

IDAHO HEALTH CARE ASSOCIATION

54th Annual Convention – A “Virtual” Experience!

September 22, 2020

(Revised: 9/14/2020)



2020: Navigating the Future Together

TUESDAY, SEPTEMBER 22, 2020

10 am – Welcome, Opening Remarks, Q&A | Governor Brad Little

Convention sponsor:



Registrations received by Tuesday September 8th will receive a \$5 Starbuck’s gift card!

Sponsored by: Blue Cross of Idaho & Molina Healthcare

10:30 am: Reliant Rehab | Libby Pinnell – Donated a \$100 Amazon Gift Card

Keynote: Adaptability is the New Change | George Carroll

Effectively adapting to change is not so much about managing change, but managing our mind, emotions, decisions and actions through the process of change. With the recent COVID-19 global shake up, everyone was impacted and forced to adapt. Why do we resist change? What makes the difference between those who thrive in change and uncertainty, versus those who struggle? How do we respond resourcefully in times of change? How do we minimize stress and anxiety in a sea of unknowns? This engaging presentation answers those questions, and more. We cannot avoid change. We cannot control change. But we can become adaptable to it.

10:30 am -
11:30 am
MT
(1 CEU)

Presentation Objectives:

- Learn the 2 main priorities of the brain and how they trigger "resistance" to change.
- Discover The 4 Levels of Learning for Developing New Skills and Habits.
- Learn The 5 Keys to Adapting to Change, Growth and Uncertainty.
- Turn Fear of Change into Excitement for Change.
- Learn the #1 activity to reduce stress and overwhelm.

George Carroll is a High Energy and High Content Speaker, Corporate Trainer, Author and Event Leader. His engaging and motivational style combined with actionable tips and his laugh-out-loud sense of humor will leave you feeling inspired and ready to tackle challenges in the workplace, and in your personal life.



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11:30 am: Blue Cross of Idaho | Jenny Robertson – Donated a \$100 Gift Card

General Membership Meeting | Bridger Fly, CommuniCare, Inc. IHCA Board President

IHCA Members come listen to an update and vote on Bylaws changes & for your new Board!

Please plan on attending the annual membership meeting. We will discuss important issues including:

11:30 am –
Noon
MT

- Bylaws amendment.
 - To view proposed changes, go to our website.
- Electing new 2020/2021 board members.
 - See their campaign videos & flyers on our website:
 - <http://www.idhca.org/events/54th-annual-ihca-convention/>
- Discussing important issues related to our profession.
- **Drawing for \$100 gift card donated by: Infinity Rehab | Joe Sexton**
- **Drawing for \$100 gift card donated by: Soundview Medical Supply | Marcus Boone**

12 noon: PayneWest Insurance | Lindsey Brist – Donated a \$100 Gift Card

12:00 pm –
1:00 pm
MT

LUNCH BREAK **Sponsor: Buckner Insurance – Joe Anderson**

Registrations received by Tuesday September 8th will receive a \$10 gift card for lunch!

1:00 pm: Joy For All - Companion Dog & Cat drawings – Donated by Ageless Innovation

Secondary Trauma & Critical Thinking | Randy Moss, PhD, Integrated Counseling & Consulting, LLC

Sponsor:



Residents, staff, and families are all experiencing the trauma of COVID 19. The new SNF requirements require a facility to provide “Trauma informed care”. What does this mean and how do you provide care in this way?

1:00 pm –
2:00 pm
MT
(1 CEU)

- 1) Learn the signs and symptoms of Secondary Trauma with situational causes.
- 2) Understand how decision making is influenced by stress and Secondary Trauma.
- 3) How to prevent, ameliorate, and support recovery from Secondary Trauma.

Randy Moss Ph.D. is a consulting psychologist with over 36 years of experience. An early adopter of the trauma-informed framework, Dr. Moss has taught nationally about organizational changes to better serve service seekers, support and structures to sustain workers’ health and engagement, and personal activities to ensure optimum wellbeing. Research-based and best-practice oriented, Dr. Moss has a knack of translating the data into useable bites. Concerned about the whole continuum of accountability from the CEO to a sporadic visitor, Randy addresses the effects that ignoring burnout and compassion fatigue has on patients, families, communities, and bottom lines.



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Straightforward, science-grounded and yet accessible, funny, and informative, Dr. Moss will present takeaways that promote success, resiliency, and retention at all levels.

