

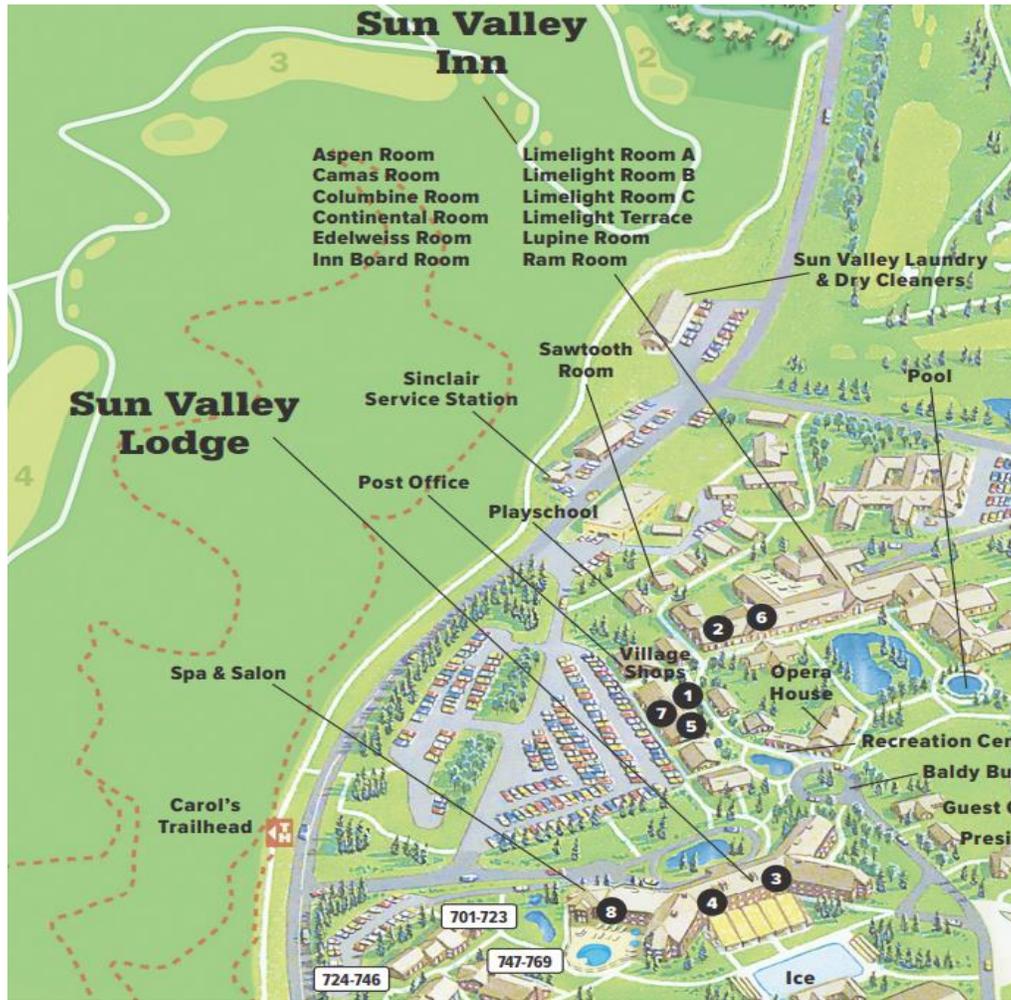


56th annual IHCA Convention & Tradeshow April 26 – 28, 2022 Sun Valley

Revised 4.22.22

“Working Together We Can Climb Any Mountain”

Our Convention Sponsor:



TUESDAY, APRIL 26, 2022

Check-in opens 7 am

Coffee / Beverage Service sponsored by:



Opening Ceremony & Keynote Speaker

Continental Room

8:30 am –
9:00 am

Welcome: Paul Arnell, IHCA Board President
Opening Ceremony

Revitalize Your Work & Life | Stephanie Staples, CSP

Are you trying to be all things to all people?

Are you who you want to be during this unprecedented time?

Are you “nice for a living” and noticing that perhaps work is getting your “best” and there is not much left?

9:00 am –
10:00 am

Are competing priorities and the lack of time, energy and motivation stopping you from being the best version of yourself?

1.0 CEUs

Well, if overwhelm is creeping (or has already crept!) in and the people who love you most, care about you most and matter to you most are getting the worst of you, then perhaps it’s time to top up your psychosocial wellness tool kit.

Learn simple, purposeful, deliberate actions you can easily implement to help you revitalize yourself so that you can bring your best both personally and professionally. Get ready to see how the Kaizen principle and the N.A.P. plan can help you improve your quality of life - even in tough times! And... we will even have a little bit of fun!

