

IDAHO HEALTH CARE ASSOCIATION

53rd annual Convention & Tradeshow

July 9 – 11, 2019 Boise Centre



The Art of Caregiving: A Masterpiece!

TUESDAY, JULY 9, 2019

Registration | Check-in opens 7 am

Coffee & Beverage Service & water bottles sponsored by:

Omnicare[®]
a **CVS**Health. company

Opening Ceremony & Keynote Speaker: Laurie Guest, CSP

Managing the Red Carpet: A Showbusiness Guide to Customer Service

Do you roll out the red carpet for your patients and residents? Do you want to learn tangible ways to treat them like the VIP celebrity guests they are? Could you use some creative ways to express how much you value them? This entertaining, yet practical program is ideal for groups who desire to deliver stellar customer service while achieving overall business objectives.

Attendees will:

- 8:30 am – 10:00 am
- Identify misleading signals and learn how to change them overnight
 - Learn the five taboo words to remove from their vocabulary and what to say instead
 - Create a showtime culture throughout the organization
 - Determine which team actions deserve an encore and which need the curtain pulled

Everyone in your cast will emerge energized and equipped to provide award-winning service to your audience (aka patients and residents) in ways that make a difference to everyone on the set.

Infection Preventionist Certification 3-day Course | A.C. Burke, MA, CIC

Through a grant from the **Idaho Healthcare Associated Infections (HAI) Program**, running concurrent to the 2019 Convention, will be a **3-day Infection Preventionist Certification Training**.

8:30 am – 5:00 pm

MUST attend ALL 3 days. Only open to those pre-registered.

You must sign in & out each day.

Revised: 7.3.19



The Nursing Home Infection Prevention Program ...Nipping Infection in the Bud aka NIPP © is a packed 16-hour training program to prepare the professional to meet the intent of the CMS guidance for the skilled nursing facility (facility) designated Infection Preventionist. At the conclusion of this training the participants will be able to design an effective infection control and prevention program.

Participants will receive training materials that will include an infection control manual. This program is interactive and will include exercises to enhance the learner's comprehension of the subject matter taught. **Participants will need to bring their own personal protective equipment (PPE).** This would include gowns, gloves, and disposable masks.

Upon completion, if desired, a 100-question examination will be emailed to participants. A minimum score to pass is 80. Directions for the test are completed on site and graded at the RB Health Partners, Inc. office. Certificates will be emailed unless other arrangements are made.

This course will be taught by: **A.C. Burke, MA, CIC**, Vice President of Healthcare Quality, NIPP Program Manager. A.C. Burke, RB Health Partners Infection Prevention Advisor comes to us from the Florida Department of Health (DOH) where she served as the Health Care-Associated Infection (HAI) Prevention Program Manager.

Dietary Manager (currently enrolled) Students ONLY

8:00 am – 5:00 pm Dietary Manager students successfully completing the Nutrition module in June are required to attend all 3 days of Convention.

Are We Having Fun Yet? | Laurie Guest, CSP

10:15 am – 11:45 am Communication and Teamwork is More Than a Game of Chance

Is your team overdue for a fun, laugh-while-learning experience? Wouldn't it be nice if you could also get them reacquainted, reenergized, and recommitted to your organization's goals? Heck, while we're at it, why not throw in improved personal interactions and a morale boost?

During this program audience members work together to build better communication and teamwork skills. The session is both enjoyable and highly interactive.

Attendees learn ways to:

- Improve communication between all types of team members.
- Build better internal and external rapport.
- Create a fun environment and lasting workplace relationships.
- Ideas to achieve personal balance in life.

Laurie Guest, CSP, has over 24 years of healthcare experience serving both a privately-owned medical facility and a community hospital system. During her administrative career she helped a multi-million-dollar medical center become a regional leader of ophthalmic surgery. Because of her experience with direct patient care, she understands the challenges of working in a stressful, fast-paced environment. Her passion for patients and practical approach to connecting with others is what makes Laurie a favorite speaker among healthcare audiences.

Revised: 7.3.19

Laurie is a member of the National Speakers Association and is a Certified Speaking Professional, a designation held by less than 12% of speakers worldwide. She is a published author, wife, mother of two and a below average cook.

IHCA Members-only Meeting & Buffet Lunch – **IMPORTANT every member facility is represented!**

11:45 am – IHCA Members come listen to an update and vote on Bylaws changes & for your new Board!
1:30 pm

Please plan on attending the annual membership meeting. It will be held the first day of convention this year. We will discuss important issues including:

- Changing bylaws to include Home Health, Hospice and Home Care in our membership.
 - To view proposed changes, go to: <http://www.idhca.org/events/53rd-annual-convention-tradeshow/>
- Electing new 2019/2020 board members.
- Discussing important issues related to our profession.