2:00 pm: Alliance Insurance Group | Carl Swan – Donated a Gift Card

The Companionship Culture: Resident/Caregiver Engagement Through Life Stories | Jerald Cosey, Executive Director of Greenwood Meadows

Sponsor:

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Today's operational and clinical leaders navigate "white flag" moments daily. Responsibilities include quality outcomes, operational excellence, and staff development within a highly regulated industry, which may influence burnout as a healthcare professional.

Isolation within the elder community is rising and with detrimental consequences. This trend is a reality for many residing within a healthcare community and frequently starts with physical separation before admission.

The worldwide CORONA pandemic has compounded realities for the senior healthcare community. An epidemic that has scrutinized yet galvanized the industry and required professional and personal sacrifice.

This motivational message designed to recognize and honor healthcare professionals for their contribution during this worldwide pandemic. Moreover, it influences a cultural movement to reduce isolation to improve person-centered care.

2:15 pm –
3:15 pm
MT
(1 CEU)

This presentation delivered by fellow Healthcare Facility Administrator, Jerald Cosey, participants will discover the following objectives:

- A motivational message designed to honor healthcare professionals from a patient and Health Facility Administrator's perspective.
- Engaging keynote designed to reignite your memberships calling to serve humankind as a senior healthcare professional.
- Bring awareness to isolation's rise in the senior community and its impact on physical and mental health outcomes.
- Uncover strategies designed to improve engagement through intentional relationships between residents and staff.
- The power of life stories and their potential to reduce isolation and improve outcomes.
- Each attendee will have the opportunity to revisit their individualized calling to health care.
- This message aligns across the entire healthcare spectrum, including Skilled Nursing, Assisted Living, Home Health and Hospice.

Jerald Cosey is a senior healthcare leader and professional speaker. He currently serves as executive director of Greenwood Meadows, a skilled nursing facility operated by American Senior Communities. His facility earned the 2019 American Health Care Association's Silver Quality Award.

In addition to his skilled nursing facility role, Jerald is director of Operational Leadership for American Senior Communities. In this position, he is responsible for development of operational leadership for over 90 skilled nursing and assisted living communities in Indiana and Kentucky. This role complements Jerald's desire to advance senior health care as an industry across the globe.



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Jerald is founder of Graceful Moments, an outreach ministry focused on reducing isolation among seniors. This outreach kindled a desire in Jerald to serve others professionally and in 2013, he resigned from an 18-year pharmaceutical sales career to become an Administrator in Training.

3:15 pm: Hawley-Troxell | Tom Mortell – Donated a \$100 Gift Card

Maintaining Social Connectiveness in the Era of Physical Distancing | Eric Collett, Principal & Founder Sponsor:



3:30 pm –
4:30 pm
MT
(1 CEU)

The COVID-19 Pandemic has radically shifted the interpersonal landscape we all encounter throughout our days. Whether with our own family and friends or the people we serve in the workplace, most of us feel confused about how to navigate the collision between our deep human need for connection, touch and expression, and the need to be physically distant from most people we encounter. This timely presentation will help you learn: -A simple question that can have a massive impact on our ability to build trust with others and serve them in a personalized way. -Three strategies that build emotional connection even when physical closeness is not possible. -Two techniques that significantly increase the degree to which those around us feel validated. -Self-care strategies to cope with the sense of loss and grief many are feeling right now.

Eric Collett, Founder and Principal of A Mind For All Seasons, LLC, is a nationally recognized speaker, consultant and dementia expert, a licensed ALF administrator, and a teacher at Boise State University and the College of Western Idaho. Eric passionately believes that lifelong learning is a key to finding powerful new solutions to significant challenges and has been changing lives through innovative dementia care techniques and leadership strategies since 2000.

4:30 pm: Molina Healthcare | Ashley Bruning McBride - Donated a \$250 Gift Card

All gift card winners MUST be present on the webinar at the time of the drawing and respond in Q&A, to win.



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Congratulations to:

AHCA-NCAL Silver Award

Idaho State Veterans Home – Pocatello

AHCA-NCAL Bronze Award

Aspen Park of Cascadia - Moscow

Franklin County Transitional Care - Preston

Guardian Angel Homes - Post Falls

Life Care Center of Lewiston

Mountain Valley of Cascadia - Kellogg

Teton Post-Acute Care & Rehab - Idaho Falls

The Cottages of Nampa



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Please be sure to thank them for their support of IHCA...		
Platinum Members	Gold Members	Associate Members
	Bedside X-ray	Ahrens DeAngeli Law Group LLP
	Blue Cross of Idaho	American Medical Technologies
	Geneva Woods Health Supplies dba MyMedSupplies.com	Big Dog TV & Internet
	Hansen, Hunter & Company	Brightview Senior Health
	Idaho Health Data Exchange	Comagine
	Independence Rehab	Consolidated Billing Services
	Lane Powell	Daiya Healthcare PLLC
	Medline Industries	Direct Supply



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IHCA Associate Members

Please be sure to thank them for their support of IHCA...

