

*You're Invited*



## 47<sup>th</sup> NDLTCA Annual Convention & Expo

May 7-10, 2024 | Bismarck Event Center & Radisson Hotel

### Working in partnership with

ACHCA/ND Roughrider Chapter  
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 Chaplains Association  
ND Environmental Services Association



**North Dakota  
Long Term Care**  
ASSOCIATION

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

# Convention Registration

## 47<sup>th</sup> NDLTCA Annual Convention & Expo

May 7-10, 2024 | Bismarck Event Center & Radisson Hotel



Register by March 25 to meet the early bird deadline. Please visit our website at [www.ndltca.org/convention](http://www.ndltca.org/convention) to register online. 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 (Awards Gala is not included). Each licensed facility must register separately.

**REGISTER ONLINE: [www.ndltca.org/convention](http://www.ndltca.org/convention)**

Questions? Please contact Casidie Fladeland at [casidie@ndltca.org](mailto:casidie@ndltca.org) or 701-354-9775

### Register by March 25, 2024 for the early bird discount!

		NDLTCA Member		Non-Member		Student/AIT	Member Guest	Non-Member Guest
		BEFORE	AFTER	BEFORE	AFTER			
Convention Pass	Full Registration* (1-4 persons)	\$350	\$450	\$660	\$760	\$200	—	—
	Full Registration* (5 or more attendees)	\$300	\$400	\$600	\$700		—	—
	Theme Hospitality Social & Dance (Thurs, May 9)	included	included	included	included	included	\$40	\$40
	Wednesday (May 8)	\$200	\$300	\$400	\$500	\$100	—	—
	Thursday (May 9)	\$225	\$325	\$425	\$525	\$100	—	—
	Friday (May 10)	\$125	\$225	\$250	\$350	\$50	—	—
	*Awards Gala Ticket (Wed, May 8 – Not included in registration cost.)	\$60	\$100	\$125	\$150	\$60	\$60	\$125
	Expo Show Guest (Wed, May 8)	—	—	—	—	—	\$50	\$50

**NOTE:** Upon completion of your registration, you will receive an email with your registration confirmation number. BE SURE TO KEEP THIS EMAIL AND CONFIRMATION NUMBER. You will need this confirmation number to make changes to your registration and to download your Certificate of Attendance after the conference. Any changes to attendees will need to be done by April 18 to ensure name badges are correct. If you have any changes after this date, please notify Casidie at [casidie@ndltca.org](mailto:casidie@ndltca.org). You can make changes to your sessions up until the start of the conference via the mobile app or by logging into your registration on the website.

## Continuing Education Information

Attendees will be scanned in and out of sessions to monitor and track attendance. In order 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 or registration desk.

NDLTCA has applied for nursing contact hours through the ND Board of Nursing.

NDLTCA has applied for contact hours to the Association of Nutrition and Food Service Professionals and the Dietetic Association.

NDLTCA is an approved provider of education by the ND Board of Examiners for Nursing Home Administrators, the Long Term Care Social Workers of ND, and the ND Activity Professionals.

If you have any questions regarding continuing education hours, please contact Casidie Fladeland, Education Assistant at 701-354-9775 or email [casidie@ndltca.org](mailto:casidie@ndltca.org)



# Convention 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 to May 3rd will receive a full refund for the registration fee. Cancellations received 13-19 business days prior to May 3rd will receive a refund of 75% of the registration fee. Cancellations received 6-12 business days prior to May 3rd will receive a refund of 50% of the registration fee.

Cancellations after April 21st will be charged the full registration fee. No refunds for any credit card fees if paid via credit card. All cancellations must be made in writing and may be emailed to [peggy@ndltca.org](mailto:peggy@ndltca.org) or [casidie@ndltca.org](mailto:casidie@ndltca.org). Refunds if applicable will be issued via check from NDLTCA after the Convention, regardless of original payment type.

## Survey/Organization Related Disaster

A full refund, minus registration fee and any 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; see above refund/cancellation policy.

## 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 Convention. After this date, all substitutions will be processed at on-site registration. Please email [casidie@ndltca.org](mailto: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](mailto: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.

**Early bird  
deadline  
March 25  
2024**



**To register online visit  
[www.ndltca.org/convention](http://www.ndltca.org/convention)**

# Featured Speakers



## OPENING KEYNOTE

Wednesday, 3:15 p.m. – 5:00 p.m.

### 23. The TA DA of Teamwork Succeeding During Change & Disruption



**Joel Zeff** Joel Zeff creates energy. He is a dynamic speaker, improvisational humorist and author. His interactive performances invite members of the audience to participate in hilarious improvisational exercises that illustrate Joel's central message: That organizations and individuals should CELEBRATE every day successes to increase collaboration, productivity, passion and innovation. Since 1997,

Joel has inspired audiences from Wells Fargo to Samsung to KPMG and even the IRS. Yes, the IRS. Joel is a masterful public speaker and a nationally renowned motivator, lifelong humorist and improvisational actor.

His career is a search for fun and passion. He quickly realized the importance of both at his first jobs delivering the hometown newspaper and cleaning up trash at a suburban movie theater.

He started his professional career as a newspaper journalist and public relations executive. In 1994, Joel went out on his own as corporate communications specialist. He helped clients with their employee communications, media relations, strategy and customer marketing. Throughout the consulting process, Joel realized his clients – many of them high-level technology and telecommunications firms – needed more than marketing and public relations strategy. Many of his clients' employees were starving for fun, passion and new perspective on finding success.

At the time, Joel was having fun on the weekends as a comedian. Through friends, he discovered improvisational comedy. One of his clients (a large technology company) knew Joel performed comedy on the weekend. The client asked him to play some improvisational games before dinner for a group of high level executives. He brought a fellow comedian and a corporate speaking career was born.

He connects to his audience with humor that has them laughing so uncontrollably that their mascara runs, their cheeks hurt, and their bellies ache. And he doesn't do it alone. Volunteers from the audience join him on stage and play an integral role in an improvisation game in front of hundreds or thousands of people—something the audience members have never done. He expects nothing less than their success. He expects the volunteers to focus and work together as a team; communicate effectively; positively support each other; and take responsibility.