Thank you!!

Mindfulness Training to Improve Care Quality & Quality of Life in LTC Settings | Abhilash K. Desai, MD, FAPA, Co-Founder & Medical Director of Idaho Memory & Aging Center

Mindfulness is the skill of repeatedly bringing one's wandering attention to the present. Research has shown that mindfulness training of staff working in long-term care (LTC) settings may improve quality of care delivered as well as quality of life of LTC residents. Attendees will:

1:45 pm –
3:15 pm

- Describe mindfulness and meditation.
- Discuss potential benefits of mindfulness training.
- Practice simple mindfulness exercises together to provide experiential learning.

Improving Quality Using Data Solutions | Lindsay Schwartz, NCAL

Behold the power of data! Learn the potential that AHCA/NCAL resources can help your organization harness the often-untapped power of data you collect. With an updated dashboard and new measures in LTC Trend Tracker, your assisted living can thrive in this data driven atmosphere. This session will provide an overview of several key LTC Trend Tracker features & reports, coupled with case examples from your peers to demonstrate how AHCA/NCAL members are using these features to support implementation of quality programs, pursue operational excellence and enhance external negotiations with entities like hospitals, managed care organizations and other networks.

1:45 pm –
3:15 pm

- Learn how to utilize LTC Trend Tracker to track data and improve quality in your assisted living community.
- Understand how to interpret the data contained in key reports.
- Learn how formulate data into meaningful and actionable stories and plans.

Rights, Responsibility & the Law...for Granny Cams | David Wilson, Ahrens DeAngeli

1:45 pm –
3:15 pm

Legal, administrative, and practical issues surrounding the use of both granny cams and other cameras around the building in long-term care facilities. This presentation will review the relevant laws along with the risks, benefits, and challenges. Review of statutes/regulations, HIPAA, privacy, social media, wiretapping, employment issues and more.

Be a Healthier You! | Sherry Fernandez, CPT, Director, FitMania

1:45 pm –
3:15 pm

INTRO QUESTION: WHAT IS THE SECRET TO HAPPINESS?

- STRENGTHENING THE STANDING LEG

An architect's compass is used to make circles. The longer and steadier the "standing leg" is the bigger and better the circle. We strengthen our "standing leg" by developing our ourselves in the major areas of life - physically, spiritually, emotionally, our relationships, our knowledge, our finances ... physically is an excellent place to start.

- CUTTING THROUGH THE MISINFORMATION ON BEING LEAN AND THIN

Food is not the enemy. Food is a joyous and happy part of life. Eating is the *solution* to maintaining a healthy weight and lifestyle. Real food real often!

Effective exercise. Only run if you love it. You do not need to run or spend hours at the gym to be very strong and fit.

Sleep and other healthy habits

- IF YOU MOTIVATE ME BUT YOU DON'T TRAIN ME YOU MERELY FRUSTRATE ME

Developing a healthy lifestyle is about developing healthy daily habits. A few basic tools to keep you moving forward.

"What gets measured gets managed." (Peter Drucker)

- CONCLUSION: THE ANSWER TO THE SECRET TO HAPPINESS

Telehealth and Improved Patient Outcomes - Keeping Patients Home & Out of the Hospital Jenni Gudapati, MBA, RN Marketing, Recruitment & Community Engagement Manager, BSU School of Nursing

3:30 pm –
5:00 pm

In this session, we will discuss what telehealth is, and what it means in the continuum of care. Throughout the presentation, Jenni will provide examples of how telehealth is improving patient outcomes and how legislation, regulations and payment models are changing to encourage technology and innovative program adoption.

Learning Objectives:

- Establish knowledge of telehealth practice, history and future use potentials.
- Learn how technology utilization is a game changer in all areas of the healthcare and long-term care industries, and why understanding value-based care, patient outcomes and quality of service is essential to stay relevant in the future markets.
- Provide an opportunity to have open dialect on questions concerning new care delivery methodology and the need to move from traditional fee for service healthcare to community based and increased access models.

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How to Get MORE Connected - Focus on Digital Recruiting | Aaron Olson, Talent Acquisition & Engagement Partner, Cascadia Healthcare

3:30 pm – 5:00 pm Leveraging technology is a must when competing for talent. Using digital media to establish and build relationships that turn into hires. Using tools such as Text, social media and job boards.

SNF Compliance & Ethics Requirements | Kim C. Stanger, Partner, Holland & Hart

3:30 pm – 5:00 pm The new Medicare conditions require that nursing facilities implement compliance and ethics programs by November 28, 2019. This session will discuss:

- The required elements for such programs.
- Latest CMS guidance on the programs.
- A checklist to compare the new requirements against existing compliance plans.
- Practical suggestions for implementing, including training.