10:15 am –
11:15 am

Revitalize Your Work & Life - The Breakout | Stephanie Staples, CSP

Time for a deep-dive and some more juicy tidbits to help you be happier, healthier, improve relationships that matter *and* create an actionable take-home plan to help you maintain the wins long after the conference is over!

1.0 CEUs

11:15 am-
1:15 pm

Lunch on Your Own

VIP Tradeshow & Lunch

Limelight Ballroom

Lunch for Exhibitors & facility VIP decision-makers

“as identified by our exhibitors for invitation-only”

11:15 am –
12:15 pm

Sponsored by:



By invitation-only guests will have lunch with our Exhibitors. Please take time to thank our Exhibitors for their support of IHCA!



General Tradeshow: Open to all registered attendees!

12:15 pm – **This session is open to all registered attendees.** Come visit with the exhibitors.

1:15 pm

Exhibitor door prize drawings throughout the tradeshow!

Exhibitors (🎁 Door Prize)	
Accushield	McKesson Medical Surgical
American Health Advantage of Idaho 🎁	Medline
American Medical Technologies	MedTrust 🎁
Blue Cross of Idaho 🎁	Molina Healthcare of Idaho 🎁
Canyon Home Care & Hospice	Omnicare, a CVS Health Company
CARF International 🎁	PERMA Mental Health
Charter Construction	PharMerica
CirrusDX	Prime Time Healthcare, LLC 🎁
Comagine 🎁	Red Rock Pharmacy
Continued Care Pharmacy 🎁	Reliant Rehabilitation
Davey Coach Sales	Shamrock Foods
Disaster Kleenup 🎁	SimplicIT Technical Solutions 🎁
Heartland Pharmacy	Snake River LTC Pharmacy 🎁
HOLT Architects 🎁	Soundview Medical Supply
Independence Rehab 🎁	SRX Technology 🎁
Injury Care EMS	The Buckner Company 🎁
KeyBank	Unite Us
Marshall Industries 🎁	United Wound Healing



The Coach Approach to Leadership | Stephanie Staples, CSP

Continental Room

Is your team bringing their 'A' game or bring 'a' game?

1:30 pm –
3:00 pm

Are you being an 'A' level leader or are you being 'a' leader?

1.5 CEUs

Sometimes people think of coaching for enhanced performance; people think of getting 'to the podium'. Given the context of the last two years, coaching may be just to help people show up, get through the day and not quit! Leaders take many approaches - some work and some are counterproductive.

In this session we will explore the benefits of adding coaching to your leadership toolkit and make sure you have new tools to ponder and execute!

Regulations Regarding POST, Code Status, and Informational Requirements for Residents and Families – What do Facilities Need to Know and Do? | David Wilson, Elder Law Attorney, Ahrens DeAngeli Law Group

Sawtooth Room

1:30 pm –
3:00 pm

What are the regulations about documenting end of life decision making for residents of facilities? What should a facility do in its own policies and procedures to meet the regulations? Case review of facilities being cited for violating the regulations and how to avoid being cited.

1.5 CEUs

David Wilson is a partner and with Ahrens DeAngeli Law Group; he speaks and publishes regularly on elder law issues. He holds a Juris Doctorate from Arizona State University and an LLM in Taxation from New York University. David is a board-certified elder law attorney; his practice focuses on seniors and helping seniors find and pay for long term care. He is a past president of the Volunteer Leadership Board of the Greater Idaho chapter of the Alzheimer's Association, is on the Board of the Idaho Guardian and Fiduciary Association and participates in many other community and civic groups.

Behavior Management & Documentation | Lea Stoltz

Boiler Room

From identifying distressing behaviors to making all that data work for you, this session will cover it all. Come prepared with some examples of challenging behavioral issues you are dealing with and we will include as many as we can.

1:30 pm –
3:00 pm

With a focus on obtaining/maintaining regulatory compliance, we will define and identify distressing behaviors, develop strategies to ensure consistent staff interventions and documentation and how to make the most use of all that data.

1.5 CEUs

Lea Stoltz was co-owner of Five Star Consulting LLC, providing training, clinical and regulatory support to Long Term Care and Assisted Living facilities. Ms Stoltz was a state surveyor for 12 years in both the Long-Term Care and Non-Long-Term Care programs. For over 37 years Ms Stoltz has worked, learned, and taught in the healthcare field with an emphasis on providing services to individuals with behavioral challenges.



Special Session - by Invitation-Only

Continental Room

3:15 pm –
4:45 pm
1.5 CEUs

Buckner Insurance and Berkley North Pacific bring you a session like you've never attended before. They will cover everything from improving workplace safety to preventing malicious hijacking of your company's data. The interactive presentation/competition is modeled after a realistic case-study... with twists and turns. Escape the normal PPT class!