Joel makes his audience laugh so hard that they forget about the corporate nonsense of conference calls, "strategic deliverables," PowerPoint presentations with upside-down triangles, or "paradigm shifts in a cross-functional organization." Make the Right Choice is conversational, funny, and very informative. Yes, Joel will make you laugh, but he'll also make you think. This presentation delivers a combination of

inspiration, essential business knowledge, and significant ideas to help audience members reconnect with their own passion and success.

As discussed in his book, *Make the Right Choice*, Joel believes that we all encounter choices in our careers. We always have the opportunity to make the right choice to live a more creative, passionate, and productive life. How do you "make the right choice"? You can choose to provide opportunity. You can choose to provide positive support. And along the way, you can choose to have fun. It's really that simple. Joel teaches us just how easy it is to make these choices.

When he is not speaking, Joel expresses his creativity as an actor, writer and comedian. He started performing professionally in 1992. In Dallas, he was co-host of *The Movie Zone* on UPN 21. He has appeared in dozens of commercials for numerous clients, including the Dallas Cowboys, Harrah's Casino, Mydiscountbroker.com, Time Warner Cable, Pizza Hut, McDonald's, Eagle Country Markets, and Extraco Bank. He has appeared in hundreds of corporate videos. He has also appeared on CNBC's *The Big Idea* with Donny Deutsch. He has been featured in *The Dallas Morning News*, *The Houston Chronicle*, *The Kansas City Star*, and many other media outlets.

## CLOSING KEYNOTE

Friday, 10:45 a.m. – 12:30 p.m.

### 57. Turning Hope into Cultural Momentum and Success



**Ted LeNeave** Ted LeNeave has been a renowned leader in healthcare for more than 25 years. After receiving a degree in Healthcare Management, he started as a Licensed Nursing Home Administrator in post-acute care in Virginia. In 2002, Ted was appointed by the Governor of Virginia to serve on the state's licensing board. After chairing the Virginia Health Care Association, Ted received a Lifetime Achievement Award at age 39

in Virginia. He has also received one of the American Health Care Association's highest national awards, the Joe Warner Advocacy Award. Ted served more than six years on the Board of Governors for the American Health Care Association in Washington, D.C. Ted's vision and drive has been to not only provide quality care to the aging population, but also a quality work-life balance to those that provide care, remaining a partner in care and family for life. It has always been Ted's dream to own his own healthcare company, and he was excited to move to Iowa with his wife and three sons to start Accura HealthCare. Since 2016, Accura HealthCare has grown from nine skilled nursing facilities to now more than 34 skilled nursing, assisted living, independent living, and memory care campuses throughout Iowa, Minnesota, South Dakota, and Nebraska. Ted has been privileged to chair the Iowa Health Care Association. He continues to serve in state and national committee positions that have a direct impact on the long-term and post-acute healthcare sector.

Recommended Audience: NDLTCA applies for continuing education for administrators, activities, dietary, nursing and social services. If we applied for continuing education for these disciplines they will be listed out specifically.



# Agenda

## Tuesday, May 7

8:00 a.m. – 8:30 a.m.

**NDLTCA Foundation Meeting** - Radisson

8:30 a.m. – 10:30 a.m.

**NDLTCA Board Meeting** - Radisson

10:45 a.m. – 12:45 p.m.

**NDLTCA Membership Meeting** - Radisson

2:00 p.m. – 6:00 p.m.

**Expo Registration and Setup** - Bismarck Event Center

3:00 p.m. – 5:30 p.m.

**PAC Event Wine/Painting** - Radisson

3:00 p.m. – 6:00 p.m.

**Registration Open** - Bismarck Event Center

4:00 p.m. – 5:30 p.m.

**APND Board Meeting** - Radisson

4:00 p.m. – 5:30 p.m.

**NDESA Board Meeting** - Radisson

4:00 p.m. – 5:30 p.m.

**ND ANFP Board Meeting** - Radisson

4:00 p.m. – 5:30 p.m.

**LTCSWND Board Meeting** - Radisson

6:00 p.m. – 9:00 p.m.

**PAC Event Taste of Bismarck** - Radisson

## Wednesday, May 8

7:00 a.m. – 5:00 p.m.

**Registration Open**

Location: Exhibit Hall Lobby

7:00 a.m. – 8:30 a.m.

**Breakfast**

Location: Hall B

7:00 a.m. – 9:30 a.m.

**Exhibitor Registration and Setup**

Location: Hall C & D

### BREAKOUT SESSIONS

7:30 a.m. – 9:30 a.m.

**1. Is Your Facility Prepared for a Flood Emergency?**

Presented by: Duane Ell and Public Health Statewide Response Team  
Location: TBT

Content: During this Tabletop Exercise we will discuss long-term care facilities' emergency operation strategies, emergency operations plans, command structures, evacuation, and shelter in place options during flood emergencies, as well as receiving patients from evacuating facilities. We will also discuss how this specific tabletop can be used at your facility to train your staff onsite to meet CMS Emergency Preparedness requirements at your facility.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

8:00 a.m. – 9:30 a.m.

**2. Dementia Care: The Key to Reducing the Use of Anti-Psychotics, UTIs, & Hospitalizations through Education, Staff Training, & Environmental Modifications**

Presented by: Megan Dooley

Location: TBT

Content: The purpose of this presentation is to focus on identifying barriers that negatively impact the care of individuals with dementia and lead to the use of antipsychotics, UTIs, and hospitalizations. Participants will be provided several strategies, educational opportunities and environmental modifications that focus on the reduction of caregiver stress, secondary medical diagnoses and hospitalizations for individuals with dementia.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

**3. Metamorphosis: Leadership in a Transformative Culture**

Presented by: Barbara Speedling

Location: TBT

Content: Long Term Care leaders are traumatized, fatigued,

disillusioned and, in some cases, hopeless to recover from the COVID-19 Pandemic. With many seasoned leaders opting out of the next chapter, valuable experiential knowledge and support is out of reach for a new generation of leaders. This conversation will inspire a new leadership perspective, moving all leaders to be creative and tenacious in meeting the challenges of the emerging culture of long term care. The concept of transformative leadership and strategies every leader should consider in creating an environment of care that speaks to the needs and satisfaction of everyone living and working in the community is the focus of this session.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

#### 4. Substance Use Disorders in Nursing Home Residents

*Presented by: Stephanie Smith*

*Location: TBT*

Content: This session will cover screenings for substance use disorders, warning signs to watch for and treatment in long term care facilities. Stephanie will also talk about the stigma and language around Substance Abuse.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

#### 5. LTC Unit - Medicaid Eligibility

*Presented by: Crystal Labatore*

*Location: TBT*

Content: Presentation will touch on the day-to-day operations of the LTC Unit, most pressing issues/concerns pertaining to Medicaid eligibility.