Prevention & Early Treatment for Back Injuries | Dr. Ryan Griffeth

3:30 pm – 5:00 pm Low back Pain? Come learn:

- What causes low back pain?
- How can we prevent it?
- What is most the effective treatment?

Molina Healthcare of Idaho Reception

5:00 pm – 7:00 pm By Invitation-only from Molina Healthcare
Hors d'oeuvres and live music.



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WEDNESDAY, JULY 10, 2019

Registration | Check-in opens at 7 am

Coffee / Beverage Service sponsored by:



and



Infection Preventionist Certification 3-day Course | A.C. Burke, MA, CIC

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Build Relationships, Retain Team Members & Overcome Resistance to Change | Carmen Bowman, Edu-Catering: Catering Education for Compliance and Culture Change



Sponsored by: An Independent Licensee of the Blue Cross and Blue Shield Association

“Relationship is the fundamental building block of a transformed culture.” The Pioneer Network has identified this as a core value to culture change. There are many benefits to encouraging and promoting relationship between staff members, between residents and between staff and residents. Time to let go of the lies such as “don’t get too close.” Only in relationship can one truly be known - what you love and what you hate, your passions to your pet peeves, in the end this is all any of us want. Research bears it out: a relationship-rich culture results in decreased turnover and other positive outcomes. Also touched upon will be easy ideas to overcome resistance to change.

8:30 am –

10:00 am

Attendees will be able to:

- Describe the importance of being well known and ways to know residents well.
- List ways to build relationship.
- Define the positive outcomes of relationship.
- List approaches to overcome resistance to change.

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Why You Got a “G” and What to Do to Avoid It | Lea Stoltz, Co-Owner, Five Star Consulting

In this interactive presentation we will discuss how major care areas, (skin, weight, unnecessary medications, etc.) are vulnerable for harm findings and what strategies will limit risk. Participants will work in groups to problem solve scenarios, which resulted in actual harm findings, as well as share personal successes in limiting harm risk.

8:30 am –
10:00 am

Learning objectives include:

- Identifying the basic requirements for each system.
- Integrating the regulatory guidance and Critical Element Pathways as part of ongoing compliance review.
- Maximizing committee meetings to minimize harm risk.

Walk a Mile in My Shoes!

CANCELLED

8:30 am –
10:00 am

~~Amazing things can happen when you get a chance to live a few hours or even minutes in the shoes of another who is profoundly vulnerable, limited, confused, and likely terrified. This training is an opportunity to feel and participate in the level of care that is being provided to residents. Interactive engagement between attendees will learn to better equip themselves with the tools necessary to care for someone in a manner that is compassionate and humane. Included exercises in how to provide cares, feeding, and other challenging circumstances.~~

~~Attendees will assess what can be done to enhance the empathy and offer the highest quality of care while continuing to respect the dignity, rights and respect of people. A closing discussion on what was gained and brainstorming of what could be enhanced or done differently next time. Offer up your vulnerability and learn what it is like to be on the receiving end of treatment.~~

ACTIVITY TRACK: The Fun Theory - Transforming Dementia Care Through Person-based Technology | Juliet Kerlin, It's Never 2 Late

8:30 am –
10:00 am

- Recognize how person-centered technology can help support a better person-environment fit to delay physical and cognitive decline.
- Understand how technology-delivered recreational and therapy activities can provide a strength-based approach to improve opportunities for success.
- Assess research evaluating technology-based engagement programs and examples of these programs to optimize the quality of care of people living with dementia.

NUTRITION TRACK: Understanding Your “Why” ...Looking Beyond the Person in the Mirror | Bionca Lindsey, CDM, CFPP

8:30 am –
10:00 am

Everyone has a reason for doing what they do, but many of us haven't taken the time to narrow down our why. Wouldn't you like to learn what really motivates you? Perhaps turn your passion into what you do every day? That's the entire premise behind identifying your why. Let's look beyond the normal necessities of life and go below the surface to peel back our layers to see what we are all about.

Attendees will:

- Unlock and understand the reason behind why they do what they do;
- Self-reflect, evaluate their thought process, learn a little more about their communication skills and how all of these affect their decision making; and

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- Look at the message they are marketing and see if it lines up with their true intentions.

