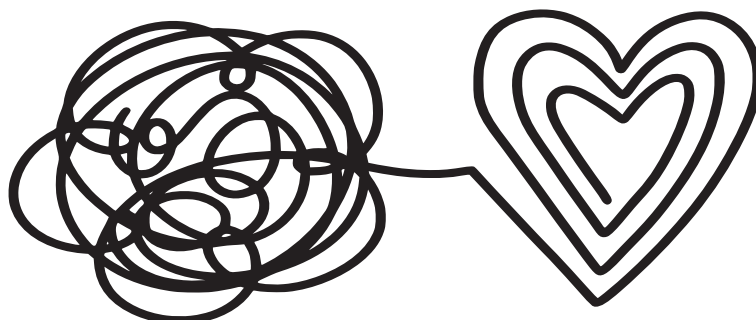


8:00 am Registration / Sign-in  
8:30 am Welcome / Call to Prayer

**WEBINAR 5**  
9:00 – 10:00 am  
**The Heart of the Team: Retention and Resilience Strategies for Long-Term Care Leaders**  
*Shane Cooney, BA, SHRM-CP*

**WEBINAR 6**  
10:30 – 11:30 am  
**Rebel and Innovator in Life: Supporting Residents Who Lived High Performing and Creative Lives Continue that Journey in Dementia**  
*Kathryne Fassbender, BS, CDCS*

**WEBINAR 7**  
12:30 – 2:30 pm  
**Federal and State Regulation and Payment Trends**  
*Brian Ellsworth, MA*



# **DAY 1** 2025 Long-Term Care Webinar Series

## **Monday, October 13**

### **Webinar #1 — Nutrition and Health**



9:00 – 10:00 am (1.0 CE Hour)

#### **Nutrient Needs and Changes as the Body Ages**

**Helen Battisti, PhD, RDN, CDN**

### **Webinar #3 — Leadership**



12:30 – 1:30 pm (1.0 CE Hour)

#### **Polarities in Leadership: Navigating the Divide**

**Michelle Pandolfi, LMSW, MBA, LHNA, cPMP**

### **Webinar #2 — Dementia**



10:30 – 11:30 am (1.0 CE Hour)

#### **Using Predictive Processing to Better Magnify Purpose Through Programming for Residents Living with Dementia**

**Kathrynne Fassbender, BS, CDCS**

### **Webinar #4 — Advocacy**



2:00 – 3:00 pm (1.0 CE Hour)

#### **Current Advocacy and Relevance in Long-Term Care**

**Kathleen A. Curran, JD, MA**

Webinar  
1

## Nutrient Needs and Changes as the Body Ages

9:00 – 10:00 am (1.0 CE Hour)

The physical body has unique nutrient needs that change as we age. This presentation will highlight these changes and explore how we can utilize our nutrient intake to maximize our health. It will integrate evidence-based nutrition strategies to enhance quality of life, promote functional independence, and reduce the risk of chronic diseases. Participants will explore the human microbiome and learn how food choices can affect individuals' levels of depression, aggression, obesity, and dementia.

### Learning Objective

*As a result of this presentation the participant will be able to apply evidence-based nutrition strategies to address age-related changes, support functional independence, and evaluate the impact of the microbiome and diet on chronic disease and mental health in older adults.*

As we age, our nutritional needs evolve—learn how the right foods can boost mood, fight disease, and help promote independence.



### Presented by Helen Battisti, PhD, RDN, CDN

*Registered Dietitian Nutritionist, Battisti Management Affiliates*

Dr. Battisti is a Health Promotion Specialist, Registered Dietitian Nutritionist and a former Assistant Professor and the Director of the Coordinated Program

Scranton, Pennsylvania. She maintains a virtual practice as a Registered Dietitian Nutritionist working with individuals and organizations interested in improving and maintaining their health. Her areas of research include both childhood and geriatric health and obesity.

in Nutrition and Dietetics in the department of Nutrition and Dietetics at Marywood University,



Webinar  
2

## Using Predictive Processing to Better Magnify Purpose Through Programming for Residents Living with Dementia

10:30 – 11:30 am (1.0 CE Hours)

This session will guide the attendees in understanding how we can apply creative care to the concept of predictive processing to better support those living in the later stages of dementia. We will go over how this approach is an interdisciplinary approach, becoming a joint effort between senior leadership and Life Enrichment to guarantee strong implementation and sustainability.