**Recommended Audience:** BC, NF: Administrators, Health Info Management, Nursing, Office/Finance, Social Services.

#### 6. How to Use LTC Trend Tracker & iQIES CASPER Reports to Make Data Driven Decisions

*Presented by: KeShawn Franklin and Lucille Xiang*

*Location: TBT*

Content: The long-term care setting is ever-changing, and keeping morale high among staff can be a challenge with all the various systems and tools available online. How can we effectively track data amongst the burdens that have been placed on the industry? This session will explore the benefits, rationales, and importance of tracking and trending data in long term care facilities. There will be a focus on "how" to use LTC Trend Tracker, an exclusive benefit for AHCA/NCAL members, to benchmark and trend quality and staffing measures alongside CMS Provider CASPER reports to examine ongoing quality improvement efforts.

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

#### 7. The Happy Concept: Unleashing the Power of Resident Activity Programming

*Presented by: Tia Hovatter*

*Location: TBT*

Content: In this engaging presentation, we will explore the revolutionary HAPPY concept and its profound impact on senior living communities. The HAPPY concept is based on the understanding that resident activity programs play a

pivotal role in fostering happiness among residents. Happy residents, in turn, positively influence the survey inspection processes, resulting in enhanced satisfaction for surveyors, residents, families and staff.

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

### EXPO

*(NEW ALL DAY EXHIBIT HOURS with Lunch in the Expo Hall)*

**9:30 a.m. – 2:45 p.m.**

#### Expo Viewing – All Attendees

*Location: Hall B, C & D*

Open to all participants. Take this time to see the latest in products and services - from transportation to furniture and equipment to the latest technology solutions from over 100 companies. See demonstrations, pick up sample products, meet with experts, and talk with suppliers who are working to provide you with exactly what you need to meet today's challenges. Enjoy a great lunch and register to win some Great Prizes!

### BREAKOUT SESSIONS

**10:00 a.m. – 11:30 a.m.**

#### 8. CARES® Serious Mental Illness (SMI) Training and Certification (Part 1 of 4)

**Note: to receive certification, you will need to attend all 4 sessions**

*Presented by: Debbie Richman, Healthcare Interactive*

*Location: TBT*

Content: The CARES® Serious Mental Illness™ Training Program focuses on how you can develop care strategies for those with serious mental illness and how it differs from dementia. For many years, the centers for Medicare and Medicaid services have led a national effort to reduce the use of antipsychotic medications, especially for people living with dementia. But there are appropriate uses of antipsychotics. By definition, they are designed to help people with serious mental illnesses such as major depression, schizophrenia, bipolar disorder, and schizoaffective disorder. This program does a deep dive into each of these illnesses and provides helpful strategies for caring for people living with a serious mental illness who may be in your care. This program has 4 modules (4 hours). The modules include Introduction to Serious Mental Illness, Understanding Serious Mental Illness, Living with Serious Mental Illness and The CARES® Approach and Providing Appropriate Care. This is a 4-part session that will provide a certification in CARES SMI upon completion and successful passing of the certification exam.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

#### 9. Behavioral Health: Caring for New Generation in Assisted Living

*Presented by: Barbara Speedling*

*Location: TBT*

Content: The contemporary long-term care community is challenged to address a broad range of emerging clinical and psychosocial considerations, as the next generation of resident is far more complex. In the wake of the COVID-19 Pandemic, many older adults report feelings of depression and anxiety, turning to substance use, and thoughts of suicide. This discussion explores the clinical and social influences to be considered in the assessment of and response to the behavioral health needs of the community.

Strategies for addressing issues relative to dementia and mental health, social conflicts/bullying/aggression, substance abuse, and related concerns are a focus of this conversation.

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

### 10. Patient Tracking in HC Standard and HC Mobile – A Simulated Hands-on Training Session

(Limit of 30 - will be repeated on Thursday sessions 30 and 51)

*Presented by: Duane Ell*

*Location: Spruce/Pine/Oak*

Content: During this training session, participants will practice entering patient information into HC Standard and scanning patients in HC Mobile for evacuation, transportation, and receiving. HC Mobile: Entering patient information, Scanning patients for transportation, and Scanning patients into a receiving facility upon arrival. HC Standard: Understanding HC Standard – A brief overview, How to enter patients into HC Standard

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

### 11. Nighttime Elimination: Strategies to Promote Restorative Sleep

*Presented by: Tony Forsberg*

*Location: TBT*

Content: In this presentation, the audience will learn about the importance of restorative sleep, the benefits when achieved consistently, and the consequences if not achieved. We will review the main causes of fragmented sleep, strategies to improve, and other actions that may be taken to achieve a more restful environment.

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

### 12. Enhanced Barrier Precautions & Hand Hygiene Compliance, Making it Work for You

*Presented by: A.C. Burke*

*Location: TBT*

Content: Implementing infection prevention practice changes and ensuring compliance can be challenging in the long-term care environment. It is well known and understood that hand hygiene is one of our key strategies for preventing the spread of infection, but it is often difficult to make this a habit for our staff. This session will discuss strategies for improving hand hygiene compliance along with how to implement and gain compliance with enhanced barrier precautions. CDC's newest guidance regarding use of personal protective equipment in nursing homes to prevent the spread of multi-drug resistant organisms, also known as enhanced barrier precautions, and strategies for implementation will be discussed. Time will be allotted for questions and answers.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

### 13. Cost Reporting Timeline and Submissions

*Presented by: LeeAnn Thiel*

*Location: TBT*

Content: The presentation will review the cost reporting timelines and submission requirements. We will also review the recent updates to the cost report.