Come to learn! Come to win!

By invitation only! Followed by a reception for those invited to participate.



Confidentiality Traps & Challenges of Documentation | Kim Stanger, Partner, Holland & Hart

Sawtooth Room

3:15 pm –
4:45 pm
1.5 CEUs

Since the inception of the original privacy regulations, there have been significant advances in technology. Health care organizations must maintain confidentiality and protect their patients' privacy, but they must also document the clinical assessments of the patients they care for- as well as the care that is delivered. Providing for confidentiality AND documenting properly are not always easy to do simultaneously. Kim Stanger will discuss how to be on firm legal ground when "threading the needle."

Kim C. Stanger is a partner in the Boise office of Holland & Hart LLP and the chair of the firm's Health Law Group. Mr. Stanger helps clients navigate the complex state and federal regulations governing the healthcare industry, including healthcare reform, fraud and abuse laws, HIPAA, EMTALA, Medicare/Medicaid regulations, licensing requirements, compliance, administrative proceedings, and litigation.

Assess for Success: Cognitive Assessment Skills- Better Care, Better Reimbursement | Carmen House

Boiler Room

3:15 pm –
4:45 pm
1.5 CEUs

Effective and appropriate assessment has never been more important for care facilities to successfully support residents, families, and care providers. Helping individuals thrive and live out their best lives in the most appropriate living environment is crucial for their well-being. This course will help individuals working with the geriatric population to effectively assess and document the appropriate level of care for aging patients/residents exhibiting cognitive-communication decline.

Attendees will be able to:

1. Appraise the signs and symptoms of Alzheimer's disease and other dementias to differentiate the needs of the individual.
2. Articulate differences between screening measure tools for cognitive impairment and dementia.
3. Conduct a functional assessment that captures the functional abilities of the individual that looks beyond what is said and into what the individual shows you about their world.
4. Accurately stage the patient with dementia or other cognitive impairments and use it to develop successful care plans that are effective and promote positive communication between staff, family & the older adult.



Carmen House, MBA, MS, CCC-SLP, CDCS, has a passion for working with individuals with dementia and Parkinson's disease and the families and caregivers who support them. Carmen is a certified dementia care specialist and has extensive experience as a speech language pathologist in the home health setting and the skilled nursing environment. Carmen is a clinical faculty member at Idaho State University in the Communication Sciences and Disorders Department and was recently awarded a grant from the Parkinson Voice Project to provide Parkinson Voice Project's effective speech therapy program in the university clinic as well as offer additional training to graduate students in treating voice deficits in individual's with Parkinson's disease. She has presented on strategies for communicating with the memory impaired and provided caregiver education for area assisted living communities. When she isn't following her passion as an SLP you can find Carmen spending time with her husband and two daughters on their lavender farm and occasionally hanging out in her favorite fair weather spot with a good book, her hammock.

Thank You!



Sponsorships	Company
Monday Board Dinner	American Health Advantage
Overall Convention Sponsor	The Buckner Co.
Hospitality	KeyBank
Tuesday VIP Tradeshow	PayneWest Insurance
Tuesday Escape Room Session	Berkley NorthPacific
Wednesday Continental Breakfast	Unite Us
Wednesday Membership Lunch	Blue Cross of Idaho
Wednesday After-hours Social	Eldergrow
	Injury Care EMS



WEDNESDAY, APRIL 27, 2022

Continental Breakfast with our Exhibitors

Limelight Room

7:00 am – Open to all registered attendees.
8:30 am

Sponsored by:



The Single Most Important Principle of Leadership | Tony Decker

Sawtooth Room

8:30 am –
10:00 am

1.5 CEUs

In today's world, having authority is not enough to sustain an organization during the challenges of covid, staffing shortages, and regulatory demands. A leader must increase their ability to bring out the best in people to successfully rise above the existing circumstances. This session will uncover the three hidden universal needs in all people and how those needs govern our behaviors to form the single most important guiding principle of decision making and social interactions. Learn how to this guiding principle drives long-term repetitive success, despite the adverse conditions around you.

Tony Decker is an owner of operator of health care facilities for people with developmental disabilities and has been serving as vice president of Westcare Management for over 26 years. He is a former President of the Idaho Association of ICF/MR providers and holds a Master's degree in Leadership.

Dealing with Negative Press in a Positive Way | Chukk Nielson

Boiler Room

8:30 am –
10:00 am

1.5 CEUs

Our industry has faced difficult times throughout the past 2 years and often faced scrutiny from all sides. Turning negative press into an opportunity for education is an important skill each leader should possess. Chukk will help explain how to remain committed to the organization's vision even during times of fear, scrutiny, and uncertainty. Learn more about refocusing influenced and negative perceptions into opportunities for relationship development and educational moments in this case-study presentation.

