EDUCATION

TUESDAY, NOVEMBER 13

9:00 a.m. – 12:00 p.m.
(Registration 8:45 a.m. – 9:00 a.m. onsite)

PRE-CONVENTION TRAINING
(This session is not included
in Convention Registration.
Need to register separately.)

Results-Driven Leadership: Influencing Today’s Employees!
This presentation focuses on influencing employees as a leader rather than a manager and how to retain valuable employees. Leadership is all about building a relationship of respect and trust, which motivates employees to add value to the organization. A crucial part of building this relationship is understanding each generation of employees, how they are influenced and what they value. The presenter shares how the workforce is represented now by generations and then move forward 5 years to show how different the workforce will look.
Presenter: Carolyn Carver, Owner
Carolyn Carver Consulting & Training
Prescott Valley, Arizona

Sponsored by:

Session 2 – Social Media: Recruiting and Engagement
Sponsored by: PCA Pharmacy
The session will offer information, guidance, and suggestions on social media recruiting. The presenter will discuss the value of social media recruiting and the success it has brought PCA Pharmacy. Related techniques and processes involved will be explored, discussed, and demonstrated.
Presenter: Nicole Bennett
Director of Employee Services
PCA Pharmacy
Louisville, KY

Session 3 – Successful Antimicrobial Stewardship – A Retrospective Analysis
Sponsored by: GrandView Pharmacy
This session will delve into a year-long, grant funded pilot of an evidence-based Antimicrobial Stewardship in a large skilled nursing facility from November 2016 – December 2017. The session also will include an overview of the regulatory expectations, the “how-to” of development of the program, barriers the group encountered, key performance metrics kept, and ultimately, positive outcomes achieved.
Presenter: Mark Prifogle, Chief Executive
GrandView Pharmacy
Brownsville, IN

The Conventions’s Education Tracks

- Pole sitter—Keynote
- Crew Chief—Leadership
- Spotter—Clinical
- Owner—Survey & Regulatory
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- Driver—Workforce
**EDUCATION**

**TUESDAY, NOVEMBER 13**

1:00 p.m. - 2:30 p.m.

**Session 4 – Communicating To Influence: Knowing the Differences Can Make All the Difference In the World!**
The #1 problem in every organization is the lack of communication or miscommunication. This information-packed and entertaining session discusses the 5 generations and the 4 personalities in the work environment and how differently they approach, well, everything. Attendees will gain insight and learn tools to help them when communicating with people who are not actually difficult; they’re just different!

*Presenter: Carolyn Carver, Owner*
*Carolyn Carver Consulting & Training*
*Prescott Valley, Arizona*

**Session 5 – Keeping Up With The Changes**
**Sponsored by: BKD, LLP**
The RAI Manual and the MDS 3.0 experienced significant changes again on October 1, 2018, as CMS implemented changes to the following eight (8) MDS sections: A, C, GG, I, J, M, N and O. Many of these updates are a result of changes, updates or additions to the Quality Reporting program that was implemented as a result of the Improving Medicare Post-Acute Care Transformation Act of 2014 (IMPACT Act). These changes are not only significant but require training and planning for implementation. Come for a review and discussion of the most up-to-date information available on these issues to ensure your facility is on the road to success. Intended audience includes Administrators, Nursing Management, MDS Coordinators and Therapists.

*Presenter: Deborah Lake, RN, RAC-CT Senior Managing Consultant*
*Prescott Valley, Arizona*

**TUESDAY, NOVEMBER 13**

**OPENING GENERAL SESSION**

3:00 p.m. - 4:00 p.m.

**Session 6 – Person-Centered Care Perspectives**
**Sponsored by: Cull & Hayden, P.S.C.**
Person-Centered Care creates a culture of giving resident choice and control over their daily lives and has been a component of the Requirements of Participation since 2016. Incorporating the concept of Person-Centered Care with the requirements for a baseline care plan within 48 hours of admission, increases the challenge of the change. This presentation will provide insights into establishing an organizational culture of Person-Centered Care. Transitioning from a traditional culture to a Culture of Caring will be discussed, in addition to providing specific strategies for application of Person-Centered Care through nine elements of culture change. The presentation will also include strategies for success and lessons from the hospitality industry that can be applied to the healthcare and organizational setting.