Platinum Members	Gold Members	Associate Members
	Pinnacle Quality Insight	Disaster Kleenup Serving Treasure Valley
		Eldermark, LLC
	Essity HMS North America	
	Five Star Consulting, LLC	
	Gallagher Benefit Services, Inc.	
	Healthcare Services Group	
	HealthCare Synergy	
	Holland & Hart LLP	
	HPSI Purchasing Services	
	Idaho Estate Planning	
	Infinity Rehab	
	Lewis Bus Group	
	Nursa	
	Omnicare, a CVS Health Company	
	Optum	
	PayneWest Insurance, Inc	
	PharMerica	
	RehabCare	
	Reliant Pro Rehab LLC	
	Sandata Technologies	
ServiceTrac		
Soundview Medical Supply		
United Wound Healing		



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Continuing Education

- 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.

WEBINAR CEUs: One [1] CEU is awarded for every sixty [60] minutes of actual live ZOOM webinar presentation time. CEUs are awarded only to those individuals:

- that are “registered” for the LIVE ZOOM webinar (no verbal substitutions are made). Registered attendees receive a log-in link unique to the registrant and with a note that the link is “unique” and not to be shared, and with an additional :NOTE: IF you share your unique registration link or the phone number, you risk losing CEUs for this program!”
- in actual attendance of the presentation (ZOOM “Attendance Report” documents actual time logged-in and logged-out. During the housekeeping comments, registered attendees are informed “to receive CEUs you must attend the entire presentation and complete the polling question at the end of the presentation.”
- at the end of the presentation a polling question is provided for the registered attendee to “certify they have attended the entire presentation.”
 - IHCA staff will pull “Attendees”; “Q&A” and “Poll” reports from ZOOM to ascertain registrants on the webinar, length of time they were on and completion of the polling “certifying” they attended the entire program. Only those registrants will have their name submitted to receive CEUs.

1. REGISTRANT RESPONSIBILITY

- Registrants are not to share their log-in link or webinar phone number. Doing so could result in the authorized registrant not receiving CEUs for the session.
 - If a registrant is unable to attend, there is a link at the bottom of their registration e-mail, 1 day, and 1-hour reminder e-mails that allows them to cancel their registration for a refund, prior to the start of the webinar.
- Registrants must retain copies of their CEU certificate, this document, and any handouts in the event they are audited by the licensing agency.

Those eligible for CEUs will receive an e-mail from Monica in about 2 weeks. Please watch your spam/junk folder. If you miss the e-mail, you may access from our home page: www.idhca.org Look for this green bar...

2020 CEU Certificates of Attendance (Click HERE & Log-in)



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Webinar Schedule - LIVE!

(& Coming Soon – On Demand)

COVID-19 in Assisted Living: Our Story, Our Challenges, and Lessons Learned | Moderator: Robert Vande Merwe, Executive Director, IHCA

September 9	NCAL update. Panelists will discuss cohorting, testing, PPE, survey, staffing, tracking residents' & staffs' health, resident visitation, best practices and lessons learned in the event COVID does enter your building.
10 am – 11:30 am	Panelists:
MT	<ul style="list-style-type: none"> • Scott Tittle, Executive Director, National Center for Assisted Living • Chuck Bosen, RN Regional Nurse Director, Edgewood Management. • Pam Borjas RN, Regional Clinical Director, Tanabell Health Services; and • Terri Pendleton, Owner, DeSano Place
(1.5 CEUs)	
\$49/person	

Telehealth: Increasing Optimization & Utilization | Jenni Gudapati, MBA, RN Marketing, Recruitment & Community Engagement Manager, BSU School of Nursing

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:

1. Establish knowledge of telehealth practice and use potentials.
2. 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.
3. 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.

September 16	
10 am – 11:30 am	Jenni Gudapati MBA RN works for Boise State University's College of Health Sciences as the Value-Based Healthcare Program Director. Jenni has dedicated her career to combining both her clinical nursing and passion for business development, growth, and lean management. She has served on both State and National Boards and has been very active in her community and collaborating with both State and Federal healthcare and legislative leaders. She is currently co-chair for the Healthcare Transformation Council of Idaho's Telehealth Task Force and member of The Boise Chamber's Healthcare Advisory Board.
MT	
(1.5 CEUs)	
\$49/person	

Jenni has presented to both State and National Association Conferences on Telehealth, Innovative Health Delivery and Payment Models, as well as Lean Management in Healthcare. Her passion for higher quality with lower cost health care delivery, stems from her experience working in the ED, CCU, and Home Health settings. She is a strong patient-outcome and patient centered care model, advocate that loves working with people to create innovative and efficient health care deliveries. Her years of experience as an industry leader has fostered the belief that technology and common-sense healthcare can not only reduce costs but improve patient lives.