Currently, **Chukk** is the Divisional Director of Clinical Services for the Northwest Division of Life Care Centers of America. Prior to his current tenure, he was the Regional Clinical Director for the Cascade Region of the Northwest for a brief time after serving as the Director of Nursing Services for an LCCA facility in Federal Way, WA where he had the opportunity to volunteer his time at Life Care Center of Kirkland during the initial Covid-19 outbreak. Prior to his tenure with Life Care, Chukk was the Director of Quality Clinical and Compliance for Promontory Healthcare Companies. He obtained his baccalaureate degree from Boise State and is happy to operate in Idaho, Washington, Oregon, and Utah.



St Luke's Health Partners Approach to Value Based Care | Alejandro Necochea, MD, MPH, Michelle Weese, RN & Katie Anderson, LCSW

Continental Room

The presentation will give an overview of how we approach value-based care, the fundamental components of populations health, and share details of how we use care management and our post-acute care program to assist patients as they navigate the health care journey.

Objectives:

- Gain familiarity with what value-based care means
- Learn why care management is important to value-based care
- Learn how post-acute care programs impact value-based care

Alejandro Necochea, MD, MPH, FHM is a practicing Internal Medicine Hospitalist in Boise, and a Medical Director at St. Luke's Health Partners. Dr. Necochea graduated from Yale University School of Medicine, trained in Internal Medicine at the Hospital of the University of Pennsylvania, and in Preventive Medicine and Public Health at Johns Hopkins University. He is board certified in Internal and Preventive Medicine. In his medical director position, he helps lead efforts to integrate wellness coaching, telemedicine, transitional care, care management and post-acute care management programs across the care continuum.

8:30 am –
10:00 am

1.5 CEUs

Katie Anderson, LCSW is an Idaho native who has practiced since 1997. She worked in acute and sub-acute rehab settings for over 18 years. She began at St. Luke's Health Partners in 2013 where she directs the Post-Acute Care Program which has received national recognition. She also directs the Referral Management Program at St. Luke's Health Partners.

Michelle Weese, RN is the Director of Care Management for St. Luke's Health Partners' Clinically Integrated Network. She graduated from Boise State University's nursing program in 2005 and has spent her entire nursing career at St. Luke's. Michelle has a passion for Care Management that started in 2012 leading a three-person team. The scope of the work and the size of the team have grown since then, and so has the passion. The team is now an interdisciplinary team of 40 (and still growing), serving patients across the care continuum from lifestyle modification and behavioral health to end-of-life care, disease management to transition care support, and pediatric to geriatric populations.

Recruitment, Retention, and Referrals in Challenging Times | Tony Decker

Sawtooth Room

What draws people to an organization? What makes people stay or leave? How do you turn organizations from being "thin places where people come to get a paycheck" into "thick places where people find meaning and purpose?" This session explains how to create four conditions that increase employee engagement, self-motivation, and worth. Learn how these conditions fuel and drive higher recruitment, retention, and referrals, even in the most challenging times.

10:15 am –
11:45 am

1.5 CEUs

Tony Decker is an owner of operator of health care facilities for people with developmental disabilities and has been serving as vice president of Westcare Management for over 26 years. He is a former President of the Idaho Association of ICF/MR providers and holds a Master's degree in Leadership.



When Social Hits the Fan: How to Prepare for & Manage a Social Media FAIL | Bryan McNeil Boiler Room

Why does social media matter? – We will discuss the principle of scope, the dynamics of quality and quantity, and our perceived brand.

- What constitutes a “fail?” – Let’s discover a few different ways that we could experience a social media “fail.”
- Now what? – Let’s discuss proven PR techniques that help us rebound from a social media “fail.”

10:15 am – 11:45 am

1.5 CEUs

Bryan McNeil, M.B.A., LNHA, has been involved in the healthcare industry for over ten years. Most of this time has been spent operating skilled nursing facilities. During his experience, he has been recognized for crushing “industry-average” employee turnover rates, building teams that deliver results, and creating employee experiences that are still talked about. As of recent, Bryan has leveraged his creativity to help manage his company’s social media campaigns. Bryan finds joy in mentoring and coaching new healthcare leaders as they face the many challenges of operating in long-term care.

Population Health Management: Planning For The Future of LTC | Continental Room Nisha Hammel

CMS has a stated goal of moving all Medicare FFS into an accountable care model by 2030. Are you ready? What seat do you want at the table? Join this session to learn about the various population health management models available to LTC providers and the pathways to leadership and/or meaningful participation.