*Presenter: Kristy Mastrangelo, OTR/L, LNHA, MBA*
*Harmony Healthcare International (HHI)*
*Topsfield, MA*

**WEDNESDAY, NOVEMBER 14**

**SECOND GENERAL SESSION**

9:00 a.m. - 10:30 a.m.

**Session 7 – Building Drama-Free Teams in Healthcare: Best Practices and Case Studies for Less Stress, More Trust and Better Outcomes for Everyone**
**Sponsored by: HPSI Purchasing Services**
Creating an ownership culture that is free of the drama of victim thinking and blame assigning helps leaders at all levels improve employee engagement and retention, while delivering better clinical and service outcomes. This interactive experience provides case studies and evidence-based best practices along with training on specific leadership methods. Participants will practice Drama Free Team skills in session, learn from fellow participants in small groups, and receive concrete, actionable tools and scripts to use immediately with their teams.

*Presenter: Dennis McIntee*
*Greenville, SC*

1:30 p.m. – 3:00 p.m.

**Session 8 – Be on the Winning Side! A Strategic Approach to PDPM (Continues to Session 13)**
**Sponsored by: HealthPRO Heritage**
PDPM changes the rules of the game. Be on the winning side of these proposed CMS changes. This presentation will introduce the Final Rule of Patient-Driven Payment Model and the immediate changes facing our industry then take a deep dive into case mix components and what can be expected. Attendees will receive a well-defined “game plan” for implementing strategic clinical initiatives, utilizing competitive Scorecard Data, and building network partnerships to fortify a “top-ranked” market position. Expert presenter, Kristy Yoskey, offers tangible takeaways for the SNF operator looking to up their game with a proactive approach to this major-league change in reimbursement structure.

*Presenter: Kristy Yoskey*
*Senior Vice President of Clinical Strategies*
*HealthPRO Heritage*
*Greenville, SC*

**Session 9 – Risk Management - Family Members and Arbitration Agreements**
**Sponsored by: Benson Law Offices**
This session will help attendees learn how to address difficult situations with family members and effectively use arbitration agreements.

*Presenter: Edmund Benson*
*Attorney at Law*
*Benson Law Offices*
*Lexington, KY*

**Session 10 – CyberSecurity: Think Like A Hacker**
While no healthcare organization is immune to cyber-attacks, those that implement precautionary measures can either significantly reduce their chances of attack, or at the very least, mitigate the damage in an event. It is important to understand why security matters, and if your facility does have an anatomy of a breach, what needs to take place to correct it. This session will go over actual case studies and the best practices to put into place in your facility.

*Presenter: David Mauro*
*Managing Director*
*All Covered, IT Services from Konica Minolta*
*Louisville, KY*
Session 11 – Developing a Water Management Program for Legionella
The Centers for Medicare & Medicaid Services (CMS) requires Medicare certified healthcare facilities to have water management policies and procedures to reduce the risk of growth and spread of Legionella in building water systems. This presentation provides Long-Term Care facility owners, administrators, and environmental managers with the necessary information and tools to implement a Water Management Program in their facilities to meet CMS requirements.
Presenters: Edward Sobek, Technical Director
Olga Khaliukova Laboratory Manager and Quality Assurance Officer
Assured Bio Labs
Oak Ridge, TN

Session 12 – The New Behavioral Health Requirements for the Long-Term Care Setting
Sponsored by: ProActive Medical Review
This session highlights the new Federal Requirements of Participation and the significant changes in the new long-term care survey process related to Behavioral Health Care. Presenters will give examples of common citations and emphasize strategies for compliance.
Presenter: Shelly Maffia, MSN, MBA, RN, LNHA, QCP
Clinical Consultant
ProActive Medical Review
Evansville, IN

3:30 p.m. – 4:30 p.m.

