

early bird deadline
september 6th



NDLTCA Fall Conference

September 25-28, 2023 | Holiday Inn | Fargo, ND



www.NDLTCA.org | (701) 222-0660
1900 North 11th Street, Bismarck, ND 58501

Working in partnership with

Activity Professionals of ND
Long Term Care Social Workers of ND
National Association of Directors of Nursing Administration
ND Association of Nutrition & Foodservice Professionals
ND Environmental Services



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CONFERENCE INFORMATION

Refund/Cancellation Policy

If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received more than 20 business days prior will receive a full refund for the registration fee. Cancellations received 13-19 business days prior will receive a refund of 75% of the registration fee. Cancellations received 6-12 business days prior will receive a refund of 50% of the registration fee. Cancellations after this time/date will be charged the full registration fee. No refunds for the registration fee of \$6 or any credit card fees if paid via credit card. All cancellations must be made in writing and may be emailed to peggy@ndltca.org or casidie@ndltca.org. Refunds, if applicable, will be issued after the conference.

Survey/Organization Related Disaster

A full refund, minus the credit card fees, will be issued due to a state survey or organization-related disaster. Facilities meeting these circumstances must send proof of the survey and/or disaster.

Inclement Weather/Illness

There are no refunds available for cancellations due to weather if the seminar itself is not cancelled. In the case of illness, death in the family or other reason, the organization may send another individual to take the place of the current registrant or receive the handout material; no refund will be issued in these circumstances.

Substitution Policy/No Badge Sharing Policy If you register and then are unable to attend, you may send someone in your place at no additional charge. Substitutions must be submitted in writing prior to the first day of the Conference. After this date, all substitutions will be processed at on-site registration. Please email casidie@ndltca.org the full name, facility, address, telephone number and email address of the individual who will be replacing you, thereby authorizing the substitution to be made. If the original person has already received their badge in the mail, please follow the same steps when emailing casidie@ndltca.org and have the substitute bring the original registrant's badge to hand in at the on-site registration desk. **There will be no sharing of a Full Registration amongst staff.**

Meal Functions

Your registration includes all meal functions. If you need a special diet due to medical conditions, please inform the NDLTCA Registration Desk the day prior so arrangements can be made.



CONFERENCE INFORMATION

Continuing Education

All participants will receive a Certificate of Attendance after the Conference online. Attendees will be scanned in and out of sessions to monitor and track attendance. To receive full credit, you must attend the entire session. In the event of late arrival and/or early departure, hours will be amended accordingly. Credit is only available for each session attended. It is the responsibility of the attendee to be sure that they get scanned in and out of each session they attend. It is also their responsibility to report any issue with the badge being scanned to the room monitor.

Special Accommodations

If you need special aids or services identified in the Americans with Disabilities Act, please contact NDLTCA ten (10) days prior to the conference to arrangements can be made.

Conference Accommodations

Make your room reservations as soon as you can. Conference host hotel: Holiday Inn, 3803 13th Ave S, Fargo, ND. Their phone number is 701-282-2700. Special room rates are available for a limited time under the room block "ND Long Term Care Association."

early bird pricing ends
September 6!

REGISTRATION

Please Register Online at www.ndltca.org/conference

Online registration Only. We have enclosed an attendee collection form for you and your staff to fill out for each participant to help streamline the online registration. Registration includes breakfast and lunch. Each licensed facility must register separately. You will have the option to create a password for your registration so you can go back into the registration and make updates to your registration. Please make sure each registration has an active email that they will have access to the day of the event. Please refer any questions to Casidie Fladeland at casidie@ndltca.org or (701) 354-9775.

	NDLTCA Member BEFORE / AFTER	Non-Member BEFORE / AFTER	Student Registration Fees
Full Registrant	\$350 / \$450	\$450 / \$550	Any student, intern or AIT \$200
Tuesday, Sept 26 Day Pass	\$200 / \$350	\$300 / \$450	Guest Registration Fees
Wednesday, Sept 27 Day Pass	\$200 / \$350	\$300 / \$450	Attending Trade Show \$ 25
Thursday, Sept 28 Day Pass	\$100 / \$200	\$200 / \$300	

If you pay via credit card, there's a 3.99% fee added. You have the option of paying by check and we will invoice you.

FEATURED SPEAKERS



Aaron Thomas

10:30 am – 12:00 pm (Tuesday)

5. Opportunities and Platforms: Overcoming Adversity

OPENING KEYNOTE



Aaron Thomas from Parkersburg, Iowa. Aaron is a Principal at a High School, Basketball Coach, a devoted husband and a father of three boys. Aaron has a unique story that will help you identify opportunities throughout your own life. He will then challenge you to reexamine your commitment to your career, your family, and your overall outlook on life.