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Idaho IDDSI Implementation Project | Sue Linja, RDN, LD – S & S Nutrition Network

Sponsors: Navigator Group Purchasing, Rubicon Foods, Savorease, SimplyThick

The IDDSI provides a common terminology to describe food textures and drink thickness. The IDDSI framework consists of a continuum of 8 levels (0-7), where drinks are measured from Levels 0 – 4, while foods are measured from Levels 3 – 7. Confusion and miscommunication regarding diet textures and drink consistencies has resulted in increased risk of illness and even death.

October

1

2 pm – 5 pm

MT

(3 CEUs)

\$49/person

Implementation of the IDDSI requires support from all staff (administrators, nursing, physicians, therapy staff, dietitians, kitchen staff) of a facility/agency and consistency in transitions of care to various levels of care, therefore, all provider types (hospitals, nursing facilities, assisted living, ICF-ID, home health, hospice, & home care) are encouraged to participate in this interactive training session.

Sue Linja, RDN, LD graduated from the University of Idaho in Food, Nutrition and Dietetics in 1988 and has spent most of her years as a business owner providing much needed nutrition services to a variety of health care entities. Expert nutrition consulting for skilled nursing facilities, hospitals, psychiatric care, home health, assisted living, corrections, ICF-ID facilities, schools, and physicians' clinics for outpatient education and many others has been the goal of the business since its inception over 25 years ago. Sue's focus has been working with long term care facilities in the capacity of nutrition services director, clinical dietitian, health facility surveyor and dietitian consultant.

AHCA/NCAL Gold Award Workshops

October

6, 8, 12, 20, 27, 29

Time:

12-3 pm MT

(NAB CEUs)

\$49/person

**MEMBERS
Only**

Preparing an application for a Gold AHCA/NCAL National Quality Award is a big step up from the Silver Award application. In the past three years only 14 percent of Gold Award applicants have earned site visits. This workshop helps identify and prevent the five most common reasons for not earning a site visit. By mastering the performance excellence fundamentals, creating your application plans, and refining your application skills will give you a head start on your 2021 Gold Award Application.

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term and post-acute care services to journey towards performance excellence. The program is based on the core values and criteria of the [Baldrige Performance Excellence Program](#). The final step in the AHCA/NCAL National Quality Award Program is the Gold – Excellence in Quality Award. Recipients of the Gold Award are considered the best of the best in the profession.

At the Gold Award level, applicants must show superior performance in areas of the criteria including leadership, strategic planning, and customer and staff satisfaction. By completing the Gold level criteria, organizations take their quality journey to a higher level through the valuable feedback received in the application process and thereby reaching organizational goals. Gold applicants address the Baldrige Excellence Framework in its entirety.

Applicants are required to receive the Bronze – Commitment to Quality and Silver – Achievement in Quality Awards before applying at the Gold level. This workshop will assist you in your journey to Gold!

Learner Objectives:

1. Describe the gold criteria and scoring guidelines.



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2. Plan the application preparation project.
3. Master skills for presenting results.
4. Master skills for describing processes.
5. Describe systematic evaluation and improvement.
6. Plan for writing and reviewing the first draft of your application.

BEFORE THE WEBINAR:

- Review your silver application and have a copy with you.
- If you have previously applied for the Gold, have your feedback report available.
- Review the eligibility requirements in the 2021 Gold Criteria and Application document to ensure you are eligible to apply.
- Access a copy of the 2021 Gold Achievement in Quality Award Application & Criteria.

AHCA/NCAL National Quality Award Program – Information [HERE](#)

November 12, 2020 - 8PM EST - Intent to Apply (ITA) Deadline

Participants will be required to participate on camera and audio.

Glenn Bodinson, FACHE, founded BaldrigeCoach to help organizations improve their performance. BaldrigeCoach clients have won 21 Baldrige Awards. In the past seven years, 16 AHCA/NCAL Gold Quality Award recipients and more than 50 AHCA/NCAL Silver Award recipients have used the BaldrigeCoach system.