### Learning Objective

*As a result of this presentation, the participant will be able to explore how predictive processing, and creative care can be integrated through interdisciplinary collaboration to enhance support for individuals in the later stages of dementia.*



### Presented by Kathryn Fassbender, BS, CDCS

*Faculty, Avila Institute Gerontology, Inc.*

Kathryne (Kate) Fassbender accompanies those on their dementia journey. By magnifying the importance of creativity, faith, and human connection, she provides

creative care, education, and innovative ways to look at how we live with dementia. Kathryn is a classically trained musician, visual artist, and theater maker, with an academic foundation in the creative arts therapies. A native of Wisconsin, she now calls the East Coast home. Kathryn earned her B.S. in Art Therapy from Edgewood College, with continued

education in Drama Therapy. After nearly a decade in Life Enrichment, she moved on to be an educator and speaker, working with families and professional care partners alike. Upon starting her own business, Kathryn found ways to balance both practicing her craft in arts and health and sharing with others the knowledge gained as both a professional and family carer. Kathryn, in addition to running two organizations of her own, serves on the Faculty of the Avila Institute of Gerontology.

Webinar  
3

## Polarities in Leadership: Navigating the Divide

12:30 – 1:30 pm (1.0 CE Hour)

In today's world, opposing viewpoints seem more prevalent than ever, often accompanied by a lack of understanding between perspectives. Yet, embracing this diversity of thought is essential for tackling complex challenges and strengthening teams. This session will explore how leaders can harness the interdependence of opposing viewpoints—polarities—to build resilient, high-performing teams. You'll learn how to navigate polarizing situations by engaging differing perspectives, facilitating open dialogue, and fostering collaborative problem-solving. Discover how to leverage polarities to balance competing forces, enhance decision-making, and cultivate a more cohesive and adaptive team environment. You'll leave with a deeper appreciation for leadership's inherent complexities and actionable strategies to turn diverse viewpoints into a driving force for stronger team dynamics and organizational success.

### Learning Objective

*As a result of this presentation, the participant will be able to navigate and leverage opposing viewpoints (polarities) to enhance team resilience, decision-making, and collaboration in complex healthcare environments.*



### Presented by Michelle Pandolfi, LMSW, MBA, LHNA, cPMP

*Executive Director, Thrive at Home with Whitney Center*

Michelle Pandolfi is the Executive Director of Thrive at Home with Whitney Center, a life-care-at-home program that ensures older adults are prepared for their future health care needs

by providing access to a lifetime of coordinated care choices, all in the comfort of their homes. She is also Vice President of Home and Community Based Services at Whitney Center, a life plan community located in Hamden, CT. She has dedicated her career to aging services in a variety of capacities over two decades. Michelle's professional areas of specialization are performance measurement, systems improvement, root cause analysis, leadership development, patient education, and patient safety.

Before joining Whitney Center, Michelle was director of consulting services at Qualidigm, a healthcare research and consulting firm, where she managed several na-

tional long term care quality improvement and patient safety projects for the federal government. She has also served as the director of client and family services for the Alzheimer's Association, and Vice-President of Member Services at LeadingAge Connecticut.

Michelle holds a bachelor's degree in social work from Providence College and a master's degree in social work administration (licensed in CT) and a master's degree in business administration, both from the University of Connecticut. Ms. Pandolfi is a Fellow of the National LeadingAge Leadership Academy, a Facilitator and Coach for the LeadingAge Leadership Academy for CT, RI, NJ and DE, a licensed nursing home administrator, a certified project management professional, a certified Eden Alternative Associate, a Team STEPPS Master Trainer, and serves on the board for the Avila Institute of Gerontology in New York.

Webinar  
4

## Current Advocacy and Relevance in Long-Term Care

2:00 – 3:00 pm (1.0 CE Hour)

This session will describe the updates on federal health care and related policy of relevance to long-term care.

### Learning Objective

*As a result of this presentation, the participant will be able to review current federal healthcare policies and advocacy issues impacting long-term care and identify implications for practice and organizational strategy.*

Advocacy in long-term care is the voice that champions dignity, protects rights, and ensures every individual receives the compassionate care they deserve.