10:15 am – 11:45 am

1.5 CEUs

As Senior Director of Population Health Management for the American Health Care Association, **Nisha Hammel** advises on and assists members with care transformation and innovative payment models including provider-led special needs plans, bundled payments, direct contracting and other risk models. She serves as the staff liaison to AHCA/NCAL’s PHM Council convened to support long term care providers engaged in population health management initiatives through advocacy, education, data aggregation and technical assistance.

Nisha is a health care leader and strategic thinker with over 20 years of post-acute care experience. She has served in varied leadership and operational roles in long term and post-acute care and spearheaded the due diligence exploration of a post-acute provider-owned Medicare Advantage Special Needs Plan at the state association level. Nisha is skilled at building critical partnerships and strategic alliances.

Nisha has a B.A. in Psychology from the University of Notre Dame and an M.S.W. from the University of Michigan, Ann Arbor. She also holds a Specialist in Aging Certificate from the University of Michigan.

<p>11:45 am- 1:15 pm</p>	<h3>Membership Lunch with our Exhibitors</h3> <h3>Limelight Ballroom</h3> <p>Open to all registered attendees. Sponsored by:</p>	 <p>Blue Cross of Idaho <small>An Independent Licensee of the Blue Cross and Blue Shield Association</small></p>
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Reducing Turnover by Bringing out the Best in People | Tony Decker Sawtooth Room

1:30pm-
3:00pm

When should a leader correct people or hold back? How do you correct people without destroying trust? This session will demonstrate how to balance what a leader needs people to do, while still honoring and respecting what people want to be. Learn how shifting from praise to proof, commanding to asking, and telling to listening reduces turnover and brings out the best in people.

1.5 CEUs

Tony Decker is an owner of operator of health care facilities for people with developmental disabilities and has been serving as vice president of Westcare Management for over 26 years. He is a former President of the Idaho Association of ICF/MR providers and holds a Master's degree in Leadership.

How Nature Heals: How to Make the Most of Your Eldergrow Project | Orla Concannon, Founder, Eldergrow Boiler Room

Therapeutic Horticulture Program is a full-service program that combines a Sensory Garden with onsite Educators who teach evidence-based, therapeutic horticulture classes that improve life for our growing community of older adults living in residential and nursing care. Come learn the benefits of a sensory garden and how you might incorporate one into your community!



1:30pm-
3:00pm

Orla Concannon is the passionate founder with a diverse history in senior living and healthcare. She is dedicated to elders, fighting ageism, and providing a sense of purpose and hope through meaningful connections to nature.

1.5 CEUs

Orla's passion for senior living began when her Irish grandmother spent her last years in a nursing home. Their special bond paved the way for Orla's career, which has included senior roles for The Alzheimer Society of Ireland, Aegis Senior Living, and other senior living organizations. Orla saw the need to connect elders living in residential care with the healing properties of nature and she studied the evidence-based benefits of horticultural therapy in the Gerontology Department at Legacy Health Hospital in Portland, OR.

Orla graduated from Seattle University in 2015 with a Healthcare Executive MBA. While in graduate school, she created Eldergrow as her business plan, which won multiple awards.

Value Based Care: MSSP ACOs and the Gainsharing Opportunity on your Long-Term Care Residents | Ena Pierce

Continental Room

1:30pm-
3:00pm

Medicare Shared Savings Program (MSSP) Accountable Care Organizations (ACO) participation offers SNF Operators an opportunity to share in savings on their long term care residents without downside risk or capital outlays. Learn about how an MSSP ACO contract can compliment existing Institutional Special Needs Plans (I-SNP) arrangements, increase practitioner engagement and can provide incremental revenue to your organization.

1.5 CEUs



Ena Pierce is the Chief Operating Officer of LTC ACO, the only Medicare Shared Savings Program of its type dedicated exclusively to management of the full Medicare spend of long-term care facility residents throughout the United States.

Ena has over 25 years of experience in managed care operations, payment policy, medical economics, contracting, marketing, business development, state and federal regulatory affairs, state and federal licensure and contracting, and compliance. Ena's leadership experience includes business turn-around and transformation, federal and state regulatory relationship management, large scale project management, business integration and start-up implementations.

Outside of her professional work, Ena has been an active Board Member to several arts and healthcare non-profit organizations. She is a proud graduate of the Pennsylvania State University, receiving a degree in Health Policy and Administration.

If We Put People First – Positive Numbers, Follow | Tony Decker Sawtooth Room

3:15pm-
4:45pm

What is a leader's highest priority? What should a leader emphasize and focus on? What is leadership success? This session will showcase the four most important roles of a leader and a modern leadership "theory of everything." Learn how putting people and relationships first drives engagement, elevates quality, and positive numbers and outcomes follow.