Kay Kendall spent more than 20 years as a quality executive leading large-scale change initiative across diverse industries. From 2002 through 2005, Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program after serving as an Examiner and Senior Examiner for the Program for six years. She continues to serve as an Alumni for the program. She has been a facilitator of the national training for examiners since 1998. She was a Master Examiner and Team Leader for the AHCA/NCAL Quality Award from 2011 – 2015.

Maryruth Butler, Executive Director of the only Skilled Nursing Facility to win both the Gold and the Baldrige Award had this to say, *“They helped us improve the way we described our processes and presented our results to meet the scoring guidelines. By following their application preparation processes, we saved significant time and money. Kay and Glenn made it fun to improve our organizations’ performance, tell our story, and win recognition with the AHCA Quality Award.”*

AHCA/NCAL Silver Award Workshops

October
7, 9, 16, 23, 28

In partnership with several state affiliates, IHCA presents a SILVER Quality Award virtual workshop series to help you better understand the Silver Award application criteria, scoring, and strategies for a successful 2020 application submission.

TIME:
12-3 pm MT

Applicants must receive a Bronze – Commitment to Quality Award before applying at the Silver level. This workshop will assist you in your journey to Silver!

Bronze recipients have three years to apply for Silver from the year they received the Bronze award. Silver recipients outline their systematic approaches and demonstrate sustainable organizational and process results



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(NAB CEUs)**\$49/person
MEMBERS
Only**

linked to their key customer requirements, success factors and challenges. This workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts thus becoming a high-performing organization.

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term and post-acute care services to journey towards performance excellence. The program is based on the core values and criteria of the [Baldrige Performance Excellence Program](#). The second step in the AHCA/NCAL National Quality Award Program is the Silver – Achievement in Quality Award.

At the Silver Award level, applicants continue to learn and develop effective approaches that help improve performance and health care outcomes. The Silver criteria, based on the Baldrige Excellence Framework, provide applicants with a thorough assessment of how their organization works, its effectiveness, and tools for improvement in their approaches. The Silver level gives a clear pathway for recipients moving to the highest honor of recognition, the Gold – Excellence in Quality Award.

Learner Objectives:

1. Gain an understanding of the value of moving from Bronze recognition to Silver.
2. Go behind the scenes of the assessment process to understand what examiners are looking for and why that is important - beyond an award application.
3. Understand the details of the Baldrige process and results categories.
4. Identify your organization's strengths and opportunities for improvement as you practice writing responses with the assistance of experienced examiners.

BEFORE THE WORKSHOP

- Review your Bronze application and bring a copy with you
- Review the eligibility requirements in the 2021 Silver Criteria and Application document to ensure you are eligible to apply
- Access a copy of the 2021 Silver Achievement in Quality Award Application & Criteria

AHCA/NCAL National Quality Award Program – Information [HERE](#)

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PDPM and the Nutrition Professional | Robin Hillier, CPA, STNA, LNHA RAC-MT, RLH Consulting

October
7
10 am – 11:30 am
MT
(1.5 CEUs)
\$49/person

Now that we have 12 months under our belt with PDPM, this session will provide a refresher regarding how the nutrition professional can help facilities be successful under the new payment methodology and discuss challenges and issues that facilities are facing. Strategies for supporting documentation will also be provided. Objectives:

1. Attendees will be able to list the five case mix adjusted components of PDPM and which are affected by Nutrition Services.
2. Attendees will be able to describe the coding instructions for MDS Item K0100 and its effect on PDPM.
3. Attendees will be able to articulate the definition of an active diagnosis for MDS coding.

Robin L. Hillier, CPA, STNA, LNHA RAC-MT, is a certified public accountant, state tested nurse aide and licensed home administrator who is also resident assessment coordinator certified and a master trainer through the American Association of Nurse Assessment Coordination.

She is President of RLH Consulting, which provides reimbursement, accounting, and operational consulting to long term care providers.

SNF/ICF Maintenance Director’s WEBINAR \$99/person

Sponsor: MaintenanceCare.com

October
14
1 pm – 5 pm
MT
(3.5 CEUs)
\$99/person

1:00 pm – 3:15 pm SNF/ICF Regulations, Fire Prevention and Emergency Preparedness | Fire Safety & Construction – Nate Elkins, Supervisor AHJ-Fire Life Safety Program, Licensing & Certification-Bureau of Facility Standards

3:30 pm – 5 pm Risk Management & Compliance – Time to Upgrade Your Toolbox | Heidi Wade, MaintenanceCare.com