**Recommended Audience:** BC, NF: Administrators, Office/Finance

### 14. Resident Council: Meeting Madness!

*Presented by: Tia Hovatter*

*Location: TBT*

Content: Which one reflects your resident council meetings: effective meeting, complaint session or complete meeting madness? Residents have the right to organize and participate in resident groups, however often the actual process of the meeting gets completely derailed by resident complaints, resident demands and resident bullying. This session provides a step-by-step approach to conducting effective resident council meetings with techniques for how to stay on track. Also, this session will review all of the steps for meeting documentation and follow-up documentation. Bonus: you get the checklist toolkit!

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

### Lunch and Partnering Association Membership Meeting

**11: 30 a.m. – 1:00 p.m.**

**Participant Lunch**

*Location: Expo Hall*

### 15. LTCSWND Lunch and Membership Meeting

*Moderated by: Kelly Gustavson*

*Location: TBT*

Content: This meeting is open to all Social Workers/SSDs, even if they are not a member to learn what our association is all about.

**Recommended Audience:** AL, BC, NF: Social Services

### 16. ND ANFP Lunch and Membership Meeting

*Moderated by: Melanie Elverud*

*Location: TBT*

Content: Join us for our annual spring membership meeting. We will talk about what is coming up and any changes that have happened for our Chapter and enjoy great networking opportunities. Looking forward to seeing you.

**Recommended Audience:** AL, BC, NF: Certified Dietary Managers, Registered Dietitians

## BREAKOUT SESSIONS

**1:15 p.m. – 2:45 p.m.**

### 17. CARES® Serious Mental Illness (SMI) Training and Certification (Part 2 of 4)

**Note, to receive certification, you will need to attend all 4 sessions**

*Presented by: Debbie Richman, Healthcare Interactive*

*Location: TBT*

Content: The CARES® Serious Mental Illness™ Training Program focuses on how you can develop care strategies for those with serious mental illness and how it differs from dementia.

For many years, the centers for Medicare and Medicaid services have led a national effort to reduce the use of antipsychotic medications, especially for people living with dementia. But there are appropriate uses of antipsychotics. By definition, they are designed to help people with serious mental illnesses such as major depression, schizophrenia, bipolar disorder, and schizoaffective disorder. This program

does a deep dive into each of these illnesses and provides helpful strategies for caring for people living with a serious mental illness who may be in your care. This program has 4 modules (4 hours). The modules include Introduction to Serious Mental Illness, Understanding Serious Mental Illness, Living with Serious Mental Illness and The CARES® Approach and Providing Appropriate Care. This is a 4-part session that will provide a certification in CARES SMI upon completion and successful passing of the certification exam.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 18. Skilled Nursing Facility – Pivoting for Success

*Presented by: Jan Ervin*

*Location: TBT*

Content: In this session you will learn about CMS' Social Determinates of Health initiative and how it impacts skilled nursing facilities (SNFs). I'll explain more about changes to the quality reporting and value-based purchasing programs based on the SNF PPS final rule. SNF consolidated billing has a new update that went into effect on January 1, 2024, with respect to exclusion of marriage and family therapy from Medicare Part A SNF consolidated billing. I'll go over billing for vaccines, including COVID vaccines. Lastly, I will provide data on North Dakota SNF errors we are seeing and how to avoid or resolve them.

**Recommended Audience:** NF: Administrators, Nursing, Office/Finance

## 19. AI's Biggest Questions, Myths and Mysteries

*Presented by: Beth Z*

*Location: TBT*

Content: Artificial Intelligence (AI) often feels like a blend of buzzwords and bewilderment. Will robots take our jobs? Does ChatGPT steal our data? Are AI tools big fat liars? Join Beth Z, Your Nerdy Best Friend, in a lively exploration of AI's most puzzling questions and common myths. With nerdy humor mixed with practical tips, Beth Z makes the enigmatic world of AI a tad less intimidating and a lot more intriguing. In this session, you'll learn ways to future-proof your job from an AI takeover, understand why AI makes up facts and how to combat misinformation, examine the issue of data privacy, gain insight into AI challenges with plagiarism and copyright infringement and discover the newest AI tools and how to stay on top of new AI technology and opportunities.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 20. Help...I Have to Plan for a Disaster Exercise

*Presented by: Sherry Adams*

*Location: TBT*

Content: Throughout the years, North Dakota has faced many types of Disasters, whether Natural, Biological, or Chemical. This presentation will give an overview on the importance of planning, preparing, and exercising for various disasters. It will give an overview on various types of exercises, as well as how to write and carry out those exercises. It will also give an overview of how to write an After-Action report using HSEEP processes. There will be some hands-on participation.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 21. Quality Assurance and the Activity Professional

*Presented by: Alicia Tagg*

*Location: TBT*

Content: Quality Assurance and the Activity Professional: Quality assurance can be defined as "part of quality management focused on providing confidence that quality requirements will be fulfilled." The confidence provided by quality assurance is twofold—internally to management and externally to customers, government agencies, regulators, certifiers, and third parties. In today's healthcare industry, measuring quality is a critical aspect of ensuring the well-being and satisfaction of the people serviced. Satisfaction can be measured by gathering feedback through surveys, interviews, or focus groups can provide insights into whether the activities and programs offered are meeting residents' needs and expectations. Engaging activities should contribute to the physical, emotional, and mental well-being of residents. Monitoring changes in health status and overall happiness can provide valuable data. In this session, we will focus on ways to measure quality while using the critical element pathways instituted by CMS in all levels of care.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Nursing.

## 22. Assisted Living & Basic Care Networking Session (CLOSED Session – Members Only)

*Presented by: Joyce Linnerud Fowler, Kiara Tuchscherer, and Nikki Wegner*

*Location: TBT*

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

**2:45 p.m. – 3:15 p.m. B R E A K**

## OPENING KEYNOTE

**3:15 p.m. – 5:00 p.m.**

### 23. Opening Keynote: The TA DA of Teamwork: Succeeding During Change and Disruption

*Presented by: Joel Zeff*

*Location: Hall A*

Content: We are all improvising. We face challenges, disruption, change, and obstacles without a script or rehearsal. To find success, we need to work together, build trust, and create opportunity. During this session, Joel will discuss how the tenets of improvisation create successful teams during change and disruption. Joel has spent the past 30 years performing and teaching the lessons of improvisation. This interactive, engaging, and hilarious session will focus on staying in the game; facing fear; building trust, and asking the important question, "How do I help the people around me be successful?" Joel will also bring his famous TA DA energy as he discusses the importance of opportunity, positive support, and active listening in collaboration. Yes, you will have fun and laugh during this session. You will also learn how to collaborate more successfully as a team and navigate change. Are you ready for the TA-DA?



