



IHCA INCAL
INDIANA HEALTH CARE ASSOCIATION
INDIANA CENTER FOR ASSISTED LIVING



SESSION DESCRIPTIONS

TUESDAY, JULY 31, 2018

Certified Alzheimer's Disease & Dementia Care Trainer Course

This course is taught by the National Council for Certified Dementia Practitioners and is the required course for educators seeking trainer certification. *Eligibility requirements apply. This course is designed for Inservice Directors, Memory Care Directors, Staff Development/Educators, Department Heads and Consultants. Upon completion of this course, participants will be certified to train others pursuing a certification as a Certified Dementia Practitioner.

Alzheimer's Disease & Dementia Care Seminar

Take the path to certification as a Certified Dementia Practitioner through the National Council of Certified Dementia Practitioners. This day-long course is the required seminar for those pursuing CDP® certification and who qualify through the National Council of Certified Dementia Practitioners. This course is open to everyone, however eligibility requirements apply for the certification.

Compliance Workshop - Details coming soon

WEDNESDAY, AUGUST 1, 2018

Palliative Wound Management

The hospice resident is at high risk for skin breakdown. This course will discuss skin prevention measures as well as how to manage skin breakdown for the palliative resident. The course will also discuss setting appropriate goals to ensure comfort and honoring the resident's wishes. Learning objectives include 1) Identify prevention measures to reduce the risk of skin breakdown while promoting comfort, 2) Discuss wound management when the goal is not to heal, but to promote comfort, and 3) Determine care planning goals appropriate with the resident's wishes, while ensuring understanding of risks.

Defensive Documentation - Details coming soon

Sexuality and the Resident with Dementia

The issue of sexuality is often taboo in the institutional environment. Either the staff lack any understanding and consideration for the very human emotions and needs we all share, or they are uncomfortable with sexuality and would rather avoid having to address it at all. In extreme cases, staff may see themselves as the moral police, imposing their personal feelings and beliefs about sexuality on the dependent population. This session provides a shared human and clinical perspective on how to approach matters of sexuality for all residents, but with focused considerations for those with dementia or other special needs. The matters of consent, capacity and resident education will be addressed. Suggested approaches will be offered for care planning for issues involving suspected sexual abuse, cases of unwanted sexual contact or contact in circumstances where one or both parties lack capacity to consent.

Ditch Anecdotes and Hunches for Evidence-Based Decisions

Hospitals and post acute facilities make decisions every day in an effort to provide good patient care and meet payer requirements, all while running efficiently. In the past, many of these decisions were made on hunches, anecdotes or by analyzing lagging data. In an evidence-based industry, this isn't only ironic, it's ineffective. Brian Peters will show how using analytics can help healthcare facilities obtain control over the timing of admissions and discharges to ensure a quality experience for patients and provider; create a two-way dialogue with managed care organizations to ensure the patient is at the appropriate level of care at the right time; better prepare families and patients for the next level of care; and have evidence-based conversations with physicians to improve patient care. Attendees will learn 1) Which challenges are impacting the post-acute care industry's ability to improve patient care and reduce readmission rates while operating efficiently, 2) How to access real-time data for visibility into the entire patient lifecycle, 3) How data insight can be used to drive better care and efficiency throughout the organization, including admissions/discharges and length of stay, and 4) How to adopt a culture of analytics-backed decision making.

Creating Quality of Life for those with Dementia through Successful Non-Pharmacologic Behavior Intervention

Individuals living with dementia can experience quality of life throughout the stages of dementia. However, this goal can only be achieved if their personhood and emotional needs are high priorities of care, their wants and needs are planned for and met, and their care partners recognize and respond to all communications of ill-being and distress—otherwise known as “behaviors”. This approach is called non-pharmacologic behavior intervention and it is an essential approach in giving quality of life to those with dementia. This presentation will describe some common dementia-related distress behaviors and triggers, and how to create person-centered, cognitive level informed care plans to help prevent these distress behaviors from occurring. The session will also describe the importance of early recognition of the first signs and communications of escalating distress, while also offering examples of the right care response for the level of behavior escalation in order to effectively de-escalate and facilitate positive outcomes for all.

Moderated Poster Session – Expo Hall

A: Dr. Lieb/Dr. Tegeler

B: Grandview Pharmacy

Brainy Customer Service

In today’s world we need more than time management, we need mind management. We like to believe we are rational but we are all vulnerable to irrational thinking and faulty reasoning. What makes a first impression a lasting impression? What psychological forces guide irrational thinking patterns? How do these forces sneak up on all us and affect our choices, relationships, and customer service delivery? In this keynote you will laugh while learning how to modify your day for better brain performance. We explore cognitive biases and cognitive distortions that hinder rational thinking. You'll learn how to counteract faulty thinking to create more satisfied caregivers and clients. When you better understanding the seductive pull of these forces, your customer service will improve. Most importantly, you'll understand how to conjure magical customer service moments that matter.