AL Maintenance Director’s WEBINAR

Sponsor: MaintenanceCare.com

October
15
1 pm – 5 pm
MT
(3.5 CEUs)
\$99/person

1:00 pm – 3:15 pm AL Regulations, Fire Prevention and Emergency Preparedness | Fire Safety & Construction – Nate Elkins, Supervisor AHJ-Fire Life Safety Program, Licensing & Certification-Bureau of Facility Standards

3:30 pm – 5 pm OSHA | Kelly Addis, CSP, Safety & Health Consultant, Idaho Occupational Safety & Health Consultation Program



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COVID-19 Employment Considerations – What Every Employer Needs to Know | Carsten Peterson, Attorney, Hawley-Troxell



Sponsor:

The program will discuss the challenges that employers face in the midst of the COVID-19 pandemic, including laws enacted providing paid employee leave, employee rights, and emerging legal issues. The program will discuss tips and strategies to keep employees and clients safe as businesses and facilities reopen.

\$100 gift card drawing sponsored by Hawley Troxell during this session!

Must be present and able to respond in Q&A when drawn.

October

21

10 am – 11:30 am

MT

(1.5 CEUs)

\$49/person

Carsten Peterson has a civil litigation practice which includes personal injury, medical malpractice claims, employment discrimination, wrongful termination, and employment wage disputes. His practice also includes representation of businesses in various matters including contract and construction disputes. Carsten is admitted to practice law in Idaho and Utah in both state and federal courts.

Carsten has significant experience in defending health care providers in medical malpractice claims, catastrophic personal injury cases, wrongful death, and transportation liability. He also defends employers in administrative complaints filed with the Idaho Human Rights Commission, Equal Employment Opportunity Commission, and the U.S. Department of Housing and Urban Development (HUD) raising claims under the Fair Housing Act (FHA), Americans with Disabilities Act (ADA), Age Discrimination in Employment Act (ADEA), Title VII of the 1964 Civil Rights Act (race, color, religion, sex and national origin), and state laws. His practice also includes advising employers on a variety of matters, including paid time off, workplace harassment and discrimination, employee handbooks, as well as employee termination and discipline. His experience also includes defending health care providers in prelitigation screening hearing panels before the Idaho State Board of Medicine.



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Telehealth & Technology for Today's Rehab and Recovery

Sponsor:



Innovation continues to play an instrumental role in the operational efficiency and financial throughput of a facility, and now more than ever Skilled Nursing Facilities (SNFs), are looking for innovative ways to regain clinical and operational success. Attendees will learn about:

October

28

10 am – 11:30 am

MT

(1.5 CEUs)

\$49/person

1. Cutting-edge patient-screener technology, which evaluates patients before they step into the facility
2. Rehabilitation engagement apps that bring patients and family members together no matter the distance - the latest innovations can transform every aspect of the care journey and help facilities rebound
3. Telehealth models that allow physical, occupational and speech therapy services to be provided virtually
4. MDS Scrubber technology that helps ensure a facility has everything it needs to capture in their MDS prior to submission.

Staci Freudiger, Senior Director of Implementation has been a physical therapist for 24 years, focused on the aging adult population in the post-acute space for 19 of those. Recently her career path has taken her into project management and clinical implementation strategies across the geriatric rehabilitation continuum. She earned a Lean Six Sigma Green Belt and her Project Management Professional credential in 2017.

Nurse Management for SNFs | Demi Haffenreffer, RN, MBA, Haffenreffer & Associates

November

3, 4, 5th

9 am – 1 pm MT

10 & 12th

9 am – Noon MT

(~16 CEUs)

\$450/person

In today's regulatory and economic climate performance excellence is more vital than ever, especially in relation to Infection Control. This five-day virtual seminar will show you how to achieve award winning excellence for your facility including a systems approach to key aspects of quality improvement, infection control and survey management. Topics will include a comprehensive review of the requirements of participation as well as how to establish systems and standards for the major clinical requirements. Information on basic and advance methods for infection control surveillance, continuous quality improvement including measuring and analyzing data, is included.

Demi Haffenreffer, RN, MBA has made long-term care her profession since 1973, first as a Director of Nursing and for the last thirty-five years as a consultant. Demi is known as a dynamic and interesting presenter. Her thorough knowledge of the regulations combined with her extensive hands-on experience provide for practical, everyday solutions to the challenges facing the care giver and facility.



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MDS Hot Topics: What's New with Survey, Reimbursement and QMs | Robin Hillier, CPA, STNA, LNHA RAC-MT, RLH Consulting

This session is perfect for MDS Coordinators, Directors of Nursing Services and Administrators interested in the latest updates regarding the MDS and the area it impacts...survey, reimbursement and quality measures.