1.5 CEUs

Tony Decker is an owner of operator of health care facilities for people with developmental disabilities and has been serving as vice president of Westcare Management for over 26 years. He is a former President of the Idaho Association of ICF/MR providers and holds a Master's degree in Leadership

Standing Out in the Sea of Sameness | Eric Collett, Facilitator Boiler Room

3:15pm-
4:45pm

Regardless of the industry segment, most healthcare providers are struggling to differentiate themselves from the many other providers who do essentially the same things they do. This engaging panel of professionals will explore creative ways to stand out in the 'sea of sameness'. Attendees will learn from the collective wisdom of the panelists and moderator as they consider questions such as:

- What pivots has your organization made as a result of the Covid-19 pandemic that have helped you innovate? What have you learned in the process?
- What are one or two changes you think your segment of the industry needs to make in the next 2 years?
- What is the most innovative thing your organization has tried in the last 24 months? How has it affected your team/residents/others?
- What innovations have you seen others make that have impressed you?

1.5 CEUs

Eric Collett, Principal & CEO, A Mind For All Seasons, Facilitator

Panelists:

- SNF – Ben Roedel – Shaw Mountain of Cascadia
- AL – Cecilia Owsley – Guardian Angel Homes
- ICF – Jamie Anthony – Developmental Options



A Closer Look at One Provider-Owned ISNP Partnership Model | Tracy Altman, Tom Coble, Steve LaForte & Cameron Peterson, MD

Continental Room

Provider Led Institutional Special Needs Plans (I-SNPs) are growing rapidly as one of the primary vehicles LTC and PAC providers use to better capture the healthcare premium dollar and transform care for the most vulnerable and medically complex populations. Come hear from financial, clinical and data/technology experts regarding this model, including an overview from a local provider-owner.

Tracy Altman has thirty years' experience in the health care field, from contracting providers to implementing new health plans. She started as a health educator, working with patients and providers, and has worked throughout Utah and the surrounding states. Tracy has a Master's Degree in Health and Hospital Law along with a Master's Degree in Health Education and International Relations. Tracy is the executive director of American Health Plans in Utah. She is also the mother of two boys, two dogs and a cat.

Tom C. Coble is the president and CEO as well as the sole shareholder of Elmbrook Properties, Inc. (EPI) owner and operator of skilled nursing facilities and assisted living in Oklahoma. Tom pioneered the first provider owned ISNP in the country in Oklahoma in 2005 and currently serves as the Chief Strategy Office of American Health Plans. He serves on numerous State and National Boards and is the Past Chair of the American Health Care Association Board of Governors. Tom has delivered expert testimony before committees of the U.S. Congress and the Oklahoma State Legislature. Tom was also a featured keynote speaker at the 6th Annual Retirement Living World China in Shanghai, China in October 2016 focusing on his "Nursing Home without Walls" model. He is the Board Liaison to AHCA/NCAL's PHM Council established to support LTC Provider Leadership in population health models.

3:15pm-
4:45pm

1.5 CEUs

Steve LaForte has a 25-year career as a structured finance attorney, C-Suite Executive and Entrepreneur in the post-acute care industry, where he has participated in over \$10B of growth and financing transactions. Steve has also founded and grown 6 national companies in the post-acute care industry. Currently, Steve is Director of Corporate Affairs and General Counsel for a growing Western States post-acute care provider, Cascadia Healthcare, where he is grateful for the opportunity to further Cascadia's mission to be a "Force for Good" for over 1500 residents in 32 post-acute care facilities across 6 states.

Steve makes Boise, Idaho his home, and has served on a variety of non-profit Boards and Advisory Councils nationally over the last 20 years. Steve received his B.A. from The George Washington University's Elliott School of International Affairs and his J.D. from GWU's Law School; and was honoured to receive the Outstanding Alumni Service Award from GWU in 2018. Steve is married to Laura, and they have 3 children, Isabella, Talia and Santo (and 2 Labrador retrievers, Brunello & Giallo).

Cameron Peterson MD, is board certified in Physical Medicine and Rehabilitation. He is the regional medical director for GAPS Health, a physician founded post-acute healthcare company, and the medical director for several skilled nursing facilities in Utah and Idaho. Dr. Peterson completed residency training at the University of Utah. He has worked in post-acute care for the past 10 years, full-time for the past 6 years. He was drawn to this space by the unique challenges of this industry, particularly to transitions of care and positioning partners for success in the new value-based landscape. Dr. Peterson has worked directly with ISNP models for the past 3 years.