Aaron and his family won an ESPY award from ESPN in 2010. We will now show a short video that gives you further background about Aaron and his story.

Petra Markwart

10:30 am – 12:00pm (Thursday)

44. Moving From Darkness into the Light

CLOSING KEYNOTE



Petra is an inspirational speaker who has received rave reviews at conventions and conferences around the globe. She is principal in See ME, Inc., a Minnesota-based company dedicated to helping long-term care communities deliver world-class service. The label customer service expert absolutely rings true.

Petra has written customer service training programs for: Mall of America, US Bank, US Department of Veteran Affairs, Honeywell, Target Center Arena, Fairview University Health Systems, And many more!

Whether speaking on customer service, leadership, personal power or performance, Petra's skilled stage presence comes, in part, from her experience as a performer in Las Vegas with such stars as Elvis Presley, Tina Turner and some of the most recognized names in the world.

People ask what makes Petra different from other speakers. Here's what we've heard from people who have heard her speak: They said that she speaks to people from the heart; that she touches them; that she inspires them; that she has the ability to teach them something that is very common yet make it new. They say that she clicks with audiences because she seems to be like them; that she is genuine and honest; that she makes them laugh and think and feel all at the same time; and that when she stops speaking, they want more.



MONDAY, SEPTEMBER 25

9:00 am – 4:00 pm **Quality Awards Bronze Workshop**
(Separate Registration)

2:00 pm **NDLTCA Foundation Meeting**

2:30 pm **NDLTCA Board Meeting**

4:30 – 6:00 pm **LTCSWND Board Meeting**

4:30 – 7:00 pm **Registration OPEN**

5:00 – 7:00 pm **NDESA Board Meeting**

6:00 – 8:00 pm **ND ANFP Board meeting**

TUESDAY, SEPTEMBER 26

7:00 am – 5:00 pm **Registration Open (Atrium)**

7:00 am – 8:00 am **Breakfast (Pool Patio)**

8:00 am – 10:00 am

1. **2023 Long Term Care Association Fall Tabletop Exercise**

Presented by: Doug Murphy, Hunter Hubrig and Ben Snyder

Content: This tabletop exercise will simulate a long term care facility's response to a chemical incident. This exercise should help strengthen a facility's response during an emergency event, focusing on the importance of preparedness, collaboration, and resilience in maintaining continuity of care during complex emergencies.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

agenda

BREAKOUT SESSIONS (90 MINUTES)

8:30 am – 10:00 am

2. **Dealing with Acute Behavioral Crises in Long-Term Care Settings**

Presented by: Dr. Bradford Frank

Content: Dr. Frank will address risk management strategies for residents with severe behaviors such as suicidal tendencies, homicidal ideation, and agitated residents. He will cover behavioral and pharmacological interventions for these residents. During this session you will learn the importance of a team approach in dealing with residents in a crisis and learn the importance of documentation.

Recommended Audience: AL, BC, NF: Activities, Administrators, Nursing, Social Services

3. **Healthcare Staffing Shortages: How to get Back on Track**

Presented by: Derek Castaneda, Eide Bailly

Content: Healthcare staffing shortages are leaving an impact nationwide. During this presentation, we'll look at the driving forces behind the healthcare staffing shortages as well as solutions to address them. If your healthcare organization aware of best practices to control labor costs, recruit, and retain employees? Join Derek for a discussion that could help spark new ideas to help you hire and retain staff now and into the future.

Recommended Audience: AL, BC, NF: Administrators, Nursing, Office/Finance

4. **The Field of Dreams – 23 Ways to Build Your Dream Team**

Presented by: Julie Zikmund and Kelly Jo Zellmann

Content: "The Field of Dreams: 23 Ways to Build Your Dream Team" is a dynamic and interactive presentation that delves into the art of creating and nurturing an exceptional team in the field of foodservice. This engaging session is divided into four distinct sections: Hiring and Training Excellence; Leadership Skills for Team Success; Coaching, Mentoring and Learning in Foodservice; and Essential Communication Strategies. Whether you're a seasoned leader looking to refine your team-building skills or a novice seeking to establish a high-functioning team from the ground up, "The Field of Dreams: 23 Ways to Build Your Dream Team" provides actionable insights and strategies that can be applied across the diverse landscape of the foodservice industry.