Improving Employee Engagement

Employers are experiencing greater challenges with employee retention and engagement in post-acute care. This session provides insight into barriers to employee retention and engagement in addition to providing practical suggestions for improving job satisfaction.

Learning objectives"

- Participants will be able to understand the barriers to employee retention and engagement,
- Participants will be able to understand factors that impact job satisfaction,

- Participants will be able to apply various strategies to improve overall workforce morale,
- Participants will be able to develop a process for identifying at risk employees, and 5) Participants will be able to assess effectiveness/efficiency of employee retention and engagement programming.

Top Tags in Skilled Nursing

This presentation will review the top skilled nursing citations from 2017 and the current top citations in 2018. The citations will be extensively reviewed, with real-life examples presented, tips/suggestions on how the facility could have avoided the situation and how your facility can prevent a similar citation. This review will cover a variety of departments, so this session is pertinent to the entire interdisciplinary management team.

Mindful Connection to People Centered Care

You are the Caregiver Hero: the human face of healthcare. You withstand tons of paperwork, troubleshoot family/resident issues, deal with family dynamics while providing care, comfort and love. And, now, in the midst of culture change, compliance, regulations you must apply Person Centered Care. Well, la-dee-da. Person Centered Care comes from the connection caregivers make, not from the procedure they deliver. In this breakout you will laugh while discovering how creating a culture of compassion will help all caregivers thrive professionally. You'll learn mindfulness techniques that shift from a caregiver from autopilot "doing" to "being" with clients, resulting in stronger connections. You'll learn how a mindful shift in perspective enhances people centered care and employee satisfaction.

Medicare's New "Targeted Probe and Educate Audits" of Nursing Facilities

Effective October 1, 2017, Medicare contractors will target nursing facilities with the highest percentage of claims with "resource utilization group" (RUG) codes in the "ultra high" (500-510 minutes of therapy per week) and "very high" (720-730 minutes of therapy per week) groups. Selected providers can undergo up to 3 rounds of audits and those whose percentages are found to be excessive will be referred to Medicare fraud investigators.

Learning objectives:

- Participants will learn how the new audit process differs from RAC audits
- Participants will learn what triggers will target a facility for audit
- Participants will learn how to find the data WPS will use to set audit priorities

Sex, Drugs, and Rolling Walkers

As the long-term care industry faces major challenges in regulation, finance, and staffing, the shift in demographics to a younger, more complex, transient population has added another

layer of stress. Resources to develop the type of care and service needed to address issues of long-standing mental disorders, substance use, addictions, and other behavioral health needs are in short supply. This session offers a variety of ideas for anticipating and developing common sense approaches to these contemporary challenges. Improving staff education and training in behavioral health and developing strategies to address common symptoms and reactions in mental health are a focus of this conversation.

THURSDAY, AUGUST 2, 2018

Playing Nice in the Sandbox: Achieving Quality Care Through Improved Staff to Staff Communication

“I’ve told my co-worker and told her, but she just doesn’t listen.” “The boss just doesn’t care.” “Every time I try to express my opinions, I get shot down..” The change to treating people like people is in full swing. Communication is the basis of person-centered care and needs to start with a staff to staff focus. Identifying communication barriers is the first step to breaking down those barriers. Learning how to truly communicate, verbally and non-verbally with fellow staff members empowers the person while allowing win-win situations to occur. Whether it’s dealing with a negative co-worker or trying to communicate vital information to a person from a different discipline, knowing the 5Ws of communication leads to a successful exchange.

The Sticky Employee-How to Retain Talent in an Employee-Driven Market

In today’s employment market, the power has shifted from employer to employee as the competition for top talent grows. In the month of October 2017, the U.S. Bureau of Labor Statistics (BLS) reported an unemployment rate of 4.1 percent. This means our employees now have the choice to be very selective regarding career opportunities and employers. For organizations everywhere, this presents both challenges and opportunities. As we continue to compete for talent, recruiters are poaching and employer social information on sites like Glassdoor and Indeed are more accessible than ever making it harder and harder for us to attract and retain top talent. Take a leap of faith and start looking internally. While your underperformers are holding you back and checking Facebook, your high performers are getting restless and checking LinkedIn. It’s time to turn the tables around and explore what can be done in creating “The Sticky Employee” in this highly competitive talent market.