After-hours Social | Orla Concannon, Eldergrow & Injury Care EMS

Limelight Promenade C

Come enjoy a cool beverage & learn more about the Eldergrow Therapeutic Horticulture Program.

Co-sponsored by:



4:45 pm –
5:30 pm

COVID Booster Clinic | Quick CPR Recertification

- Pfizer, Moderna & J&J available.
- No vaccination card needed – they can look up & reprint for you.



Raffle Baskets Donated by:

All Care Health Solutions	A Mind For All Seasons	Bluebird Health & Hospice
Cactus Pete's Hotel & Casino		
Cascadia Healthcare ENVISION Region	Edgewood Healthcare	Life Care Centers
Pennant Healthcare	S & S Nutrition Network	TanaBell Health Services

On Wednesday-only, Diana Cullin will be selling tickets to raffle off some beautiful gift baskets. You, not a substitute, will need to be present on Wednesday afternoon 4:45 pm, to win!

Tickets are: 5 for \$20 or 1 for \$5

All proceeds go to the IHCA Foundation Scholarship Fund



2022 IHCA Foundation Scholarship applications due May 31st

Application - [HERE](#)



Thursday, April 28, 2022

Check-in opens at 7:30 am

Coffeecake, Coffee/ Beverage Service



7:45 am – 8:30 am

COVID Booster Clinic | Quick CPR Recertification

- Pfizer, Moderna & J&J available.
- No vaccination card needed – they can look up & reprint for you.

Becoming the Leader Your Team Deserves | Eric Collett, CEO, A Mind For All Seasons
Limelight Ballroom

Many people find themselves in positions of leadership and genuinely want to make a difference for the people they serve, but they struggle to know what matters most and where to begin. Fortunately, social science research has revealed much in the last 20 years about what actions leaders can take to make the biggest impact. Learners will discover:

8:30 am-10:00 am
1.5 CEUs

- Why a quest to build culture may be a lesson in frustration
- 4 considerations that most accurately predict personal engagement for team members
- 4 questions that leaders can use to gauge how teams are doing
- What science teaches us about how to become more creative

Eric Collett, Principal & CEO 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 working since 2000 to change lives through innovative dementia care techniques and leadership strategies.

See ME: The Power of Service in Compassionate Care | Petra Marquart

Fully recovering from COVID means relationships are restored in communities struggling with low census and staff shortages. Plus, the emerging market - Baby Boomers - will demand better service than any generation before them. In this session, Petra Marquart, will share her insights on why service is mandatory, what residents and family members expect, how to exceed those expectations and how to create an environment in which people love to work and live. Customer service is no longer just for retail or 'nice to do.' It's at the center of everything that matters in long-term care today!

10:15 am-11:45 am
1.5 CEUs

- You will learn:
- What residents and family members expect
 - Why service matters in long-term care
 - How service impacts emotional situations and people



Petra Marquart is author of the best seller, *The Power of Service: Keeping Customers for Life* and creator of the online, long-term training program titled *See ME: Customer Service Training in Compassionate Care*. She is a member of the National Speakers Association and has spoken at long-term care conferences and meetings across the country. Petra has a BA in Communication and has written service training programs for Elim Care, The Mentor Network, the Minnesota Board on Aging, Mall of America, and US Bank. She has also served as a service consultant to Mayo Clinic in Rochester, Minnesota.

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.

To Access Your CEU Certificate of Attendance, you will go to: www.idhca.org and click on the “Click HERE” in the green bar...and enter the e-mail address that was on your registration.

SAVE THE DATE!

IHCA & WHCA Joint Fall Conference
September 26 – 28, 2022
The Historic Davenport
Spokane, WA



2020 – 2022 CEU Certificates of Attendance (Click HERE & Log-in)



Please join us in recognizing your
2021 – 2022 IHCA Convention/Education Committee.

Thank you for contributing your time and talents to the planning of
 IHCA continuing education events!



Eric Collett, Chair
 David Southwick
 Diana Cullin
 Jamie Anthony
 Kelee Hansen
 Kristen Tracy
 Lea Stoltz
 Leslie Bell
 Lisa Perrenoud
 Mary Mlot
 Pam Borjas
 Sheila Beesley
 Sue Linja

A Mind For All Seasons
 St. Luke's Elks
 PrimeTime Swingers
 Developmental Options
 S & S Nutrition Network
 Blue Cross of Idaho
 Five Star Consulting
 S & S Nutrition Network
 Edgewood Healthcare
 Molina Healthcare
 TanaBell Health Services
 Beesley Consulting
 S & S Nutrition Network

Let us know if you'd like to join our committee.