Recommended Audience: AL, BC, NF: Administrators, Dietary

10:00 am – 10:30 am **Break**

OPENING KEYNOTE/QUALITY AWARD RECOGNITION (90 MINUTES)

10:30 am – 12:00 pm

5. Opening Keynote: Opportunities and Platforms: Overcoming Adversity

Presented by: Aaron Thomas

Content: Holding true to what you believe is important in life and it will be tested in the most difficult situations. How will you react when life surprises you with adversity? Life presents you with opportunities in both good and bad situations but how an individual responds to those opportunities is crucial. Aaron will challenge you to look at your life, your family, and your job to see if you are maximizing the circumstances you are presented with.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

12:00 pm – 1:00 pm

Participant Lunch (Pool Patio)

12:00 pm – 2:00 pm Membership Lunches

NDLTCA Membership Meeting Lunch

LTCSWND Membership Meeting Lunch

ND ANFP Membership Meeting Lunch

1:00 pm – 2:00 pm: General Session

6. From Tradition to Innovation: A Cyber Security Blueprint for ND Long Term Care Leaders (repeated at session 9)

Presented by: Michael Fink

Content: In an era where technology is rapidly evolving, the long-term care sector faces unique challenges in ensuring the safety and security of its digital information (ePHI). As your facilities increasingly become prime targets for cyber attackers, the need for robust security measures has never been more paramount. This presentation delves into the journey from traditional care methods to the integration of innovative digital solutions. Executive directors and leaders of North Dakota's long-term care facilities will gain insights into the latest cyber threats, best practices in digital protection, and strategies to seamlessly merge tradition with innovation. Join us for a step-by-step blueprint for a secure digital future, tailored specifically for the leaders shaping the future of long-term care in North Dakota.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

2:00 pm – 2:30 pm Break

BREAKOUT SESSIONS (90 MINUTES)

2:30 pm – 4:00 pm

7. This Ain't No Bull...Don't Pass the Ball on Food Safety (Sanitation Session)

Presented by: Julie Zikmund and Kelly Jo Zellmann

Content: Join us for an engaging and informative presentation that tackles the critical topic of food safety head-on. In "This Ain't no Bull – Don't Pass the Ball on Food Safety," we will delve into the core aspects of ensuring safe food handling practices within your foodservice team. This presentation is designed to equip you with essential knowledge and practical strategies to maintain a high standard of food

safety, protecting both your customers and your operation. Join us to sharpen your communication skills, enhance your knowledge of food handling best practices, and learn how to lead your team in upholding the highest standards of safety and sanitation. Don't pass the ball on food safety – ensure the well-being of your customers and the success of your business.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary

8. HAN Assets, HC Standard Resident Tracking, HC Mobile App & Everbridge (repeated at session 14)

Presented by: Ryan Dreher and Duane Ell

Content: We will describe how to use and the differences between HC Standard and HC Mobile. As well as what is available and how to order from HAN Assets. This session will also give short tutorial on the benefits of using the Everbridge messaging system. What Everbridge is, how it can benefit your facility, how to request messages, and how to format a CSV (Excel) spreadsheet to add contacts to the system.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

9. From Tradition to Innovation: A Cyber Security Blueprint for ND Long Term Care Leaders (repeat of session 6)

Presented by: Michael Fink

Content: In an era where technology is rapidly evolving, the long-term care sector faces unique challenges in ensuring the safety and security of its digital information (ePHI). As your facilities increasingly become prime targets for cyber attackers, the need for robust security measures has never been more paramount. This presentation delves into the journey from traditional care methods to the integration of innovative digital solutions. Executive directors and leaders of North Dakota's long-term care facilities will gain insights into the latest cyber threats, best practices in digital protection, and strategies to seamlessly merge tradition with innovation. Join us for a step-by-step blueprint for a secure digital future, tailored specifically for the leaders shaping the future of long-term care in North Dakota.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

10. Updates from the NDHHS Division of Infectious Diseases and Epidemiology

Presented by: Morgan Messer, Megan Compson and Levi Schlosser

Content: Megan will cover general infection control practices for respiratory illnesses that are commonly seen in long term care facilities. The presenter will go over in detail how to prevent transmission of respiratory illnesses. This presentation will highlight infection prevention measures during aerosol generating and other procedures. Levi will briefly describe common respiratory pathogens that are seen in long term care, including influenza, COVID-19, and RSV, and will highlight the newly available RSV vaccines for adults 60 years of age and older. This presentation will also describe the process for reporting respiratory disease outbreaks to NDHHS. Morgan will introduce participants to CDC's Project Firstline. The efforts of North Dakota in conjunction with CDC will be presented including an overview of educational resources available to access on infection control. New resources will be made available,

including the new infection control quarterly newsletter and new infection control mini trainings will be introduced. Morgan will then go over in detail the infection controls mini training topics of hand hygiene and cleaning and disinfection. Printed resources as well as access to the webpage for further resources and learning will be made available.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

2:30 – 4:30 p.m.