Session 13 – Be on the Winning Side With a Strategic Approach to PDPM-Part 2 (continue from Session 8)
Sponsored by: HealthPRO Heritage
PDPM changes the rules of the game. Come learn how to be on the winning side of these proposed CMS changes. Attendees will receive a well-defined “game plan” for implementing strategic clinical initiatives, utilizing competitive Scorecard Data, and building network partnerships to fortify a “top-ranked” market position. SNF operators will take away tangible ideas on upping their game with a proactive approach to this major change in reimbursement structure.
Presenter: Kristy Yoskey
Senior Vice President of Clinical Strategies
HealthPRO Heritage
Greenville, SC

Session 14 – Drug Diversion in Long Term Care
Sponsored by: PCA Pharmacy
Through slides and on-site demonstrations, the audience will uncover ways that they can arm themselves in knowledgeable understanding of deterring, handling, and processing drug diversion.
Presenter: Dewayne Reneer
Clinical Nurse Consultant
PCA Pharmacy
Louisville, KY

Session 15 – Smarter Dementia Care: A Framework for Compliance in Using Non-Pharmacological Approaches in Dementia Care & Behavioral Health
Sponsored by: ProActive Medical Review
This session overviews a framework for assessing and applying dementia stages to care planning with practical, individualized interventions for attaining/maintaining the highest level of practicable well-being, and preventing/managing common behavioral issues. Strategies for assessing your facility’s current compliance with dementia care and behavioral health standards and improving facility systems, competency based training, and effectiveness of non-pharmacological approaches will be covered.
Presenter: Amie Martin, OTR, CHC, RAC-CT
President
Proactive Medical Review
Evansville, IN

Session 16 – Medical Review Panels Act - An Update
Sponsored by: Thompson Miller & Simpson PLC
This presentation will be very valuable to attendees because all claims of medical negligence in nursing homes and personal care homes now must go through the Medical Review Panels. It will provide them with an overview of the Act and the arguments to find it constitutional. It also discusses the procedures which take place during litigation before the Panels. The presenter will provide a brief overview, discuss the constitutional challenge, and the current state of litigation related to the constitutional challenge, insight into the oral arguments, and expectations.
Presenter: Mitchel Denham, Partner
Thompson Miller & Simpson PLC
Louisville, Kentucky

Session 17 – Memories Spark Stories: Empowering Aging Adults to Capture Their Life Through Writing
This seminar is designed to encourage the power of writing down life stories as a means for introspection and exploring purpose for aging adults. Writing is a cognitive-rich exercise that can also have tremendous benefits toward self-actualization and when practiced in a group setting is a perfect antidote to isolation and loneliness and effect memory and cognition for the aging brain. The presenter will give a brief history and purpose discussion of Feet to the Fire Writers’ Workshops and its current state of the program’s national roll-out. Participants in the presentation will be encouraged to “learn by doing” and engage in brief, prompted writing exercises to demonstrate the effectiveness of the program.
Presenter: Angela Burton
Founder
Feet to the Fire Writers’ Workshops
Louisville, KY

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Thursday, November 15
THIRD GENERAL SESSION
9:00 a.m. - 10:30 a.m.

Session 18 – Life is a Journey — Enjoy the Ride! Cruisin’ Through Life™ At 35 MPH Strategies to Keep Your Internal Engine Running Smoothly
Sponsored by: MedScript LTC Pharmacy
This exciting program invites the audience to discover and maximize their own personal potential by learning how to refuel their internal gas tank and keep their internal engines running smoothly. While traveling on this journey, Brian shares his test-driven and proven road-worthy strategies for successful leadership and personal growth. “Don’t let life’s little road blocks keep you stuck on the side of the road. Come have some fun and learn how to push your pedal to the metal.”
Presenter: Brian Blasko
Youngstown, OH

11:00 a.m. – 12:00 p.m.