1. Attendees will describe October 1, 2020 changes to the MDS and when future updates are expected.
2. Attendees will articulate the effect of the public health emergency on quality reporting and how long these changes may last.
3. Attendees will list the most common survey deficiencies related to assessments.
4. Attendees will describe October 1, 2020 updates to PDPM.

November

11

10 am – 11:30 am

MT

(1.5 CEUs)

\$49/person

Robin L. Hillier, CPA, STNA, LNHA RAC-MT, is a certified public accountant, state tested nurse aide and licensed home administrator who is also resident assessment coordinator certified and a master trainer through the American Association of Nurse Assessment Coordination.

She is President of RLH Consulting, which provides reimbursement, accounting, and operational consulting to long term care providers.

Robin is a member of AANAC's Expert Advisory Panel and Editorial Board. Robin served as Secretary/Treasurer of the American Health Care Association Board of Governors and as a member of the OHCA Board of Directors. She is Past President of both OHCA and EFOHCA. RLH Consulting is an OHCA Platinum Champion Partner.



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AHCA/NCAL Bronze Award Workshops

If your organization has thought about participating in the AHCA/NCAL National Quality Awards program, this is your opportunity to complete the Bronze Award application from beginning to end with coaching support along the way.

This 2-day workshop is about more than an award; besides gaining a better understanding of what examiners are looking for and how to use the award criteria as an improvement tool, you will learn how to use the award process to focus, align, and accelerate your performance excellence efforts - becoming a high-performing organization.

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long term and post-acute care services to journey towards performance excellence. The program is based on the core values and criteria of the [Baldrige Performance Excellence Program](#). The first step in the AHCA/NCAL National Quality Award Program is the Bronze – Achievement in Quality Award.

The Bronze Award level provides applicants with the tools and resources they need for continuous improvement in quality care. Through the Bronze criteria, based on the [Baldrige Excellence Framework](#), applicants will assess their organization's mission, vision, and key factors that lead to success. At this award level, utilizing the criteria questions applicants develop an organizational profile for their center. Applying for the AHCA/NCAL Bronze National Quality Award gives your organization a strong foundation for the second step—the **Silver – Achievement in Quality Award** level.

**November
17 & 18**

TIME:

1 pm – 3 pm MT

(NAB CEUs)

**\$49/person
MEMBERS-
Only**

Learner Objectives:

1. Understand the AHCA/NCAL Bronze Quality Award process.
2. Gain an understanding of the value of participating in the Quality Award process.
3. Go “behind the scenes” of the assessment process to understand what examiners are looking for and why this is important - beyond an award application.
4. Understand the technical requirements and policies of the Bronze Quality Award process.
5. Understand how quality improvement activities build a culture of continuous improvement and high-performance work teams.
6. Write the draft of your organization's Bronze Quality Award application.

AHCA/NCAL National Quality Award Program – Information [HERE](#)
November 12, 2020 - 8PM EST - Intent to Apply (ITA) Deadline

Glenn Bodinson, FACHE, founded BaldrigeCoach to help organizations improve their performance. BaldrigeCoach clients have won 21 Baldrige Awards. In the past seven years, 16 AHCA/NCAL Gold Quality Award recipients and more than 50 AHCA/NCAL Silver Award recipients have used the BaldrigeCoach system.

Kay Kendall spent more than 20 years as a quality executive leading large-scale change initiative across diverse industries. From 2002 through 2005, Kay served on the Panel of Judges for the Malcolm Baldrige National Quality Program after serving as an Examiner and Senior Examiner for the Program for six years. She continues to serve as an Alumni for the program. She has been a facilitator of the national training for examiners since 1998. She was a Master Examiner and Team Leader for the AHCA/NCAL Quality Award from 2011 – 2015.

Participants will be required to participate on camera and audio.



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Handling Stress in the Workplace: Self-care or Self-loathing? | Barry Surratt

Sponsor:



November 18

10 am – 11:30 am

MT

(1.5 CEUs)

\$49/person

Every person feels stress in unique ways and has differing methods of coping with the stress they feel. We care for others while often neglecting our own needs. You will learn that self-care is a deliberate choice and begin to identify what causes stress at work, home and even at play. You will have the opportunity to develop a personal plan to cope with your personal stressors and encouraged to find a "safe person" to talk to. The session will include how to cope with the stress caused by the death of residents you have cared for.