11. The Ethics of Dementia: It's My Life, So My Choices Matter

Presented by: Catherine Stark

Content: Working with residents living with dementia can be challenging because they have the right to dictate their care as much as they are capable of. When these capabilities are inhibited, the residents respond negatively or positively letting everyone else know that a change must be made. As their cognitive abilities and mental capabilities become impaired, there must be in place legal documents to protect their rights and safety. In the same light, there is a fine balance to walk between empowering the residents to impinging on their rights as a person. It is imperative that this balance is to be found for each professional working with those who live with dementia.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

1:30 pm – 4:00 pm Expo Set up

4:00 pm – 6:30 pm Expo

WEDNESDAY, SEPTEMBER 27

7:30 am – 5:00 pm Registration Open (Atrium)

7:30 am – 8:30 am

Breakfast (Pool Patio)

NADONA Executive Board Breakfast Meeting

BREAKOUT SESSION (3 HOURS)

8:30 am– 12:00 pm

12. PDPM Refresher

Presented by: Robin Hillier

Content: The Patient Driven Payment Model (PDPM) was implemented on October 1, 2019, as the methodology for determining Medicare payment rates. These sessions will provide an update on the rates used for each PDPM rate component and will also review the most common mistakes providers make that cause them to fully capture the rates to which they are entitled.

Recommended Audience: NF: Administrators, Dietary, Nursing, Office/Finance, Social Services

BREAKOUT SESSIONS (90 MINUTES)

8:30 am– 10:00 am

13. Enteric Disease Reporting, Investigation, and Prevention

Presented by: Slate Boyer and Brenton Nesemeier

Content: This presentation will cover the basic of common enteric diseases including their reservoirs, signs and symptoms, treatment, epidemiology, and recent outbreaks involving these diseases. It will provide information on basic infection control measures to prevent future illnesses both

before and during outbreaks. Methods for reporting, seeking guidance on outbreak control, testing resources, education resources, and how to report a foodborne illness will be covered. Finally, the foodborne illness/outbreak investigation process will be covered.

Recommended Audience: AL, BC, NF: Dietary, Environmental

14. HAN Assets, HC Standard Resident Tracking, HC Mobile App and Everbridge (repeat of session 8)

Presented by: Ryan Dreher and Duane Ell

Content: We will describe how to use and the differences between HC Standard and HC Mobile. As well as what is available and how to order from HAN Assets. This session will also give short tutorial on the benefits of using the Everbridge messaging system. What Everbridge is, how it can benefit your facility, how to request messages, and how to format a CSV (Excel) spreadsheet to add contacts to the system.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

15. Care for the Care Provider; A Guide to Self-Care Strategies

Presented by: Sarah Viola

Content: Caring for individuals who are living with chronic health conditions can create significant difficulty for the care providers, both paid and unpaid providers. Often care providers love their role in the person's life, however their own health and wellbeing may begin to deteriorate as care need increase. Please join Sarah, as she takes you through some risks to your own health and how to better manage these in non-pharmacological ways. Learning self-care strategies that help to improve your own physical, mental, and psychosocial function can help you be a more effective at supporting the people in your care.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

16. A Learning Series on Rethinking Interventions for Dementia Through a Non-Pharmaceutical Lens – Cognitive Thinking

Presented by: Denise Calhoun

Content: Activities that provide mental stimulation, such as learning new skills or hobbies, reading a book, or doing meaningful activities are connected to maintaining a healthy brain. In this session, you will be introduced to theories on how adults learn, as well as explore evidence-based studies on the advantages of cognitive training interventions through interactive and engaging activities. Activities will include tips, strategies, and resources on best practices to provide an enriched learning environment for older adults.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

17. The Hospice Approach Resident

Presented by: Staci Metzger and Chelsey Pollert

Content: The presentation will help the learner recognize disease specific indicators and general signs and symptoms of resident decline, thereby ensuring a timely referral to hospice. Participants will also learn about care across the continuum and living life to the end.

Recommended Audience: AL, BC, NF: Activities, Administrators, Nursing, Social Services

18. Child Labor Laws Overview

Presented by: Nathan Svihovec

Content: Child labor laws are designed to safeguard the well-being and education of young workers while providing them with valuable work experiences. These regulations set minimum age requirements, limit working hours, and protect minors from hazardous occupations. By adhering to these laws, we can create a safer and more equitable work environment for our youth, ensuring they have a better future.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

10:00 am – 10:30 am Break (Pool Patio)

BREAKOUT SESSIONS (90 MINUTES)

10:30 am – 12:00 pm

19. Overcoming Today's Challenges in Health Care Food Service

Presented by: Elaine Farley-Zoucha

Content: Today's health care facilities are facing many challenges. Shrinking budgets and an unqualified work pool are two of the biggest of those. Properly identifying cost saving areas and establishing a plan to attract and retain a competent work force is essential to overcoming these challenges. In this session, we will review cost saving areas through the facility assessment guide and learn how to use the facility assessment tool to identify skill sets needed in the individual departments.