**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Human Resources, OT, PT, ST, Social Services, All Disciplines

**6:00 p.m. – 6:30 p.m.**

**Awards Gala Social**

*Location: Sixteen03, 1603 E Main Ave, Bismarck* **New Location**

Join us before the Awards Gala for a social. Enjoy time to network with your peers.

**6:30 p.m. – 8:30 p.m.**

**Awards Gala**

*Location: Sixteen03, 1603 E Main Ave, Bismarck* **New Location**

Join us for this year's Awards Gala. Enjoy a great meal and help recognize, celebrate, and congratulate the award-winning recipients!

## Thursday, May 9

**7:00 a.m. – 5:00 p.m.**

**Registration Open**

*Location: Exhibit Hall Lobby*

**7:00 a.m. – 8:30 a.m.**

**Breakfast**

*Location: Hall B*

**7:00 a.m. – 8:30 a.m.**

**NADONA Executive Board Breakfast Meeting**

*Location: TBT*

### ETHICS SESSION – 2 HOURS

**8:00 a.m. – 10:00 a.m.**

**24. Ethics of Intervention: Preventing Harm to Self and Others (Ethics)**

*Presented by: Michael Gillette*

*Location: TBT*

Content: This highly interactive case-based session will examine the ethical responsibility to manage or mitigate the risk of harm. We will discuss the appropriate role of autonomy and define its limits. We will consider case studies in which individuals should be permitted a dignity of risk, cases in which paternalistic intervention is justified, and situations in which autonomy may be limited in order to protect others from harm or offense.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

### BREAKOUT SESSIONS

**8:30 a.m. – 10:00 a.m.**

**25. CARES® Serious Mental Illness (SMI) Training and Certification (Part 3 of 4)**

**Note, to receive certification, you will need to attend all 4 sessions**

*Presented by: Debbie Richman, Healthcare Interactive*

*Location: TBT*

Content: The CARES® Serious Mental Illness™ Training Program focuses on how you can develop care strategies

for those with serious mental illness and how it differs from dementia. For many years, the centers for Medicare and Medicaid services have led a national effort to reduce the use of antipsychotic medications, especially for people living with dementia. But there are appropriate uses of antipsychotics. By definition, they are designed to help people with serious mental illnesses such as major depression, schizophrenia, bipolar disorder, and schizoaffective disorder. This program does a deep dive into each of these illnesses and provides helpful strategies for caring for people living with a serious mental illness who may be in your care. This program has 4 modules (4 hours). The modules include Introduction to Serious Mental Illness, Understanding Serious Mental Illness, Living with Serious Mental Illness and The CARES® Approach and Providing Appropriate Care.

This is a 4-part session that will provide a certification in CARES SMI upon completion and successful passing of the certification exam.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

**26. Does Your Staff Feel Safe? Navigating Workplace Conflict, Harassment and Bullying**

*Presented by: Claudia Blumenstock*

*Location: TBT*

Content: "68% of employees do not feel safe at their workplaces. (EnterpriseAppsToday 30+ Shocking Workplace Violence Statistics In 2023– Barry Elad, October 2, 2023)" What does feeling unsafe at work mean? Some say that it is about being intimidated, harassed and that they experience bullying and discrimination. Some express frustration with ineffective policies and approaches in dealing with conflict. In other cases, leaders ignore or fail to address conflict altogether. In our role as organizational leaders, we are responsible for not only understanding the root causes of workplace disputes and altercations but identifying ways to successfully manage them. We need to recognize the unique background that each team member brings to our organization and the ways in which to tap into their knowledge and perspectives. This interactive session identifies some of the behaviors and triggers that escalate negative actions in the work environment. It examines thought processes and practices to reduce harmful acts and enhance a positive work environment. Group interactions and activities focus on creating approaches and practices that establish safe workplaces where staff feel secure and supported.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.



**Early bird deadline:  
March 25, 2024**

## 27. ND Nursing Facility Incentive Program

*Presented by: Sarah Berreth*

*Location: TBT*

Content: An update on the new Value-Based Purchasing program for Nursing Facilities administered by ND Health and Human Services: review of content from the fall conference and applicable updates.

**Recommended Audience:** NF: Administrators, Nursing, Office/Finance

## 28. The Ever-Changing World of MDS

*Presented by: Kelly Beechie*

*Location: TBT*

Content: I will discuss the changes made to the MDS in October 2023 and the frequently asked questions.

**Recommended Audience:** NF: Administrators, Activities, Certified Dietary Manager, Environmental, Health Information Management, Nursing, Office/Finance, Registered Dietitians, Social Services, OT, PT, ST.

## 29. Marketing and Branding the Activity Department

*Presented by: Alicia Tagg*

*Location: TBT*

Content: Brand marketing is a slow-and-steady strategic activity, based on the company's very essence and authenticity, so it should be seen as a long game. Activities play a crucial role in the game. This session will support the Activity department in understanding its role in marketing and branding in-line with senior living strategies.

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

## 30. Patient Tracking in HC Standard and HC Mobile – A Simulated Hands-on Training Session

**(Limit of 30 - repeat of session 10 and session 51)**

*Presented by: Duane Ell*

*Location: Spruce/Pine/Oak*

Content: During this training session, participants will practice entering patient information into HC Standard and scanning patients in HC Mobile for evacuation, transportation, and receiving. HC Mobile: Entering patient information, Scanning patients for transportation, and Scanning patients into a receiving facility upon arrival. HC Standard: Understanding HC Standard – A brief overview, How to enter patients into HC Standard

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

**10:00 a.m. – 10:30 a.m. B R E A K**

## BREAKOUT SESSIONS (90-MINUTES)

**10:30 a.m. – 12:00 p.m.**

## 31. Ethics Primer – The Mechanics of High-Quality Ethical Decision Making

*Presented by: Michael Gillette*

*Location: TBT*

Content: This highly interactive session will utilize a series of case studies to demonstrate practical methods of identifying, analyzing and resolving difficult ethical issues that emerge in the provision services. After discussing the basic process of

doing clinical ethics, we will apply what we have covered to examples of the most common moral problems that providers are likely to face in their work.