Session 19 – Medicaid and Capital Appraisal Process Update
This session will provide vital updates providers will need to know to prepare for upcoming changes. The presenters will provide updates on Medicaid eligibility and Benefind, and will also share an overview of the upcoming NF statewide reappraisal process for Kentucky Medicaid including timeline and process.
Presenter: Lee A. Guice
Policy and Operations Department for Medicaid Services
Frankfort, KY
Beth Collier Vail
Manager
Myers and Stauffer
Frankfort, KY

Session 20 – Evacuation! Lessen the Pain through Good Planning: New Insights to KY LTC Evacuation Plans
The session will introduce new approaches to evacuation options to lessen the pain and chaos in an Emergent Event. The learner will improve the facility plan, explore new exercise opportunities to test the plan and meet CMS standards.
Presenter: Betty Shielis, PhD, LCSW
Director, LTC2Prepare Program
Director, Kentucky Emergency Preparedness for Aging & LTC Programs
Director, CMS Region IV LTC Quality Improvement Initiative
Kent School of Social Work
University of Louisville
Louisville, KY

Session 21 – The Art of Charting
Charting can be a virtual minefield for facilities. Learn rules and pitfalls to charting thanks to examples of charting blunders, and while also telling a story of the residents’ nutritional health through charting. The presenter will also detail how to chart defensively and what words to use or not use.
Presenter: Chef Reynold Landry
Elite Healthcare Solutions
Baton Rouge, La.

Session 22 – Mega Rule Pharmacy Deficiencies: What’s Hot, What’s Not
Sponsored by: Remedi SeniorCare
Medication management, particularly involving an older adult, is both an art and a science. Many clinicians feel that the CMS Phase 1 and 2 nursing home regulations have reduced this complex process to an exercise in regulatory landmine avoidance. This presentation, given by the former chief nurse of the Maryland state survey agency, will examine the clinical and operational impact that the now fully implemented pharmacy regulations have had on medication management. Through case studies and deficiency data analysis, person-centered care will be highlighted as the most consistent route to regulatory compliance.
Presenter: William Vaughan RN, BSN
Vice President, Education and Clinical Affairs
Remedi SeniorCare
Towson, Maryland

Session 23 – Racing to Learn Section GG
This session will focus on the current coding requirements for MDS 3.0 Section GG as well as the new coding requirements that will take effect October 1, 2018. Participants will gain insight into how these changes correlate with new Quality Measures and how Section GG will be used in the newly proposed Patient Driven Payment Model (PDPM) slated for implementation October, 2019.
Presenter: Janine Lehman, RN, RAC-CT, CLNC
Director of Clinical Services
Wells Health Systems
Owensboro, KY
Session 24 – Lessons Learned 100 plus Days Post Implementation of the Nursing Facility Requirements of Participation (RoP) Part 1 (this session is continued in session #29)
The Kentucky Office of Inspector General, CMS' designated State Survey Agency, will provide an update for certified nursing facility providers of the CMS Nursing Facility Requirements of Participation (RoP) and survey process. Discussion will include lessons learned and new guidance received since Phase 2 implementation.
Presenter: Sandra Houchen
Director of Division of Health Care,
Office of the Inspector General
Frankfort, KY

Session 25 – OSHA Key Hazards Focus of Investigators’ Healthcare Inspections, Part 1 (Part 2 is continued in session 30)
Targeting some of the most common causes of workplace injury and illness in the healthcare industry, the U.S. Department of Labor’s OSHA has expanded its use of enforcement resources in nursing homes to focus on: musculoskeletal disorders related to patient or resident handling; bloodborne pathogens; workplace violence; tuberculosis; and slips, trips and falls in June of 2015. This session will review the resources and training that are available in Kentucky through the Labor Cabinet’s Occupational Safety and Health and in training your employees.
Presenter: Chad Drennan
Senior Industrial Hygiene Consultant
KY Labor Cabinet
OSH Education & Training
Frankfort, KY

Session 26 – Customer Service (It’s all in the details)
We know when we receive good customer service dining out or at a hotel. But how does good customer services affect the nursing home and assisted living profession? Learn how good customer service can help you keep and gain clients and how it can make or break you. Attendees will review companies that thrive on good customer services and tips of the trade and how you can create better customer service.
Presenter: Chef Reynold Landry
Elite Healthcare Solutions
Baton Rouge, La.