Recommended Audience: AL, BC, NF: Administrators, Dietary

20. The SECURE 2.0 Act - Incentives to Increase Retirement Readiness

Presented by: Jerry Bruzek, Mutual of America

Content: You may have heard that SECURE 2.0 was signed into law as a massive 2022 year-end government funding bill. SECURE 2.0 is made up of more than two dozen retirement plan-related provisions aimed at expanding plan coverage, preserving income in retirement, and simplifying administrative rules. There are a few provisions in the bill that are mandatory, and they all have delayed effective dates. For provisions that are effective immediately, plan sponsors are permitted, but not required, to make them available. We will discuss: • What is included in SECURE 2.0. • Provisions aimed at expanding coverage. • Provisions aimed at preserving retirement income. • Provisions aimed at simplifying administrative rules. • The timing of adopting various provisions. • Updated guidance from the IRS and DOL. This presentation is geared towards your executive team as well as plan participants who want to learn more about how these changes can improve their retirement readiness.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

21. Creating Successful Interaction and Building Relationships with Families

Presented by: Sarah Viola

Content: As we care for others, we gain relationships with not only the person in our care, but also the people important to each person. Building and maintaining relationships with these individuals can be improved by learning how to create meaningful interaction with each person in our care, despite varying levels of disability or disease. By creating meaningful interaction with the people

in our care, we can better support family and friends as they interact with their loved one. Becoming a resource for family and friends of the person's in our care is just one way to strengthen relationships with them and help to improve satisfaction. Please join Sarah as she introduces you to how to create meaningful interaction for residents and families within your communities and helps you learn strategies improve overall customer satisfaction.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Social Workers, All Disciplines

22. Nursing Liability – Minimizing the Risk and Enhancing Resident Safety

Presented by: Cyndi Siders

Content: Critical thinking, situational awareness, clinically pertinent assessment and problem solving, thoughtful delegation, and resident-centered communication and documentation are key elements of a culture of safety. Frequent nursing allegations include failure to appropriately assess, monitor, treat, communicate, document, provide a safe environment and follow physician orders. This presentation will explore high-risk claim trends and contributing risk factors for nursing liability. Case scenarios for critical incidents, resident change in condition and resident non-compliance will be discussed. Strategies that support nursing defensibility will be illustrated throughout the presentation.

Recommended Audience: AL, BC, NF: Administrators, Nursing

23. A Learning Series on Rethinking Interventions for Dementia Through a Non-Pharmaceutical Lens – Social Interaction

Presented by: Denise Calhoun

Content: We are social beings and learn from observing others around us. In this presentation, you will be introduced to social cognitive theories, as well as neuroscience implications and discover how they are related to cognitive functioning. You will also have an opportunity to examine a variety of evidence-based studies on social engagement and discuss how the pandemic restrictions affected the well-being of older adults, both physically and mentally. Activities will include tips, strategies, and resources on best practices for engagement and interactive activities for older adults.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

24. Basic Care Cost Reporting and Rate Setting

Presented by: Alicia Amundson and Brad DeJong

Content: The presentation will be geared to assisting basic care leadership with an understanding of how the cost report and financial reporting interact in establishing a facility specific rate. The presentation will discuss various strategies in reporting and allocation of costs where needed. The presentation will also review the current property reimbursement method and how projects impact the rates.

Recommended Audience: BC: Administrator, Office/Finance

25. ND Nursing Facility Incentive Program

Presented by: Sarah Barreth

Content: A presentation about the new Value-Based Purchasing program for Nursing Facilities administered by ND Health and Human Services: its development and planned implementation.

Recommended Audience: NF: Administrators, Nursing, Office/finance

12:00 pm – 1:30 pm

Participant Lunch (Pool Patio)
NADONA Membership Meeting Lunch
ACHCA/ND Rough Rider Chapter Membership Meeting Lunch

BREAKOUT SESSIONS (90 MINUTES)

1:30 pm– 3:00 pm

26. Identifying Disordered Eating in the Elderly

Presented by: Elaine Farley-Zoucha

Content: Eating disorder sufferers are commonly stereotyped as being young, Caucasian, females. However, eating disorders do not discriminate based upon factors such as age, race, gender, or social class. Eating disorders that occur in elderly individuals often go unnoticed or unrecognized and are growing at an alarming rate. This session will provide an understanding of disordered eating and how to identify individuals that may be suffering from disordered eating. In this session you will: Identify early warning signs of disordered eating, Identify the types of disordered eating commonly seen in the elderly and Demonstrate knowledge of the impact of disordered eating and how to establish a care plan for intervention.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Nursing, Social Services

27. AL/BC Networking (Closed Session-Members Only)

Moderators: Kiara Tuchscherer, Nikki Wegner, and Shelly Peterson.