SOFTEN the Assessment Process & “I” Care Planning | Carmen Bowman, Edu-Catering: Catering Education for Compliance and Culture Change

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Frustrated with how institutional and awkward the assessment process is? Would you like to offer better for your residents? Learn how all professionals can strive to get to know someone “over coffee instead of over a form” and truly welcome people to their new home helping them through what might very well be *the most traumatic event of their lives*. More honoring practices, writing “I” care plans and asking residents *what their goals are* - now required by CMS - puts the resident back in the driver’s seat of their life and fits perfectly with CMS’ focus on the person being *the locus of control* and the MDS 3.0’s focus on *resident voice and choice*. Ideas are for *all professionals of all disciplines* to replace *all* our assessment processes with softer practices such as:

10:15 am –
11:45 am

- S**upport Simple Pleasures
- O**ffer Options
- F**oster Friendships
- T**ie-in to Tasks
- E**qualize Everyone
- N**ormalize Now – “Why do they only ask me medical questions?”
“Why doesn’t anyone ask about the LIFE I want to live?”

Participants will be able to:

- List better ways to soften the very institutional assessment process for people moving into LTC;
- Name CMS requirements for individualized assessment and care planning including *resident goals*;
- Describe what can be done to support persons in what might be the most traumatic event of their lives.

Positively Influencing the Behavior of Residents Living with Dementia: A Merger of Art & Science | Eric Collett, Owner & Principal, A Mind For All Seasons

One of the most challenging things teams working in long-term care must do is find ways to respond to residents living with dementia whose behavior is out-of-character and disruptive to others. Although psychotropic medications should be the last resort, many facilities still struggle to find alternative methods that consistently work. This insightful presentation will explore root causes of behavioral expressions, non-pharmacological interventions that work, and approaches that help residents’ function better physically and interpersonally so out-of-character responses are less likely to occur.

10:15 am –
11:45 am

Participants will learn:

- How visual and auditory processing deficits affect behavior
- Potential root causes of frequent crying, angry outbursts, agitated behavior, refusing care and other challenging situations.
- Non-pharmacological interventions that may help a resident function better physically and cognitively

And much more...

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Pharmacogenetics in Psychiatric Disorders | James Hunt, Clinical Pharmacist, Terry Reilly Health Services

10:15 am – 11:45 am Does genetic testing have the potential to radically change the practice of psychiatry? Presenters will discuss how/if genetic testing can help find the right medication for some patients without lengthy trials with one drug at a time.

ACTIVITY TRACK: Opening Minds Through Art: Dirty Pour Paint on Vinyl or Canvas | DeAnna Pollnow, Life Enrichment Director, Swan Falls Assisted Living

10:15 am – 11:45 am

- Recognize how person-centered technology can help support a better person-environment fit to delay physical and cognitive decline.
- Understand how technology-delivered recreational and therapy activities can provide a strength-based approach to improve opportunities for success.
- Assess research evaluating technology-based engagement programs and examples of these programs to optimize the quality of care of people living with dementia.

NUTRITION TRACK: PDPM, VBP, PPS, OMG! – for the Nutrition Professionals | Rick Holloway, NHA Idaho State Veterans Nursing Home & Lori Tollinger, RDN, LD

10:15 am – 11:45 am

Activity Director **Students-ONLY** (must have completed online course prior to June 23rd) | **REQUIRED**

11:45 am – 1:15 pm Activity Director students that successfully completed the online course must attend this session on the MDS – Care Planning for Activity Directors. Lunch provided. Instructor is Amy Thurman, RN, RAC-CT

Tradeshow: For Facility Decision-makers Only

11:45 am – 1:15 pm

For the "Decision-makers" of the facility only.

Corporate/regional staff, Administrators and Directors of **Nursing with the designated sticker on their name badge** are invited to spend quality time visiting with our Exhibitors. Please take time to thank our Exhibitors for their support of IHCA!

The tradeshow will be "exploding" with cash prizes! 5 opportunities to win \$100. Watch for the nerf ball, it may be coming your way!