### Presented by Kathleen A. Curran, JD, MA

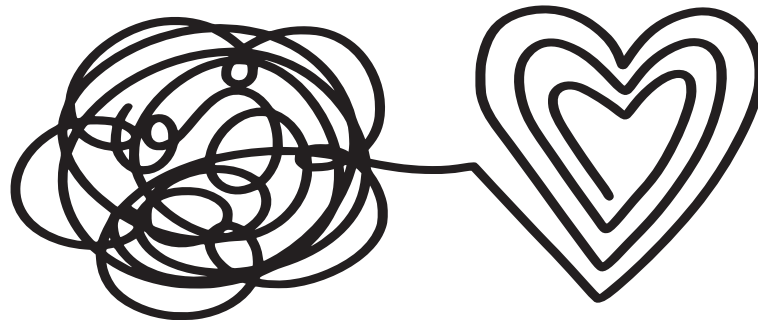
*Senior Director, Public Policy, Catholic Health Association of the United States (CHA)*

Kathleen A. Curran is Senior Director of Public Policy at the Catholic Health Association of the United States. Ms. Curran

coordinates the development of public policy positions for the Association and works with other CHA staff to interact with Congress and the Executive Branch to promote CHA's advocacy agenda. Previously, Ms. Curran was with the United States Conference of Catholic Bishops where she served as Interim Director of the

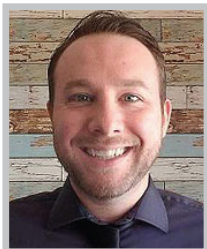
Office of Domestic Social Development and as a policy advisor on health and welfare issues. Ms. Curran has also worked at the U.S. Department of Labor and on the U.S. Senate Committee on Health, Education, and Pensions. Prior to coming to Washington, DC, Ms. Curran practiced law in Boston, MA, following a year serving with the Jesuit Volunteer Corps. Ms. Curran received a law degree from the University of Virginia, a Master's Degree in Catholic Clinical Ethics from Georgetown University and an undergraduate degree from Yale University.





# **DAY 2** 2025 Long-Term Care Webinar Series **Thursday, October 16**

## **Webinar #5 — Retention**



9:00 – 10:00 am (1.0 CE Hour)

**The Heart of the Team:  
Retention and Resilience  
Strategies for Long-Term  
Care Leaders**

**Shane Cooney, BA, SHRM-CP**

## **Webinar #7 — Legal and Regulatory**



12:30 – 2:30 pm (2.0 CE Hours)

**Federal and State  
Regulation and  
Payment Trends**

**Brian Ellsworth, MA**

## **Webinar #6 — Dementia**



10:30 - 11:30 am (1.0 CE Hour)

**Rebel and Innovator  
in Life: Supporting Resi-  
dents Who Lived High  
Performing and Creative  
Lives Continue that  
Journey in Dementia**

**Kathrynne Fassbender,  
BS, CDCS**

Webinar  
5

## The Heart of the Team: Retention and Resilience Strategies for Long-Term Care Leaders

9:00 – 10:00 am (1.0 CE Hour)

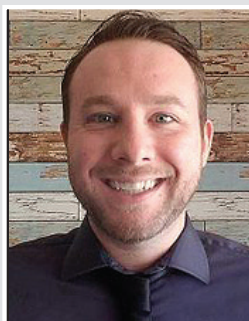
High turnover in long-term care—especially within the first 90 days of employment—continues to challenge the stability and quality of eldercare services. This webinar will equip administrators, nurses, social workers, and dietitians with practical leadership strategies to improve early staff retention and build a more connected, resilient workforce.

Participants will learn how to design a structured mentorship program tailored to interdisciplinary teams, implement effective onboarding practices that support staff through the critical first weeks, and foster open communication and psychological safety within their teams. The session will also cover simple yet powerful leadership techniques to build trust, strengthen workplace culture, and reduce avoidable attrition.

### Learning Objectives

*As a result of this presentation the participants will be able to identify key factors influencing staff retention, evaluate effective leadership practices that support team stability, and implement evidence-based strategies to improve retention and strengthen leadership within their organizations.*

Stronger teams start on day one—learn how intentional leadership, mentorship, and communication can improve staff retention and create a more resilient, connected long-term care workforce.



### Presented by Shane Cooney, BA, SHRM-CP

*Head of Education, Avila Institute of Gerontology*

As the Head of Education at the Avila Institute of Gerontology, Shane oversees all educational initiatives and the organization's learning management system. He is responsible for developing comprehensive educational content and programs tailored to the needs of the orga-

nization. Notably, he established the AIG CARE (Compassion, Advocacy, Recognition, Excellence) Program, which is designed to provide leadership skills education and professional development to staff working in Carmelite homes. He is dedicated to fostering a culture of continuous learning and professional growth.