Content: Join your peers in this networking opportunity to learn what other facilities in the state are doing.

Recommended Audience: AL, BC: Administrators, Managers, Nursing and Staff

28. Crisis & Disaster Management - CMS Emergency Preparedness Requirements

Presented by: Kenneth Daily

Content: Our profession has and is experiencing a once-in-a-lifetime event responding to COVID-19 Pandemic. Beginning more than 18 months ago our facilities have responded to a highly transmissible deadly virus emergency which forced us to significantly alter our core business practices and the services we deliver daily. CMS expects long term care facilities to be prepared for emergencies with a set of comprehensive regulations, "Medicare and Medicaid Programs; Emergency Preparedness Requirements for Medicare and Medicaid Participating Providers and Suppliers" Final Rule (81 FR 63860, Sept. 16, 2016). Earlier this year CMS posted a QSO Notice updating Appendix Z that outlines emergency preparedness requirements. The new guidance adds significantly to CMS expectations, relating to Emerging Infectious Disease outbreaks, evacuation and shelter-in-place, use of emergency generators, alternate care sites facility risk assessment and strengthen their training and exercise regime. This program will explore the CMS requirements and guidance to surveyors (Appendix Z) including recommended policies and templates to meeting comprehensive standards. Kenneth Daily will review the requirements established by CMS and review the critical components of a facility's Emergency Preparedness plan. Facility leadership is critical in developing and deploying effective and innovative multi-disciplinary disaster response to ensure reduced losses, protecting lives and a quicker recovery.

Recommended Audience: NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

29. Tying It All Together-An Interdisciplinary Team Approach to Health Equity In SNF

Presented by: Sabrena McCarley, Transitional Care

Content: Skilled nursing facilities are being faced with the challenges of how to successfully address health inequities and the various components of social determinants of health among their patients, patient's family members and their caregivers. It is easy for a skilled nursing facility to get overwhelmed by the unknown of how to operationalize these challenges, create resources and training material while updating their current policies and procedures. This session will provide an overview of health equity and the different components within social determinants of health and how they are relevant within a skilled nursing facility for patient centered care and discharge planning. The focus of this session will be on understanding how each member of the interdisciplinary team plays a vital role in achieving patient centered care that is truly individualized based upon the patient's economic stability, health care access and quality, education access and quality, their neighborhood and built environment as well as their social and community context. Additionally, this session will provide participants with resources and best practices that they will be able to take back to their facilities to train and put into place.

Recommended Audience: NF: Activities, Administrators, Nursing, Social Services

30. MDS Updates 2023

Presented by: Colleen Toebe, Pathway Health

Content: The Centers for Medicare and Medicaid Services suggested that the MDS 3.0 updates are as significant as the implementation of the MDS in 2010. Attend this live interactive session, designed for MDS Coordinators to examine the changes to the Resident Assessment Instrument (RAI). Attendees will walk through all the 2023 MDS changes, how they impact resident data, scheduling, reimbursement as well as quality outcomes.

Recommended Audience: NF: Activities, Administrators, Nursing, MDS Coordinators, Office/finance

31. Quality Assurance and the Activity Department

Presented by: Julie Reginek

Content: Consumer expectations in quality services affect activity departments and the activity programs and services they provide. Implementing a quality assurance program is an important component in the overall operation of the facility and activity department. Often quality assurance is overlooked in activities and is not considered until a problem is determined and cited by surveyors. Trying to "fix it" then becomes a challenge. This session will focus on a proactive rather than a reactive process to assuring quality in the delivery of activity programs and services and how activity directors can set up a quality assurance program.

Recommended Audience: AL, BC, NF: Administrators, Activities

32. Key Elements of Defensible Documentation

Presented by: Cyndi Siders

Content: Excellent clinical care, not documented, can be challenging to defend in legal and regulatory situations. This presentation will address contributing factors for professional liability risk and frequent allegations identified in serious senior care events. Documentation best practices including clinically pertinent assessment, interventions, monitoring, care planning, and communication will be illustrated through case scenarios. Documentation that aligns with facility policies and

procedures and documentation for challenging situations will be discussed.