Barry Surratt, recently retired, served for 12 years as healthcare, hospice, and Veterans chaplain. He completed 4 units of Clinical Pastoral Education at St. Luke's in Boise and served Heart n' Home Hospice as a Spiritual Care Provider and Director of Spiritual Care, overseeing a team of 9 chaplains. Barry holds a master's degree in Theology and an Associates in Electromechanical Technology.

\$100 gift card drawing...must be present and able to respond in Q&A when name is drawn.

MDS Intensive | Robin Hillier, CPA, STNA, LNHA RAC-MT an AANAC Master Teacher

December 1, 2, & 3rd &

December 8, 9, & 10th

9 am – 1 pm

MT

(~18 CEUs)

\$399/person

Intended audience: MDS Coordinators and others in the IDT involved in coding the MDS

This six half-day intensive boot camp provides an in-depth training on the RAI process, quality measurement and the Patient Driven Payment Model. This program will help nursing facility staff better understand MDS coding, what causes quality measures to trigger and how the new Medicare payment methodology works.

Robin is a certified public accountant, state tested nurse aide and licensed nursing home administrator who is also resident assessment coordinator certified and a master trainer through the American Association of Nurse Assessment Coordination (AANAC).

She is President of RLH Consulting, which provides reimbursement, accounting and operational consulting to long term care providers.



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Promoting Individual Choices through Person Centered Planning | Lydia Dawson, Esq., Executive Director, Idaho Association of Community Providers

Exercising self-determination and informed choice are critical determinants of subjective well-being and overall mental and physical health. Supporting individuals to be active participants in their personal planning and service direction can improve quality outcomes and ease transitions into increased care needs. Equipped with a foundational understanding of self-determination and person-centered planning, supporters and caregivers can work alongside individuals to build a plan which increases quality of care to meet life goals.

December

16

10 am – 11:30 am

MT

(1.5 CEUs)

\$49/person

Learning objectives:

- Participants will gain an understanding of self-determination and how it supports healthcare needs.
- Participants will learn foundational tenets of person-centered planning and how person-centered thinking informs service goals.
- Participants will have opportunities to discuss barriers to service goals and how to support individuals to navigate those barriers as a critical member of the person-centered planning team.

Lydia Dawson is the executive director of the Idaho Association of Community Providers supporting agencies serving individuals with behavioral health and developmental disabilities. Dawson recently relocated from Maine where she served as the executive director of the Maine Association for Community Service Providers and a former staff attorney at Maine's protection and advocacy agency. Dawson obtained her Juris Doctorate from Roger Williams University School of Law and a Bachelors in Psychology from the University of Maine. Dawson has been engaged as a national speaker and trainer on topics related to guardianship and supported decision-making, disability rights, and Medicaid due process.

Webinars will be made “on-demand” approximately 10 days following the live broadcast and remain available through the end of 2020.

When available, go through our website to register: <http://www.idhca.org/events/schedule/>



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Continuing Education

- 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.

WEBINAR CEUs: One [1] CEU is awarded for every sixty [60] minutes of actual live ZOOM webinar presentation time. CEUs are awarded only to those individuals:

- that are “registered” for the LIVE ZOOM webinar (no verbal substitutions are made). Registered attendees receive a log-in link unique to the registrant and with a note that the link is “unique” and not to be shared, and with an additional :NOTE: IF you share your unique registration link or the phone number, you risk losing CEUs for this program!”
- in actual attendance of the presentation (ZOOM “Attendance Report” documents actual time logged-in and logged-out. During the housekeeping comments, registered attendees are informed “to receive CEUs you must attend the entire presentation and complete the polling question at the end of the presentation.”
- at the end of the presentation a polling question is provided for the registered attendee to “certify they have attended the entire presentation.”
 - IHCA staff will pull “Attendees”; “Q&A” and “Poll” reports from ZOOM to ascertain registrants on the webinar, length of time they were on and completion of the polling “certifying” they attended the entire program. Only those registrants will have their name submitted to receive CEUs.

2. REGISTRANT RESPONSIBILITY

- c. Registrants are not to share their log-in link or webinar phone number. Doing so could result in the authorized registrant not receiving CEUs for the session.
 - If a registrant is unable to attend, there is a link at the bottom of their registration e-mail, 1 day, and 1-hour reminder e-mails that allows them to cancel their registration for a refund, prior to the start of the webinar.
- d. Registrants must retain copies of their CEU certificate, this document, and any handouts in the event they are audited by the licensing agency.

Those eligible for CEUs will receive an e-mail from Monica in about 2 weeks. Please watch your spam/junk folder. If you miss the e-mail, you may access from our home page: www.idhca.org Look for this green bar...

2020 CEU Certificates of Attendance (Click HERE & Log-in)