**Recommended Audience:** AL, BC, NF: Administrators, Certified Dietary Manger, Nursing, Registered Dietitians, Social Services,

## 32. Go Where the People Are-Why Social Recruiting Works

*Presented by: Kendra Nicastro*

*Location: TBT*

Content: Seventy three percent of job seekers ages 18-34 found their last job through social media. Social recruiting works. The most effective social recruiting strategies involve tapping into the right digital platforms. Understanding and embracing these platforms (and their unique audiences) will allow your organization to reach and connect with more candidates. In this session, you will learn strategies on how to expand your presence on Facebook, TikTok, LinkedIn and Instagram with compelling content, and how your efforts can complement traditional recruiting efforts. Your audience shows up on social media for multiple hours each day...do you?

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 33. The Spirit of TA DA: Watch What Happens When Work Becomes Play

*Presented by: Joel Zeff*

*Location: Hall A*

Content: How do your employees and managers embrace the Spirit of TA DA? We all must take ownership of our work environment and create a foundation of opportunity and positive support. We can choose to be patient, supportive, and more flexible to change. We can choose to have fun in the workplace and still be productive. Joel teaches us just how easy it is to make these choices. In The Spirit of TA DA, Joel shares his experience and insight on creativity, communication, teamwork, passion, and fun. With wit, a sharp observational eye, and playful irreverence, he discusses the choices we all encounter in our careers. We each have the ability to take initiative and make the right choice to live a more creative, passionate, effective, and productive life. He connects to his audience with humor that has them laughing so uncontrollably that their mascara runs, their cheeks hurt, and their bellies ache. And he doesn't do it alone. Volunteers from the audience join him on stage and play an integral role in an improvisation game in front of hundreds or thousands of people—something the audience members have never done. He expects nothing less than their success. He expects the volunteers to focus and work together as a team; communicate effectively; positively support each other; and take responsibility. Joel makes his audience laugh so hard that they forget about the corporate nonsense of conference calls, "strategic deliverables," PowerPoint presentations with upside-down triangles, or "paradigm shifts in a cross-functional organization." Yes, Joel will make you laugh, but he'll also make you think. This presentation delivers a combination of inspiration, essential business knowledge, and significant ideas to help audience members reconnect with their own passion, creativity, and success.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health

Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## PARTNERING ASSOCIATION MEMBERSHIP AND LUNCH MEETINGS (2 ½ HOURS)

10:30 a.m. – 1:00 p.m.

### 34. Environmental Networking and Membership Meeting

*Moderated by: Curt Huus and Mike Medrud. Guests: Jerry Trupka and Larry Poague*

*Location: TBT*

Content: Join Curt and Mike to network with your peers and receive updated information and education encompassing Environmental Services. This is a great time to problem solve, bring best practices, and ask any questions you may have. There will also be information shared on Life Safety Code and Emergency Preparedness. Learn about the great benefits of being a member of NDESA and how it can help your facility. Special guests will be Larry Poague and Jerry Trupka.

**Recommended Audience:** AL, BC, NF: Administrators, Environmental Services

### 35. APND Lunch and Membership Meeting

*Moderated by: Nannette Hoeger*

*Location: TBT*

Content: Open to all Life Enrichment/Activity Staff. Please join us to learn about APND and to network with other activity professionals. This is a great opportunity to network with others activity professionals and hear what others are doing. Whether you are new to activities or have been around for years, we welcome you to come share ideas.

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

### 36. NADONA Lunch and Membership Meeting

*Moderated by: Alena Goergen, Chair*

*Location: TBT*

Content:

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

### 37. ACHCA/Roughrider Chapter Lunch and Membership Meeting

*Moderated by: Reier Thompson, Chair*

*Location: TBT*

Content: During this meeting we will give a bylaws update, chapter legal status, AIT program update, and have a member roundtable.

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

## LUNCH

12:00 p.m. – 1:00 p.m.

### Participant Lunch

*Location: Hall B*

### ND Chaplains Association Lunch and Membership Meeting

*Location: TBT*

## BREAKOUT SESSIONS

1:15 p.m. – 2:45 p.m.

### 38. Does Your Staff Feel Safe at Work? Improving Psychological Safety in Your Workplace

*Presented by: Claudia Blumenstock*

*Location: TBT*

Content: A psychologically safe environment is one in which staff feel that they can be who they are and share concerns and mistakes without fear of retribution. In an unsafe environment, staff are often exposed to harassment, intimidation and bullying by peers and/or management. In an unsafe environment, staff believe that their ideas don't matter and that mistakes are viewed as personal failures rather than opportunities for improvement. "In a 2017 Gallup poll, only 3 in 10 workers agreed with the statement that their opinions count at work. Gallup calculated that by "moving the ratio to six in ten employees, organizations could realize a 27 percent reduction in turnover, a 40 percent reduction in safety incidents and a 12 percent increase in productivity." (The Fearless Organization, Amy C Edmondson, 2019 , pg. xvi) As long-term care organizations compete to hire and retain quality staff, creating a psychologically safe work environment is critical to success. As leaders, we are responsible for understanding and addressing the root causes of workplace tensions and developing practices that support and encourage staff involvement and engagement. This interactive session explores the ways to identify and address psychologically unsafe work environments. It examines organizational practices and skills which enhance psychological safety in the workplace. Group interactions and activities focus on creating a sense of belonging so that all staff feel free from harm and welcome as part of the organizational team.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

### 39. CARES® Serious Mental Illness (SMI) Training and Certification (Part 4 of 4)

**Note, to receive certification, you will need to attend all 4 sessions**

*Presented by: Debbie Richman, Healthcare Interactive*

*Location: TBT*

Content: The CARES® Serious Mental Illness™ Training Program focuses on how you can develop care strategies for those with serious mental illness and how it differs from dementia. For many years, the centers for Medicare and Medicaid services have led a national effort to reduce the use of antipsychotic medications, especially for people living with dementia. But there are appropriate uses of antipsychotics. By definition, they are designed to help people with serious mental illnesses such as major depression, schizophrenia, bipolar disorder, and schizoaffective disorder. This program does a deep dive into each of these illnesses and provides helpful strategies for caring for people living with a serious mental illness who may be in your care. This program has 4 modules (4 hours). The modules include Introduction to Serious Mental Illness, Understanding Serious Mental Illness, Living with Serious Mental Illness and The CARES® Approach and Providing Appropriate Care.