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Booth #	Exhibitors	Door Prize	Booth #	Exhibitors	Door Prize
38	Alliance Insurance Group *	Yes	60	Infinity Rehab ☺	No
15	AmazonSmiles	Yes	42	Intalere ☺	Yes
41	American Medical Technologies ☺		62	It's Never 2 Late ☺	
29	Arris Healthcare ☺	No	1	Lancaster Pollard +	No
33	Bedside X-ray Service +	No	59	Lewis Bus Group ☺	Yes
32	Blue Cross of Idaho +	Yes	24	Life Care Centers of America	No
8	BlueStep System ☺	No	58	McKesson Medical Supply +	No
26	Canyon Home Care & Hospice ☺	Yes	4	Medicap Pharmacy +	
23	CARF International	Yes	3	Medline Industries, Inc ☺	No
56	Cascadia Healthcare ☺	Yes	44	Molina Healthcare *	No
49	Charter Construction ☺		12	NORCO	Yes
55	Connect America Medical Alert	No	46	Omnicare – A CVS Health Co +	No
51	Consolidated Billing Services ☺	No	47	Peaks & Plains Medical ☺	Yes
48	Cortex Health ☺	Yes	9	PGIM Real Estate Finance +	
65	Direct Supply	Yes	43	PharMerica ☺	No
52	Disaster Kleenup +	Yes	36	Pinnacle Quality Insight +	Yes
45	Doctor's Hospice of Idaho ☺	Yes	30	ProCare, Inc.	
40	Essity Health & Medical Soln ☺	No	57	QuickMAR ☺	Yes
25	Food Services of America ☺	Yes	28	Red Rock Pharmacy +	Yes
10	Geneva Woods Health Supplies +		5	Reliant Rehabilitation	
63	GenTell	No	35	Senior Living Insurance Brokers+	
6	Handicare USA, Inc.	No	61	ServiceTrac ☺	
31	Healthcare Services Group ☺		39	SimplicIT Technical Solutions +	Yes
50	Heartland LTC Pharmacy *	Yes	22	Soundview Medical Supply ☺	Yes
54	HPSI Purchasing Services ☺		64	Stanley Healthcare ☺	
67	Idaho Central Credit Union ☺	Yes	37	Superior Satellite	
16	IDHW - Idaho Home Choice	No	66	SynergyRx	Yes
17	Idaho Neuroscience of Addition	No	53	United Wound Care ☺	Yes
2	Independence Rehab ☺		14	Weber State University	No

IHCA Platinum member = *

IHCA Gold member = +

IHCA Member = ☺

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General Tradeshow: Open to all registered attendees!

1:15 pm – 1:45 pm **This session is open to all registered attendees.** Come visit with the exhibitors, participate in the gaming to win a \$100 cash prize. Exhibitor door prize drawings throughout the tradeshow!

Be Your Own Surveyor | Carmen Bowman, Edu-Catering: Catering Education for Compliance and Culture Change



Sponsored by:

The QAA/QAPI requirement is and has always been a gift from the government. Do you utilize QAPI to its fullest potential? Do you utilize proven culture change practices to their fullest potential? Are you using the 41 Critical Element Pathways in your homes? Be inspired to “be your own surveyor” and promote a proactive, preventative, non-institutional culture.

1:45 pm – 3:15 pm Participants will be able to:

- Name important features of the new QAPI requirements;
- List culture change practices which promote a non-institutional culture by involving and honoring residents and team members; and
- Describe proactive methods to “be your own surveyor.”

Managing Behaviors in the Continuum of Care | Cecilia R Owsley, BSN, RN, Administrator, Director of Nursing, Elder Advocate, Dementia Care Specialist, Idaho NCAL State Leader

How to complete accurate behavioral assessments and successfully collaborate with your community stakeholders throughout the continuum of care.

1:45 pm – 3:15 pm

Everyone talks about the challenges with managing dementia related behaviors. What is your community doing to address it? Starting at the beginning with the preadmission assessment, continuing through the collaboration of care with primary care providers, post-acute partners, and potentially acute care providers. How does your facility successfully address challenging behaviors? Cecilia will cover some key aspect of preparing and responding to challenging behaviors and discuss how to build an interprofessional collaborative framework within your community. Cecilia will also solicit feedback on how IHCA can support you on your own quality initiatives.

Workforce 360: Tackling Staffing Challenges with Modern Engagement Practices | Peter Corless, Executive Vice President of Enterprise Development, OnShift

1:45 pm – 3:15 pm

From bedside to boardroom, senior care communities are challenged with the need to attract, retain and develop their team members. A recent senior living perception survey revealed only 16% of respondents would consider working in senior living. In an increasingly competitive talent market challenged by caregiver shortages, high turnover and an aging population with more sophisticated care needs, senior

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care providers must rethink their workforce strategies. That means evolving recruiting, engagement, and retention tactics to attract and develop talent.

Attend this session for a 360-degree workforce discussion and get insights into the key workforce issues that face the industry. Attendees will learn key tactics that provide a distinct advantage in the talent search, including brand representation and utilizing the latest technologies to improve recruitment and better connecting with job seekers.

But hiring is only beginning. Organizations need to build a nurturing and rewarding culture to improve employee engagement and reduce turnover. As studies have shown, when properly engaged, employees do their best work, inspiring others and improving resident care and satisfaction. The session will also share how to strengthen communications, implement consistent feedback practices and focus on employee preferences to engage staff and prevent them from leaving.

Learning Objectives:

- Learn modern communication and onboarding strategies that quickly assimilate new.
- Staff members, reducing turnover during the first 90 days of employment.
- Learn key tactics to more regularly measure satisfaction levels and metrics that help
- Management identify the key issues causing turnover.
- Discover how to boost your organization's culture and implement proven engagement strategies so that team members are happy, and they stay.