Discharge and Transfer Strategies – Notices, Appeals, Behavior, Appendix PP, Failure to Pay, Final Regulations, and the New CMS Initiative

When a resident leaves is it a transfer or discharge? Who initiated it? What notices are required? Involuntary discharge situations effect skilled nursing and assisted living facilities when residents, families and others are disruptive or abusive. Resident behavior and non-payment for a stay impacts the entire operations of Post-acute care facilities and presents potentially dangerous and difficult environments for operators along with potentially

significant economic considerations. Facilities are allowed to involuntarily discharge a resident in narrow situations and, if allowed, must initiate the discharge and provide proper notice as required by federal law. CMS routinely penalizes post-acute care facilities for not following the rules. Facilities must considering the risks and regulatory analysis, as well as practical considerations, also refer to Appendix PP. Session will look at legal and operational aspects of these challenging events. What types of notice? What steps and actions are recommended? What happens when a resident appeals the discharge? What is a discharge hearing like? Session will address operational considerations, including risk and regulatory analysis as well as criminal and civil aspects. Session will also discuss the final regulations. Are you ready? It is time to carefully and objectively evaluate your current discharge planning processes, as well as identify opportunities for improvement that are consistent with what is coming down the road.

Smarter Dementia Care: A Framework for Compliance in Using Non-Pharmacological Approaches in Dementia Care & Behavioral Health

This session overviews a framework for assessing & applying dementia stages to care plan practical individualized interventions for attaining/maintain the highest level of practicable well being, and preventing/managing common behavioral issues. Strategies for assessing your facility's current compliance with dementia care and behavioral health standards and improving facility systems, competency based training, and effectiveness of non-pharmacological approaches will be covered.

Build a Standout Brand Through the Power of Story

Today's most well-known and established brands share a powerful marketing secret. It involves empowering customers and prospects with stories. Stories that naturally resonate; and uniquely communicate the human essence of your brand in ways that people instinctually want to share. Any brand, large or small, in any industry, for any product or service, can build following through effective storytelling. Getting past just telling advantage and benefit claims, and truly developing a unique voice that customers believe in and is an important step in developing your brand. Join marketing strategist and StoryBranding expert, Dan Gartlan in learning how to uncover the secrets to magnetize the influence of your brand and build a stronger following through the power of story. Through interactive discussion and an engaging presentation, you'll come away with an understanding of the fundamentals of StoryBranding, begin to develop your story, and learn ways you can implement StoryBranding into your marketing to capture and delight your audience.

Sexual Intimacy Between Residents: Balancing Capacity and Residents' Rights

Facilities are facing increased pressure and exposure relating to the sexual activity between residents, particularly in the assisted living setting. Being sexually intimate and having a sexual relationship is considered to be a Residents' Right issue. Most states lean towards allowing the relationship, but need to be able to find a balance between this right and the

resident having both capacity and giving consent to engage in the relationship. Additionally, many family members are often shocked or confused when their loved one begins an intimate relationship with another resident and take their emotions out on the facility employees. This session will address how facilities can draft policies relating to sexual intimacy between residents, best practices for drafting and implementing policies, and strategies for raising the issue with both the residents and their families.

Just Say “No” to Drugs and “Yes” to Successful Behavior Management

This issue of caring for individuals suffering from memory loss who may exhibit behaviors that are difficult to manage ISN'T JUST ABOUT MEDS! It's about the need for long term care professionals

to value the strengths and social needs of the residents at the same level...no a higher level... than their physical needs. It is also about becoming a pro-active champion for the residents in questioning medications before they are ordered. How to shift the paradigm from the highest priority of "clean, fed and dry" to "enjoyable contented days" is the key to providing excellent care for those entrusted to our care. The shift from the medical model to the social model continues to be the stumbling block...regardless of fancy initiatives with great names" Plan to join Diana to laugh and learn!

What Patients Fear and Why We Have to Know

The business of patient experience is a tough one. It's complex. And for many, it's exhausting. Today's healthcare organizations, committed to improving their patient-experience efforts, are scrambling to find out what their competitors are doing to improve scores and make lasting changes. Now a few of them turn to Colleen, who has years of experience helping healthcare organizations reach their peak performance. In her transformative keynote, Colleen shares the one thing that makes all the difference in delivering the care that patients want and need. She takes participants from a place of caring for patients to a place of caring about them! The creator of the groundbreaking study The Patient Empathy Project™, Colleen reveals what patients fear most about the care they receive and what can be done to address those fears. Her keynote leaves participants empowered, encouraged, and inspired.

Long Term Care Resources

Unsure what the best long term care option is for your loved one? Visit the LTC Resources page to decide what best meets their care needs.

Care Conversations

Whether you're seeking care for yourself, or for a loved one such as a spouse, parent or sibling, Care Conversations connects you with advice from long-term care professionals

to help you every step of the way.

Sign up to receive newsletters from IHCA!

Note: Non-members may receive communications about education opportunities. Legislative updates and regulatory alerts are a member benefit.

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