Up-coming Educational Opportunities

(First Tuesday of every month)	Infection Preventionist Roundtable Monthly Meetings	<p>Join us for a 1-hour session monthly. Sessions include:</p> <ul style="list-style-type: none"> • Meeting with your Idaho peers in infection prevention • Review of the most recent Idaho & CDC guidance and CMS regulations • Facilitated discussion of barriers and solutions to guideline implementation <p>Your registration fee entitles you to participate each month for the remainder of the calendar year following your registration so register early in the year to get the most for your registration fee!</p>	<p>ZOOM Meeting</p> <p>9 am – 10 am MT No CEUs</p> <p>\$99 one-time fee for 2022</p>
(Third Thursday of every month)	MDS / PDPM Roundtable	<p>An informal roundtable discussion with Robin Hillier CPA, STNA, LNHA RAC-MT. Robin will host a 1-hour session every 3rd Thursday of the month starting at 1 pm MT to answer MDS questions. The \$99 annual fee allows you to log-in every month to ask questions or just listen in.</p>	<p>Zoom Meeting</p> <p>1 pm – 2 pm MT</p> <p>\$99 one-time fee for 2022</p>
May 26	IHCA Convention / Education Committee Meeting	<p>If you would like to join our committee or have topics/speakers to suggest, please e-mail: monica@idhca.org</p>	<p>ZOOM Meeting</p> <p>9 am – 11 am</p>
June 21	Ultimate MDS Intensive	<p>This session is intended for all members of the IDT involved in assessment and care planning.</p>	<p>In-person IHCA</p>
June 22 - 23	Ultimate Reimbursement/QM Intensive	<p>Day 1: am – Quality Measures (MDS, Adm, DNS) pm – A Deeper Dive into PDPM (MDS, Adm, DNS) Day 2: PDPM Strategic Planning (Adm, DNS)</p>	<p>In-person IHCA</p>
June 24	<p>Idaho's ANFP Dietary Manager Online Training Course</p> <p>Last day to register!</p>	<p>Registration for the Foodservice Operations module closes. More information and to register, go to: https://www.idhca.org/events/idahos-anfp-dietary-manager-online-training-course/</p>	<p>\$899.</p>
July 15	Summer Workshop	<p>Track for Activity Director students that have completed online course.</p>	<p>Boise Centre</p>
July 19 - 20	Dietary Manager Students	<p>Mandatory attendance for Dietary Manager students that have just completed the Nutrition module.</p>	<p>IHCA</p>
July 28	IHCA Convention / Education Committee Meeting	<p>If you would like to join our committee or have topics/speakers to suggest, please e-mail: monica@idhca.org</p>	<p>ZOOM Meeting</p> <p>9 am – 11 am</p>
September 26 – 28	<p>IHCA – WHCA Joint Fall Conference</p>	<p>Up to twelve [12] hours of continuing education offered with leadership sessions for everyone. Complete agenda coming to our website in August. Fun Night and 50 Exhibitors!</p>	<p>Spokane, WA</p>
October 9 – 12	<p>AHCA-NCAL 73rd Annual Convention & Expo</p>	<p>Gain fresh insights and perspectives on leadership, innovation, problem-solving, and managing difficult challenges. Plan to attend and don't miss this unique opportunity hear from the best.</p>	<p>Nashville, TN</p>



October 25 - 26	AL Administrator & Nurse Workshop	This training provides the AL Administrator & Licensed Nurse with an enhanced knowledge of various topics from subject matter experts.	Zoom Meeting 1 pm – 5 pm MT Up to 7 CEUs \$ 149.
October 27	Annual Convention / Education Planning RETREAT	Everyone is invited to participate. If unable to participate, send topic/speaker suggestions to: monica@idhca.org	ZOOM Meeting 9 am – 1 pm
November 10	Mastering the Art of Dementia Care Eric Collett A Mind For All Seasons	This comprehensive all-day workshop course helps participants learn to see the world from the perspective of someone living with dementia. Using real-world case-studies, analogies, role-playing, and the latest insights from dementia research, participants will develop a deep set of tools, approaches and techniques to help them communicate effectively with those living with dementia. Participants will also learn the latest science regarding techniques to help people with cognitive decline function better and help others around them prevent dementia. The course also explores leadership tools to help attendees take what they learn back to their teams and implement meaningful changes in their organizations.	Zoom Webinar Up to 7 CEUs
January 31, 2023	Winter Workshop & Legislative Lunch		Boise Centre



April 26 – 28, 2022: IHCA Convention & Tradeshow in Sun Valley

July 15, 2022: IHCA Summer Workshop, Boise Centre

September 26 – 28, 2022: IHCA/WHCA Joint Fall Conference, Spokane

January 31, 2023: IHCA Winter Workshop & Legislative Lunch, Boise Centre