ACTIVITY TRACK: Show & Tell | Diana Cullin, Prime Time Swingers

1:45 pm – Activity Directors share their unique and successful programs with you!
3:15 pm Activity Director students will share their projects with the group.

NUTRITION TRACK: The Costs of Malnutrition & Dehydration | Elaine Farley-Zoucha, RD, LMNT, EZ Nutrition Consulting, PC Owner and President

1:45 pm – According to a study conducted by the University of Illinois and Abbott Laboratories disease-related malnutrition costs the U.S. approximately \$15.5 billion annually. Malnutrition in the geriatric individual can lead to significant negative outcomes, therefore accurate and timely identification of malnutrition is essential to resident success. Foregoing a cookie cutter approach and individualizing nutrition intervention is key to the success of the resident. In this session you will:
3:15 pm

- Demonstrate an understanding of how malnutrition increases costs in healthcare facilities.
- Understand the signs and symptoms of malnutrition.
- Identify out of the box approaches to combat malnutrition.
- Identify key areas to monitor when replenishing the malnourished resident.

What Does an Active Resident Council Look Like? | Natalie Nathan, Long-Term Care Ombudsman, Area 3 Senior Services Agency

3:30 pm – Resident councils play a crucial role in ensuring that resident's concerns, requests for improvements, trying new ideas or activities, and welcoming new residents to the community, is the best that it can be.
5:00 pm How is your facility supporting a resident's right to forming a resident council? What is your facility doing to validate their concerns and make improvements? Does your facility have a resident council and if not, how can one get started? Learn about some best practices to making your facility's resident council a positive experience for not only the residents, but the facility as well.

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Benefiting from a Partnership with your Local Community Health Center | Ernest Meshack-Hart, DDS, FAGD, Dental Director, & Stephenie Dickie, DDS, Terry Reilly Health Services & Tomi Mooney, Executive Administrator, Swan Falls Assisted Living

3:30 pm –
5:00 pm

Ernest Meshack-Hart & Stephenie Dickie with Terry Reilly Health Services will describe the services provided at 50+ Community Health Center locations throughout Idaho. Many services are free or at very low cost to patients on Medicaid. As a dentist he is particularly aware of the house calls that dentists make to LTC facilities. Tomi Mooney from Swan Falls Assisted Living will share how the visiting dentists from Terry Reilly Health Services have helped their residents.

Ernest and Tomi will also share how the donation of unused medications -rather than destroying them- can benefit the patients who rely on Terry Reilly.

Quality Measures and the UPL Payments-Upcoming Changes | Rick Holloway, NHA Idaho State Veterans Nursing Home & Alex Childers-Scott, RN, Medicaid Program Policy Analyst

3:30 pm –
5:00 pm

Beginning in July 2021, a portion of the Upper Payment Limit (UPL) distributions to skilled nursing facilities will be based on that facility's scores on the Quality Measures. Attendees will learn:

- Which Quality Measures will be used;
- How the Quality Adjustments will be made and the impact it will have on the UPL payment;
- What can each facility do to impact their Quality Measures.

ACTIVITY TRACK: From Activity Programming to Engaging Residents with Real Life | Carmen Bowman, Edu-Catering: Catering Education for Compliance and Culture Change



3:30 pm –
5:00 pm

See what can happen when all team members learn the value of meaningful engagement. to move from “activity programming” to meaningful engagement with real life. Soon gone are the days of groups. Residents are telling us they don’t want them, and many can’t function in them. We need to design the use of budgeted time differently. Engagement holds promise for reducing depression, anxiety, falls and more. If Bingo is the best we can do, that is not a compliment; be inspired to *compete with Bingo*. Check yourselves on how much fake life vs. real life you offer. Residents want meaning and purpose, to give and contribute. From serving Baby Boomers, to people living with dementia, it needs to be different.

Participants will be able to:

- Describe fake life vs. real life;
- Name ways to promote engagement with real life instead of institutional, traditional group activities; and
- List oodles of ideas on real life engagement for individuals that can also have better outcomes for them.

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NUTRITION TRACK: The Solution Room...Bring your biggest challenge or success to inspire others | Sue Linja, RDN, LD, Co-Owner, S & S Nutrition

For every problem identified, this group will be tasked with identifying at least 3 possible solutions...

*What should I do if the admission coming in today is on a Gluten Restricted, Renal Diet and will only eat organic foods?

*How can I store emergency supplies in my kitchen storeroom when I don't even have enough space for the required 7 days of non-perishables?

3:30 pm –
5:00 pm

What can I do if my facility pays a dollar an hour less for food service workers than the place down the street?

Bring your problems to share and your creative minds. Together we can solve anything!