This is a 4-part session that will provide a certification in CARES SMI upon completion and successful passing of the certification exam.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 40. Trauma Informed Supervision

*Presented by: Robin Pendleton*

*Location: TBT*

Content: The reaches of trauma extend beyond our clients. As a supervisor, you and your staff will experience not only your own traumas but those of your clients. That toxic stress and secondary trauma can lead to post traumatic stress, compassion fatigue, and burn out with your team and potentially yourself. Trauma-Informed Supervision can mitigate some of those effects on staff by focusing on the core principles of Trauma-Informed Care, especially relevant to exposures experienced in helper professions. This type of supervision fosters a culture of empathy, safety, healing, and peer support within your team and beyond.

**Recommended Audience:** Social Services AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 41. Activity Planning for People with Dementia

*Presented by: Joan Danks*

*Location: TBT*

Content: In this session, you will gain knowledge and understanding of dementia, how to assess activity needs and the importance of assessments, how to develop and modify activities for every stage of dementia and learn skills to use while providing activities for people living with dementia. This session will provide the learner with a variety of examples and hands on techniques and strategies that can be implemented easily and effectively in the care setting.

**Recommended Audience:** AL, BC, NF: Activities, Nursing, OT, PT, ST, Social Services.

## 42. Foley and UTI Management in Long Term Care

*Presented by: Martha Klay and Melissa Blackburn*

*Location: TBT*

Content: The goal of this presentation will be management of Foley, catheters, both urethral and super pubic, including leakage, obstruction, difficult insertions, and infections around foley catheters. Urinary tract infections, appropriate work up, causes, recurrence, American urological association guidelines, prophylactic medication's McGeers criteria and the one symptom protocol will be discussed and presented.

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

## 43. Models to Provide Effective Nutrition Care and Services in Post Acute Care

*Presented by: Brenda Richardson*

*Location: TBT*

Content: This session presents various components vital for efficient "Team Based" nutrition care and services with successful quality outcomes. Included topics of Team Based Nutrition Screening, Assessment, and Interventions along with overall system and process management will be discussed.

**Recommended Audience:** AL, BC, NF: Administrator, Certified Dietary Manager, Nursing, Registered Dietitian, Social Services.

## 44. Understanding the Details of Specific Cost Report Areas

*Presented by: Brad DeJong*

*Location: TBT*

Content: This session will be covering specific areas of the annual cost report to improve overall reporting of information and clarity as to what needs to be reported on specific

schedules. Specific areas of discussion will be Schedules B, J, T, U, S, and W.

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

**2:45 p.m. – 3:15 p.m. BREAK**

## BREAKOUT SESSIONS

**3:15 p.m. – 4:45 p.m.**

## 45. Defensible Documentation for Change in Condition, Incidents with Injuries, and Complaints

*Presented by: Cyndi Siders*

*Location: TBT*

Content: Incomplete or lack of documentation can be difficult to defend in legal and regulatory situations. This presentation addresses contributing factors for professional liability and regulatory risk and frequent documentation challenges identified in serious senior care events, change in condition, and complaint documentation. Defensible documentation practices including clinically pertinent assessment, interventions, monitoring, care planning, and communication will be illustrated through case scenarios.

**Recommended Audience:** AL, BC, NF: Administrators, Nursing, Certified Dietary Managers, Registered Dietitians, Risk Management, Social Services.

## 46. Social Media and Senior Living

*Presented by: Sarah Krecklow and Ashley Gloystein-Klatt*

*Location: TBT*

Content: Explore how the transformative power of social media can foster connections between your senior living community and your community at large! Join us to learn about social media best practices and how following these practices at CountryHouse Residence for Memory Care in Dickinson helped build a social media following in the thousands, created an awareness of their community, and continues to provide an inside look at life in memory care.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 47. Healing Helpers

*Presented by: Robin Pendleton*

*Location: TBT*

Content: This training will focus on identifying the secondary trauma workers in helper professions are exposed to and the importance of self-care. We will discuss the everyday stressors as well as the new stressors identified during and in the aftermath of the pandemic. Strategies for promoting self-care including mindfulness and meditation will be discussed as well as techniques to become more stress resistant and promote a healthy work/life balance. Upon completion participants will be able to: define and identify secondary trauma and risk factors, describe the mind-body connection to secondary trauma in work and life, complete a variety of self-assessment tools, practice, reflect upon and develop coping skills to build resiliency for self and peer support.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 48. Diversity, Inclusiveness and Emotional Intelligence for Staff Recruitment and Retention

Presented by: Brenda Richardson

Location: TBT

Content: Today's healthcare workforce is one that is one of the most challenging areas for staff recruitment and retention. This session will explore today's healthcare work force environment related to diversity, inclusiveness and will present how nutrition management and staff can use Emotional Intelligence to harness emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions.

**Recommended Audience:** AL, BC, NF: Administrators, Certified Dietary Managers, Nursing, Registered Dietitian

## 49. Let's Talk About Common Deficiencies and Who, What, When, Why and How for Medication Assistants

Presented by: Kathy Laxdal and Kelly Beechie

Location: TBT

Content: Presentation of frequently cited deficiencies many of these occur every year. Is your QA program effective? Is your staff training up to date? Is your facility ready for survey, information to have together? On-site investigations FRIs vs complaints. Kelly will explain how a nurse aide or certified nursing assistant becomes a medication aide, where they can pass medications, what medication, approval of training programs, and problem/concerns related to medication assistants. They will also cover recreational deficiencies

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Certified Dietary Managers, Nursing, Registered Dietitians, Social Services.