Recommended Audience: AL, BC, NF: Administrators, Nursing, Social Services

3:00 pm – 3:30 pm Break (Pool Patio)

BREAKOUT SESSIONS (90 MINUTES)

3:30 pm – 5:00 pm

33. Addressing Vitamin D Deficiency in Long Term Care Residents and Workers

Presented by: Beth Sanford

Content: This session will cover the benefits of addressing Vitamin D Deficiency. Beth will cover the scientific update on the recommendation of Vitamin D concentration and how to address Vitamin D Deficiency in long term care residents and staff.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines

34. It All Comes Down to...Leadership!

Presented by: Michelle Grachek, NAB President

Content: Nelson Mandela...Martin Luther King Jr...Walt Disney...Abraham Lincoln...Mother Teresa...Oprah Winfrey...Colin Powell. These individuals do not have much in common, EXCEPT each one was able to use vision, integrity, and collaboration to inspire others toward new ideas and innovations. THEY are the model of what good leadership looks like. As the continuum of senior living and health services offered throughout the United States continues to rapidly evolve, strong leaders play a critical role in not only developing but executing organizational strategy. No matter which line of service you currently lead (e.g., skilled nursing, assisted living, and/or home and community-based services), strong leadership is a necessity. Without these strategic leaders at the “steering the ship”, it is the residents that fall through the cracks, not receiving the quality care they deserve in their later stages of life. During this presentation, we will explore tools and resources available to strengthen your leadership skills in addition to addressing NAB’s response to the workforce needs facing the profession in the coming years. Join me as we discuss why it all comes down to good leadership!

Recommended Audience: AL, BC, NF: Administrators, Nursing

35. Age Friendly Healthcare

Presented by: Dr. Donald Jurivich

Content: Older adults constitute 20% or more of the US population. As such, they consume up to 85 % of health care costs and account for over 50% of acute care admissions. As people age, their medical complexity increases. 33% of the older adult population has 4 or more chronic conditions. Due to high medical complexity and frailty, older adults are susceptible to iatrogenic disease, falls and other adverse events. Over the years, innovations have been discovered in older adult health care, however not all Geriatric models fit all health systems. The Age-Friendly Health Care framework adopts the concept of reliably applying a set of four evidence-based elements of high-quality care, known as the “4Ms,” to all older adults in your system. These 4Ms are What Matters most, Medications, Mind and Mobility. This presentation will introduce the concept of Age Friendly Healthcare, the relevance of AFHC for your system and define the assessment and management of each of these 4Ms.

Recommended Audience: AL, BC, NF: Administrators, Nursing, Office/Finance Social Services

36. Don't Get Burned at Your Next Life Safety Survey

Presented by: Kenneth Daily

Content: CMS adopted both the 2012 Life Safety and Healthcare Facilities Code establishing many new expectations for inspection, testing and maintenance for the many features of fire protection found in long term care facilities. There has been an evident tightening of the requirements through stricter implementation resulting in many more deficiencies for nursing facilities. The Life Safety Code establishes minimum criteria for the many protective features and systems as fire protection, generators, doors, building services, and maintenance activities. All of this must be accomplished under the rubric that facilities achieve an acceptable degree of safety for all who live and work in our centers. The program will examine all sections of the Life Safety Code applicable to skilled nursing and provide forms, policies, and best practice guides for use by healthcare organizations. Using real life examples and survey scenarios, you will explore how these codes apply to nursing facilities, discuss code changes and the increased inspection, testing and maintenance (ITM) requirements, and review common violations.

Recommended Audience: NF: Administrators, Environmental, Office/Finance

37. Person Centered Approaches to Meaningful Activity Engagement

Presented by: Julie Reginek

Content: Facilities are seeing more and more functionally diverse residents and activity departments are being challenged even more to provide person-centered quality programs to meet the needs of all residents. As the face of the aging population changes and the baby boomers start making their way into our communities, so does the need for activity professionals who understand the unique aspects and needs of these seniors. Quality person-centered activity programming needs to go beyond the traditional diversional activities and bananas for bingo. This session will explore the challenges and opportunities for creating meaningful quality of life experiences for today’s senior population across the continuum of care.

Recommended Audience: AL, BC, NF: Activities

38. Complaint Management/Positive Messaging

Presented by: Cyndi Siders

Content: The dreaded conversation, difficult question or angry complaint... we have all been there. Communicating with heart and with an intent to understand the person’s need, concern and/or question requires active listening, acknowledgement, and focused action and follow-up. A culture of respect and managing expectations is the foundation of positive messaging. This story-based presentation with case examples will focus on core principles of positive messaging in daily communication, and when addressing challenging questions, concerns, and complaints. The importance of addressing a complaint at the point of contact and purposeful follow-through will be illustrated.