Webinar  
6

## Rebel and Innovator in Life: Supporting Residents Who Lived High Performing and Creative Lives Continue that Journey in Dementia

10:30 – 11:30 am (1.0 CE Hours)

This session will look at how we can maintain purpose and meaning for those who lived lives of creativity, innovation, and in high power positions even as the losses of dementia are taking hold of their ability to do many things. We will explore how one might create a creative care plan for these individuals living with dementia that can be done one on one, in the community, and with loved ones.

### Learning Objective

*As a result of this presentation, the participant will be able to develop creative care plans that preserve purpose and meaning for individuals with dementia who have histories of innovation, leadership, or creative expression.*



### Presented by Kathryn Fassbender, BS, CDCS

*Faculty, Avila Institute Gerontology, Inc.*

Kathryne (Kate) Fassbender accompanies those on their dementia journey. By magnifying the importance of creativity, faith, and human connection, she provides

creative care, education, and innovative ways to look at how we live with dementia. Kathryn is a classically trained musician, visual artist, and theater maker, with an academic foundation in the creative arts therapies. A native of Wisconsin, she now calls the East Coast home. Kathryn earned her B.S. in Art Therapy from Edgewood College, with continued

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Session  
7

## Federal and State Regulation and Payment Trends

12:30 – 2:30 pm (2.0 CE Hours)

In this session, the speaker will provide an update on the latest federal and state trends affecting long-term care providers, including the hot issues on survey, the federal staffing rules, payment policy and market trends.

### Learning Objectives

*As a result of this presentation, the participant will be able to examine current federal and state trends impacting long-term care, including survey priorities, staffing regulations, payment policy, and market dynamics.*



### Presented by Brian Ellsworth, MA

*VP, Public Policy and Payment Transformation,  
Health Dimensions Group*

Brian Ellsworth has more than 35 years of experience in health care financing, delivery, and policy from both payor and provider perspectives. He

has held senior leadership roles at health care trade associations representing post-acute, long-term care, and hospital providers. His experience includes participation in high-profile public policy reform efforts, demonstrations on pay-for-performance and episodic payment models, and complex projects involving multiple stakeholders. Throughout his career, Mr. Ellsworth's leadership has resulted in important changes to post-acute, long-term care, and inpatient payment and quality monitoring systems. At the American Hospital Association, Mr. Ellsworth developed proposals for payment and quality reform for SNFs, hospital swing beds, IRFs, LTCHs, home health, and inpatient psychiatric facilities. At the Connecticut Association for Healthcare at Home, he led efforts to merge statewide home health and hospice associations. As a policy-maker in New York's Medicaid program, he led early efforts to develop managed long-term care plans for the dually eligible. Additionally, Mr. Ellsworth has served on numerous advisory panels to the federal and state

government concerning financing reform, quality measurement, and payment model design.

At Health Dimensions Group (HDG), Mr. Ellsworth leads efforts to develop value-based payment approaches for health systems, managed care plans, and post-acute providers, in addition to advising on strategy, market analysis, and public policy issues. He is a thought leader and frequent presenter at health care conferences and events across the country. He has also assisted HDG's operations team in COVID-19 policy development and execution.

Mr. Ellsworth's areas of expertise also include the following:

- Strategic analysis of policy and marketplace trends affecting post-acute providers, health systems, and managed care plans.
- Development and execution of value-based payment approaches.
- Design analyses to assess operational inefficiencies and improve quality through qualitative and quantitative approaches.
- Working with diverse groups of internal and external stakeholders to achieve consensus and buy-in.



## Continuing Education

Participants will only receive credit for webinars they have attended in full.

**Board Approvals** Participants may be eligible to earn up to 8.0 continuing education hours based on attendance of each webinar in full.

### **Administrators (NAB)**

This program has been submitted (but not yet approved) for Continuing Education for 8.0 total participation hours from NAB/NCERS. \*

### **Catholic Chaplains**

This educational program has been submitted to the National Association of Catholic Chaplains for approval to grant Continuing Education Hours. \*

### **Dietitians (Registered)**

This educational program has been submitted to the Commission on Dietetic Registration for approval to award Continuing Professional Education Units. \*

### **Nurses**

This nursing continuing professional development activity was submitted to the Northeast Multistate Division Education Unit, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. \*

### **Social Workers (New York Only)**

Avila Institute of Gerontology, Inc. is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0265. Participants can earn 8 Contact Hours.

*Social Worker CE approval is for New York State Social workers only. Other state licensees are not eligible to receive pre-approved credit.*

*\* For updated information on CEUs, please visit our website [www.avilainstitute.org](http://www.avilainstitute.org) or contact Shane Cooney or Alyssa Di Maria at 518-537-5000.*