Participants will:

- Engage in active discussions about current obstacles which interfere with providing the best nutrition services (and how they may overcome such obstacles).
- Share stories that can help others make departmental improvements
- Leave this session with at least 2 new "solutions" to implement in your facility.

THURSDAY, JULY 11, 2019

Registration | Check-in opens at 7 am

Coffee / Beverage Service sponsored by:



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Closing Keynote:

Creating a Happy Workplace by Leading with a Grateful Heart | Scott Colby

Sponsored by:



We're living in a 24/7 connected society and personal interaction is declining rapidly.

However, we all crave connection, whether we're a patient, a resident, a caregiver or a CEO. We're human, and we deeply care about how we're treated.

Research shows that 79% of people who leave a job voluntarily cite a lack of appreciation as one of the major reasons for leaving. There's a workforce crisis confronting long-term and residential care providers. Imagine if you could turn this around! What would the professional culture of your organization look like if it were full of employees who felt appreciated, recognized, and motivated to contribute to the success of the team? What if performance of your team increased and caregivers were happy working for your organization instead of leaving? Can you feel the boost in morale? Can you see the cost savings?

8:30 am –
10:00 am

It starts with creating a culture of gratitude in your organization and having gratitude as one of your core values. In this presentation, you'll take away 3 important concepts:

- 1) How to foster a gratitude mindset so you can live your days in gratitude. It needs to start with you first, before you can spread it to others.
- 2) How to lead with gratitude which means treating your caregivers and facility members like real people so that they feel a sense of acknowledgement, belonging and connection.
- 3) How to appreciate your team. There are 5 languages of appreciation in the workplace. You'll learn what these languages are and the best ways to appreciate people in their preferred language.

When you have gratitude as one of the core values of your organization, your employees will stay longer, perform better and have a stake in the success of your organization!

Infection Preventionist Certification 3-day Course | A.C. Burke, MA, CIC

Through a grant from the **Idaho Healthcare Associated Infections (HAI) Program**, running concurrent to the 2019 Convention, will be a **3-day Infection Preventionist Certification Training**.

8:30 am –
3:15 pm

MUST attend ALL 3 days. Only open to those pre-registered.

You must sign in & out each day.

Dietary Manager (currently enrolled) Students ONLY

8:00 am –
3:00 pm

Dietary Manager students successfully completing the Nutrition module in June are required to attend all 3 days of Convention.

Revised: 7.3.19



Where Do Resident’s Rights Collide with Staff Abuse & Safe Workplace Laws? | Kim C. Stanger, Partner, Holland & Hart

RESIDENTS’ RIGHTS V. STAFF ABUSE AND SAFE WORKPLACE LAWS

8:30 am – 10:00 am

Facilities must often balance competing if not conflicting obligations to protect resident rights while protecting staff from abuse. This presentation will review:

- Relevant laws and regulations concerning residents’ rights.
- Relevant laws and standards protecting employees and staff members.
- Cases and commentary applying the competing laws in real world situations.
- Practical guidance and policies for protecting residents and staff.

Top 10 AL Citations & Best Practices to Avoid Them | Becky Thomas, RN, RALF Surveyor

10:15am-11:45am

Top 5 SNF Citations...and Best Practices to Avoid Them | Debby Ransom, Bureau Chief, Facility Standards & Belinda Day & Laura Thompson, LTC Co-Supervisors

10:15am-11:45am

Debby Ransom & LTC Co-Supervisors will review at least the top 5 citations in Idaho and include other data. As time permits, discussion on some information on the new phase 3 requirements. Come participate in this interactive session!

Top 10 ICF Citations & Best Practices to Avoid Them | Nicole Wisenor

10:15am-11:45am

IHCA Awards Lunch – Tickets \$30. Scott Colby – MC



11:45 am – 1:30 pm

We are excited to recognize and honor individuals in your profession who consistently demonstrate professionalism, a focus on customer service, and dedication to vulnerable adults who live in nursing homes, assisted living communities and intermediate care facilities.

HEARTLAND PHARMACY is sponsoring 2 - \$200 cash prizes for:

- Resident of the Year
- Volunteer of the Year

Thank you, **Molina Healthcare**, for your \$2500 Donation to the IHCA Foundation Scholarship fund!

Awards Lunch Table Sponsors:

- The Orchards of Cascadia

Revised: 7.3.19



The “Ed Sullivan” Show | Edgewood Spring Creek Ustick Assisted Living Residents

You don't want to miss this session!

Join Edgewood Spring Creek Ustick Assisted Living's Drama Club for their presentation of Ed Sullivan and the best of "our" 40s and 50s. See what is possible for our seniors when they are reminded that they can still sing, dance, act and laugh. From Lindy Dancing, the Big Bopper and Elvis ... to I Love Lucy and Ginger Rogers dancing with Fred Astaire ... we will remind you why we all love what we do!