Recommended Audience: AL, BC, NF: Administrators, Nursing, Social Services

6:00 – 9:00 pm PAC Event – Brewhalla

THURSDAY, SEPTEMBER 28

7:30 am – 12:00 pm **Registration Open (Atrium)**

7:30 am – 8:30 am **Breakfast (Pool Patio)**

BREAKOUT SESSIONS (90 MINUTES)

8:30 am – 10:00 am

39. The Power of the Coach Approach

Presented by: Bev Benda

Content: Coaching is a common buzzword in today's work environment. What exactly does it mean? In this session, you will find out what true coaching is as well as what it means to coach your employees and co-workers to success.

The benefit? Coaching takes a load off your shoulders and grants ownership and investment to your employees. Watch your employees grow and excel through the coach approach!

Recommended Audience: AL, BC, NF: Dietary

40. Infection Control – Water Management Plans – CMS Expectations

Presented by: Kenneth Daily

Content: In June 2017, CMS released a Survey and Certification Memo 17-30 (and updated it 2018) stating that healthcare facilities should develop and adhere to a compliant water management programs. Further, F880 Infection Control was updated in 2022 to include Water Management Plans and Legionella. These water management programs help reduce the risk for Legionella and other pathogens in their water systems. Healthcare facilities have complex water systems that may promote growth of pathogenic organisms if not properly maintained. For this reason, the CMS feels that it is essential that nursing homes have a water management program that is effective in limiting Legionella and other opportunistic pathogens of premise plumbing from growing and spreading in their facility. Legionnaires' disease is a serious, potentially deadly form of bacterial pneumonia. Infection results from inhaling water mist and aerosols contaminated with the bacteria, known as Legionella. The primary sources of infection are Legionella-contaminated water from showers, faucets, cooling towers, hydrotherapy pools and decorative water features such as fountains or water walls. The U.S. CDC reports a 300% increase in cases of LD diagnosed over the past 15 years. The fatality rate is 25% for people infected in a healthcare environment including long-term care and hospitals. Reducing the risk of LD is a winnable battle. According to the CDC, nine out of 10 (90%) outbreaks of LD are preventable through a water management program. This session will focus on nursing facility's responsibility for water management and assessing and controlling Legionnaires' disease. Facilities must document its approaches to preventing outbreaks and CMS requires facilities to have water management plan. A healthcare water management program identifies both hazardous conditions and control measures.

Recommended Audience: AL, BC, NF: Administrators, Environmental, Nursing, Office/Finance



EARLY BIRD PRICING ENDS SEPTEMBER 6!

41. Revisiting The Partnership to Improve Dementia Care: A Decade Later

Presented by: Joe Litsey

Content: We will review the "Partnership to Improve Dementia Care" which was a CMS initiative over 10 years ago. We will discuss the successes of the project as well as some shortcomings and review what we have learned and what we need to relearn as we continue to strive to improve dementia care and address the increasing use of psychotropics (particularly antipsychotics) in our LTC settings.

Recommended Audience: AL, BC, NF: Administrators, Nursing,

42. Abuse, Neglect, Misappropriation of Resident Property

Presented by: Hawley Hunt

Content: This in-depth session on Abuse, Neglect, and Misappropriation of resident property, dives into how and when to report abuse, how to complete an abuse investigation, and helpful tips for achieving past noncompliance. During the webinar, participants will talk through real-life scenarios, discuss how to avoid deficiencies if facilities find themselves in these situations, and discuss tools to achieve past noncompliance.

Recommended Audience: NF: Administrators, Nursing, Social Services

43. Best Collection Practices & Bad Debt Reimbursement

Presented by: Megan Flom

Content: Bad debt can make or break a facility. Being able to identify problematic payers early, pursue reasonable collection efforts, and properly document collection efforts can be the difference in getting paid. This presentation will discuss the best collection practices to get resident bills paid or bad debt reimbursed. It will also discuss new legislation allowing bad debt reimbursement for basic care facilities.

Recommended Audience: BC, NF: Administrators, Office/Finance, Social Services

10:00 am – 10:30 am **Break**

CLOSING SESSION (90 MINUTES)

10:30 am – 12:00pm

44. Closing Keynote: Moving From Darkness into the Light

Presented by: Petra Marquart

Content: Although the crisis of the pandemic has ebbed, the residual is still impacting many long-term care communities across the country. Staffing is a challenge, rebuilding trust is slow, and the recruiting pool for qualified workers has diminished. Yet, we are called to provide quality care and services to our aging population. In this session, Petra Marquart will share her insights on how long-term care communities can create an environment in which people love to work and live; how to communicate with clarity, compassion and kindness, how to provide person-centered care, and how to deal with issues and concerns before they escalate into problems.

Recommended Audience: AL, BC, NF: Activities, Administrators, Dietary, Environmental, Nursing, Office/Finance, Social Workers, All Disciplines