Session 27 – Selling (no, not Marketing) Senior Living Services – Part 1 (Part 2 is continued in session 32)
This presentation covers the critical role of selling in the senior living industry. Using atypical selling behaviors, participants will learn to develop relationships of trust with both internal and external customers. In addition, effective communication skills will be discussed which again lead to a trust-based relationship. The recent studies by George Mason University and ProMatura paint a bleak picture of selling in the senior living industry. But using actual case studies, real world senior living-based stories and illustrative exercises, this presentation is designed to introduce the participant to a completely new way to approach selling in our wonderful industry!
Presenter: Michael Marlow
Marketing and Sales Training Manager
LCS
Louisville, KY

Session 28 – ABC, 123, QRP , VBP , PBJ, Baby You and Me
Sponsored by Hargis & Associates, Inc.
Keeping up with Medicare today is not as easy as One, Two, Three or as simple as Do-Re-Mi but one thing is – for sure it takes you and me to learn it! Join this session to learn the ABCs of current Medicare reimbursement rules and related Medicare programs including the SNF Quality Reporting Program, SNF Value Based Purchasing, and Payroll Based Journal Reporting. Leave this session equipped to RACE to MEDICARE SUCCESS and a WIN for Quality of Care for your residents!
Presenter: Rhonda Houchens
Director of Operations
Hargis & Associates, Inc.
Russellville, KY

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Session 29 – Lessons Learned 100 plus Days Post Implementation of the Nursing Facility Requirements of Participation (RoP) (continued from session 24)
The Kentucky Office of Inspector General, CMS' designated State Survey Agency, will provide an update for certified nursing facility providers of the CMS Nursing Facility Requirements of Participation (RoP) and survey process. Discussion will include lessons learned and new guidance received since Phase 2 implementation.
Presenter: Sandra Houchen
Director of Division of Health Care,
Office of the Inspector General
Frankfort, KY

Session 30 – OSHA Key Hazards Focus of Investigators' Healthcare Inspections, Part II (continued from session 25)
Targeting some of the most common causes of workplace injury and illness in the healthcare industry, the U.S. Department of Labor’s OSHA has expanded its use of enforcement resources in nursing homes to focus on: musculoskeletal disorders related to patient or resident handling; bloodborne pathogens; workplace violence; tuberculosis; and slips, trips and falls in June of 2015. This session will review the resources and training that are available in Kentucky through the Labor Cabinet's Occupational Safety and Health and in training your employees.
Presenter: Chad Drennan
Senior Industrial Hygiene Consultant
KY Labor Cabinet
OSH Education & Training
Frankfort, KY

Session 31 – Zero to Hero (Principles to a Zero Deficient Survey)
Dietary departments must not only prepare delicious meals for their residents, but also be ready for survey. Learn how to be proactive and increase your chances of getting zero deficiencies in dietary.
Presenter: Chef Reynold Landry
Elite Healthcare Solutions
Baton Rouge, La.

Session 32 – Selling (no, not Marketing) Senior Living Services – Part 2 (continued from session 27)
This presentation covers the critical role of selling in the senior living industry. Using atypical selling behaviors, participants will learn to develop relationships of trust with both internal and external customers. In addition, effective communication skills will be discussed which again lead to a trust-based relationship. The recent studies by George Mason University and ProMatura paint a bleak picture of selling in the senior living industry. But using actual case studies, real world senior living-based stories and illustrative exercises, this presentation is designed to introduce the participant to a completely new way to approach selling in our wonderful industry!
Presenter: Michael Marlow
Marketing and Sales Training Manager
LCS
Louisville, KY

Session 33 – Session 33 -Taking the Confusion Out of Dementia
Sponsored by: PCA Pharmacy
Dementia is a growing epidemic across the globe. This session will focus on learning more about common types of dementia and treatment modalities for dementia and the behavioral symptoms that are frequently associated with dementia.
Presenter: Rob Leffler
Vice President of Clinical Services
PCA Pharmacy
Louisville, KY