1:45 pm –
3:15 pm

Sponsors:

Structural Edge Engineering, PLLC
David Sansotta, Owner

Steelhead Heating & Cooling, Inc.
Denton Fuehrer, Owner

“Bid for Baskets” Raffle Foundation

3:15 pm

MUST be present to win!

prizes
announced...

Art “Silent” Auction



Foundation Corner in The Meadow

Raffle Baskets Donated By:

A Mind for All Seasons	Food Services of America	MorningStar of Idaho Falls
Anniversary Inn	Fork Restaurant	Mountain Valley of Cascadia
Aquarium of Boise	Franklin Co. Transitional Rehab	Mountain Village – Stanley, ID
Aspire Human Services	Goodwood Barbecue	New Beginnings
Boise State University	Idaho Shakespeare Festival	Roaring Springs Water Park
Bogus Basin	Lakeside & Palouse Hills AL	Royal Plaza Health & Rehab
Bridgeview Estates SNF	Life Care of Boise	Ruth Chris Steakhouse
Brookdale Boise ParkCentre	Life Care of Coeur d' Alene	S & S Nutrition Network
Brookdale of Lewiston	Life Care Idaho Falls	Tanabell Health Services
Canyon West of Cascadia	Life Care Lewiston	The Cottages
Cascadia Healthcare	Life Care Post Falls	Trader Joe's
Craft Warehouse	Life Care Sandpoint	Valley Vista St Maries & Sandpoint
D & B Supply	Life Care Treasure Valley	Whole Foods
Dutch Bros	Massage Envy	Zoo Boise
The Flicks	Monica Perry, RDN, LD	

All proceeds go to the IHCA Foundation Scholarship Fund

Revised: 7.3.19



Continuing Education

- One [1] CEU will be awarded for every sixty [60] minutes of training. Up to sixteen [16] hours of continuing education possible.
- It is up to each attendee to determine the appropriateness of a session and whether it will meet the requirements of their license type.
- Education offered by IHCA may be sufficient for other license types (i.e. social work, certified dietary manager, etc) as long as the learning objectives and educational levels of the presenter(s) meet the licensure requirements.
- CEUs offered by the Idaho Health Care Association for educational sessions are approved by the Idaho Board of Examiners of Nursing Home Administrators and the Idaho Board of Examiners of Residential Care Facility Administrators.
- IHCA is held accountable by the Occupational Licensing Board to ensure CEUs are awarded only to those individuals in actual attendance of educational sessions. **Please be aware if you are observed outside meeting rooms for an extended period of time during educational sessions, you may find your CEUs will reflect less hours than the total possible for the time you spent at the event.**
- To receive CEUs you must have registered to attend AND turned in the white copy of the CEU form before 3:15 pm on Thursday. NO CEU FORMS WILL BE ACCEPTED AFTER IHCA STAFF LEAVE THE BOISE CENTRE ON THURSDAY. You must have printed your name legibly and signed the form attesting to the accuracy and honesty of your submission.
- CEUs will be available on your IHCA profile to download & print 4 weeks following the event. IHCA does not mail certificates to attendees.

Up-coming Educational Opportunities

August 7 th	SNF/ICF Maintenance Director Training This training is designed for the person with primary responsibility for fire-life safety in SNF/ICF	St. Alphonsus McCleary Auditorium
August 8 th	AL Maintenance Director Training This training is designed for the person with primary responsibility for fire-life safety in AL	St. Alphonsus McCleary Auditorium
August 27 th	Recruiting, Training and Retaining an Emotionally Intelligent Team Eric Collett, presenter	IHCA Training Center
September 24, 25, 26	IHCA-WHCA Fall Conference Educational tracks for Assisted Living, ICF, & Skilled Nursing Facility staff: Administrators, Clinical Staff. Refer to our website for draft agenda coming soon!	The Historic Davenport Hotel Spokane
Sept 30 – October 4	Wound Care Certification This 5-day onsite course is a WOUND CARE EDUCATION INSTITUTE, Inc. (WCEI) course with the certification exam proctored/administered by: National Alliance of Wound Care and Ostomy® (NAWCO®) on the last day. The attendee will need to meet pre-requisites to sit for the exam.	IHCA Training Center

SAVE – THE - DATES

September 24 – 26: IHCA-WHCA Fall Conference @ Historic Davenport Hotel in Spokane

February 6, 2020 – Winter Workshop & Legislative Lunch @ Boise Centre EAST

April 24, 2020 – Spring Workshop in Sun Valley

July 14 – 16, 2020 – IHCA Annual Convention & Tradeshow

Revised: 7.3.19

