



Managing the Survey Process from Entrance to Exit

Tuesday, April 21, 2026

9:00 am – 2:30 pm

Hilton Garden Inn Boston/Waltham

450 Totten Pond Rd, Waltham, MA 02451

(Please note change in venue)

REGISTRATION IS LIMITED

Seminar Description:

Gain critical insight into the survey process directly from the Department of Public Health (DPH) in this informative and practical session designed for nursing facility providers. Participants will be guided step-by-step through the survey process—from entrance to exit—while also gaining a clear understanding of the complaint survey process, including reporting requirements and investigative procedures. Attendees will leave better equipped to navigate regulatory expectations, reduce risk, and strengthen overall compliance practices.

Program Objectives:

At the conclusion of this webinar, participants will be able to:

- Understand the key components of the survey process
- Describe state and federal requirements for reporting and managing complaints and grievances
- Apply practical strategies for survey readiness, complaint response, and effective investigations

Presenters:

- **Michelle Bramante-Butler**, Deputy Director, Division of Health Care Facility Licensure and Certification, Massachusetts Department of Public Health
- **Katherine Dinges**, Certification Unit Manager, Division of Health Care Facility Licensure and Certification, Massachusetts Department of Public Health
- **Laura Mueller**, Complaint Unit Manager, Division of Health Care Facility Licensure and Certification, Massachusetts Department of Public Health

Target Audiences: New Administrators, New Director of Nurses, Quality Improvement Staff, Nurse Managers/Supervisors and any staff involved in the survey process.

Name _____ **Title** _____ **Email Address (required)** _____

Facility: _____ **Phone:** _____

Address: _____

City, State, Zip: _____

Credit Card: MasterCard Visa AMEX

Account Number: _____ **Exp. Date:** _____

CID Code: _____ **Name on Card:** _____

Billing Address (if different than above): _____

Please make checks payable to & mail to:

Amount Paid: \$ _____

Massachusetts Senior Care Association

PO Box 1657

Easton, MA 02334

Telephone: 617-558-0202 Fax: 617-558-3546

***Registration Fee must be paid prior to attending the seminar.**

Fees: (Must be paid in full prior to attending seminar)

\$250 per person - Mass Senior Care Members

\$450 per person - Non-Members

CEUs: 5.0

The Massachusetts Senior Care Association has qualified for “deemed status #NH-09015-007” from the Board of Registration of Nursing Home Administrators for Administrators. This program also meets continuing education requirements for Nurses in Massachusetts. All paid attendees will receive a certificate of attendance.

Cancellation Policy:

Mass Senior Care must be notified in writing no later than 48 hours prior to the start of the seminar for a refund, minus a \$25 processing fee, which will be refunded in the manner in which the payment was made. “No Show” attendees will be billed at the full registration fee. Cancellations should be emailed to

info@maseniorcare.org.