## 50. New and Old Strategies in Problem Solving

Presented by: Larry Poague LPN, ARM, CPHRM

Location: TBT

Content: Do you have an ongoing issue/problem in your workplace? Have you been asking employees to follow a rule or do something different and finding compliance is hit or miss? Have you been telling your employees the goals but there doesn't seem to be any excitement? Would you like to discuss some simple steps you can take to increase participation and improve your results? Bring your problem/issue to class and we will walk through step-by-step different approaches that you can use immediately and start seeing some results. Larry brings 30 years military and leadership training with 20 years of nursing consultation to share effective leadership strategies when solving issues/problems in your facility. Let's flip some of the old approaches on their head and get to long term results.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

## 51. Patient Tracking in HC Standard and HC Mobile – A simulated Hands-on Training Session

(Limit of 30 - repeat of session 10 and 30)

Presented by: Duane Ell

Location: Spruce/Pine/Oak

Content: During this training session, participants will practice entering patient information into HC Standard and scanning patients in HC Mobile for evacuation, transportation, and receiving. HC Mobile: Entering patient information, Scanning

patients for transportation, and Scanning patients into a receiving facility upon arrival. HC Standard: Understanding HC Standard – A brief overview, How to enter patients into HC Standard

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

5:30 p.m.

### Fun Run – Sertoma Park.

Join us for the 10th Annual Fun Run to help fund Nurse Scholarships in North Dakota.

7:00 p.m. – 8:30 p.m.

### Theme Hospitality Event - Radisson New Location

Join us for one of the most popular events at the convention. Great fun and great networking! Let's plan to have a GREAT TIME! Remember to wear your Fun Night wristband to this event.

8:30 p.m. – 11:30 p.m.

New Location

### Dance the Night Away - Radisson

Join us for an evening of music and dancing with "Rhyme or Reason."

## Friday, May 10

8:00 a.m. – 12:30 p.m.

### Registration Open

Location: Exhibit Hall Lobby

8:00 a.m. – 9:00 a.m.

### Breakfast

Location: Hall B

## BREAKOUT SESSIONS

9:00 a.m. – 10:30 a.m.

### 52. Evidence Based Nonpharmacological Practices to Address Behavioral and Psychological Symptoms of Dementia

Presented by: Kristen Childress

Location: TBT

Content: While care of individuals living with dementia is frequently complex for many reasons, the behavioral and psychological symptoms of dementia (BPSD) pose some of the most significant challenges for long-term care communities. Concerns for resident health and safety, issues with staff burden, and compliance with regulatory requirements are all factors that commonly lead to more questions than answers when caring for residents with BPSD. This talk will explore common behavioral and psychological symptoms of dementia and examine models which aid in assessing potential contributing factors to those behaviors. Targeted non-pharmacologic interventions to treat BPSD will be discussed, and systems to improve the overall approach to care for residents with BPSD in the community will be highlighted.

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

### 53. Adults & Aging Services Updates: Critical Incident Reporting, Basic Care Case Management, & Qualified Service Provider Enrollment (Basic Care Specific)

Presented by: Erica Reiner and Kathryn Good

Location: TBT

Content: CMS requires an incident reporting system for Medicaid beneficiaries in community-based settings. Incident reporting is also required by the Department of Justice settlement agreement. Specialized basic care facilities that provide adult residential services to Medicaid consumers are considered community-based settings for the purpose of critical incident reporting. Basic care facilities that receive Medicaid funding for state plan services are also subject to the critical incident reporting requirements. This presentation will focus on critical incident reporting requirements and how to submit these reports. Adults & Aging Services will also provide updates on Qualified Service Provider (QSP) enrollment and these requirements. Adults & Aging Services will provide an update on the basic care case management team, processes and facility responsibilities.

**Recommended Audience:** BC: Administrator, Nursing, Office/Finance, Social Services

### 54. NextBlue | Medicare Advantage 101

Presented by: Teresa Moe

Location: TBT

Content: A general overview of Medicare Advantage plans with detailed information on NextBlue specifics around authorizations, billing, reimbursement, resources, etc.

**Recommended Audience:** NF: Administrators, Health Information Management, Office/Finance, Social Services.

### 55. Fostering Resident, Family, and Staff Relationships and Managing Complaints

Presented by: Cyndi Siders

Location: TBT

Content: Person-focused communication and connection form the foundation for establishing trusting relationships with residents, family members, and staff. Honesty, integrity, and respect are key skills that support these relationships and promote psychological safety for asking questions, making suggestions, and voicing concerns. This presentation will address core skills and strategies for forming lasting relationships, managing expectations, and addressing difficult and challenging conversations and complaints. Story-illustrated examples will be used to support day-to-day practical application.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

### 56. Why the Hype?

Presented by: Margene Reno

Location: TBT

Content: The Gut MicroBiome is the bodies largest organ which has basically been ignored until now. We will explore the functions and mechanics of the gut and the importance in maintaining good health. Including: Diving into prebiotics vs. probiotics. Reviewing current research by the NIH on the relationship between the gut and Alzheimer's. Looking at the Anti-Septic Affect being recognized in ASPEN's Critical Care Guidelines. And more.

**Audience:** AL, BC, NF: Administrator, Certified Dietary Managers, Nursing, Registered Dietitian

10:30 a.m.—10:45 a.m. **BREAK**

## CLOSING KEYNOTE

10:45 a.m. – 12:30 p.m.

- Award Videos
- Cherished Hopes Drawing

### 57. Closing Keynote: Turning Hope into Cultural Momentum and Success

Presented by: Ted LeNeave

Location: Hall A

Content: Our sector has been under tremendous pressure in recent years including COVID, inflation, workforce shortages, and unfunded regulations. These pressures have resulted in significant frustrations, heart ache, fatigue, and depression of our caregivers. Our success will not be defined by our circumstances, but rather the focus on those circumstances. This session will uncover how to create hope within your organization that will lead to momentum in culture and strategic planning. Attendees will receive a boost and understanding of their worth and value in developing hope and momentum.

**Recommended Audience:** AL, BC, NF: Administrators, Activities, Chaplains, Environmental, Certified Dietary Manager, Registered Dietitian, Nursing, Office/Finance, Health Information Managers, Human Resources, OT, PT, ST, Social Services, All Disciplines.

Thank-you

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