

# Advancing Healthy Communities

## Continuing Care Conference 2017

The Continuing Care Conference is designed to create the opportunity for networking and education for post-acute care professionals including administrators, directors of nursing, nursing staff, social services, activity coordinators and home health directors and staff.

This conference includes concurrent sessions, giving participants options to meet their individual needs, and provides a venue for discussion of issues that are pertinent across the continuum of health care. Come join us for interactive learning and fellowship with peers.

### **Credit Hours**

SDAHO is the South Dakota affiliate of LeadingAge, an approved provider of continuing education in nursing home administration by the South Dakota Board of Nursing Facility Administrators. There are up to 9.6 contact hours available to nursing home administrators at this conference. Sessions approved for administrator hours are designated with an "Admin" following the description.

SDAHO is approved as a provider for continuing education by the South Dakota Board of Social Work Examiners, 135 East Illinois, Suite 214, Spearfish, SD 57783, SDBSWE Approval Period: January 1, 2016 - December 31, 2017, Provider #1012. Social workers will receive up to 8.0 continuing education contact hours or .8 CEU's at this conference. Sessions approved for social work hours are designated with an "SW" following the description.

See insert for nurses continuing education information.

### **Registration**

SDAHO member - \$175 per person  
Non SDAHO member - \$350.00 per person

The individual registration fee includes educational sessions for both days, keynote luncheon on Wednesday and continental breakfast on Thursday. A registration form is included in this program. Send this form and fee to SDAHO, Attn: Rhonda Christensen, 3708 West Brooks Place, Sioux Falls, SD 57106, or fax to 605-361-5175. Registration and payment by credit card is available online at [www.sdaho.org](http://www.sdaho.org).

### **Early Bird Registration Drawing**

Registrations received prior to Friday, March 31, will be entered in a drawing to win one free registration for this conference.

### **Pre-Registration Deadline is Friday, April 21, 2017**

### **Conference Site**

Cedar Shore Resort  
1500 Shoreline Drive  
Oacoma/Chamberlain, South Dakota 57365  
Tel: 605-734-6376  
Standard Room Rate: \$89.99 per night  
**Group Rate Deadline: March 26, 2017**  
Group Name: SDAHO Conference

### **Questions?**

Contact Rhonda Christensen at 605-361-2281 or [rhonda.christensen@sdaho.org](mailto:rhonda.christensen@sdaho.org) with any questions regarding registration or programming.

## **Wednesday, April 26**

### **11:00 a.m. Registration Desk Opens**

### **Noon Opening Keynote Lunch and Speaker**

**Compassion Fatigue - Healing Healers.** Pat Schultz, LPC, MH, Outpatient Therapist, Avera Family Health Center, Sioux Falls. Compassion fatigue is a continuing concern for those who provide care for others. Pat will address the causes of compassion fatigue, the symptoms and how you, as a professional, can best care for yourself to prevent this condition. You will learn the definition, signs and symptoms of compassion fatigue; the roadblocks to self-care; and the

components of an effective self-care plan. **Target Audience: General Credits: Admin, SW, Nurse**

### **1:30 p.m. Break**

### **1:40 p.m. General Session**

**Financial Exploitation of Elders.** Peter Lichtenberg, PhD, ABPP, Director, Institute of Gerontology and Merrill Palmer Skillman Institute, Wayne State University, Detroit, Michigan. Dr. Lichtenberg will discuss the intersection of cognitive

decline, financial capacity and a new assessment approach for examining cases of suspected financial exploitation. He will describe patterns of cognitive decline in normal aging and dementia; examine traditional approaches to financial capacity; and share a new 10-item screening measure for financial exploitation. **Target Audience:** General **Credits:** Admin, SW, Nurse

### 2:40 p.m. Break

#### 2:50 p.m. Concurrent Sessions

A. **Emergency Preparedness.** *Craig Camidge, Executive Director, Near Southwest Preparedness Alliance, Virginia.* The CMS Emergency Preparedness Rule represents a significant challenge for long term care facilities. Craig will discuss the requirements of the rule in plain, easy to understand language. He will define, describe and discuss implementation of all the parts of the rule including the all-hazards risk analysis, the emergency plan, the communications plan, policies and procedures, and the training and exercise requirements. A question and answer period will allow the audience to have specific questions addressed directly. In addition, the role of the health care coalition will be discussed as it relates to assisting long term care facilities in both accomplishing the requirements of the CMS EP Rule and enhancing the overall preparedness of the health care system. We will explore how long term care facilities fit into the bigger picture of regional health care preparedness and the nuance of long term care participation in a functioning health care coalition. **Target Audience:** Administrators, Trustees, Nursing, Activities and Social Service Professionals **Credits:** Admin, SW, Nurse

B. **Targeting Hospice Resource Use Effectively: Addressing the Elephant in the Exam Room.** *Dr. Barry Baines, Hospice Medical Director, Celebration of Life.* While coverage for hospice services is available through Medicare, it is significantly underused by consumers across the country. Because many patients enter hospice care late in the course of their life-limiting illness, they receive fewer days of care than afforded by the benefit. Dr. Baines will provide information on a CMS Innovations Project: Targeting Resource Use Effectively (TRUE), a hospice utilization project which included working with community partners to help health care providers identify patients who could most benefit from a hospice referral, and to recognize opportunities to encourage patient/provider conversations about hospice or other end-of-life care earlier in a patient's course of treatment. **Target Audience:** Social Services and Home Health Professionals **Credits:** SW, Nurse

### 3:50 p.m. Break

#### 4:00 p.m. Concurrent Sessions

A. **Phase 2 RoP Facility Assessment Tool.** *Joanne Powell, Independent Consultant.* The Requirements of Participation (RoP) state in §483.70(e) "the facility must conduct and document a facility-wide assessment unique to each facility to determine what resources are necessary to care for its residents competently during day-to-day operations and emergencies". Even though the interpretive guidelines have not been published, the facility assessment is effective November, 2017. Joanne

will provide overview of the rule, explore methods to begin the process in the facility and provide a suggested facility assessment tool. Participants will come away with a basic understanding of the new regulation for conducting and documenting elements in the facility assessment. **Target Audience:** Administrators, Trustees, Nursing, Social Services, Activities **Credits:** Admin, SW, Nurse

B. **Home Health Face-to-Face Requirements Review.** *Sarah Aker, Deputy Director, Division of Medical Services, South Dakota Department of Social Services.* **Target Audience:** Home Health Professionals **Credits:** Nurse

### 5:30 - 6:30 p.m. Wine and Cheese Social

## Thursday, April 27

### 7:30 a.m. Continental Breakfast

#### 8:00 a.m. Concurrent Sessions

A. **Best Practices for Facing the Health Care Talent Crunch.** *Devin Lemoine, Owner/President, SuccessLabs.* Rapidly changing business environments and demographics mean the health care industry faces intense talent shortages, an aging customer base that requires greater care and evolving government regulations. Because of this, health care now tops the list of industries that are "Headed in the Wrong Direction" related to bench strength and leader quality (DDI's Global Leadership Forecast 2014/2015). The talent challenges don't stop there...10,000 baby boomers a day reach age 65, retention rates are on the decline and the young talent pool is completely untethered from the idea of long term employment with one organization. Find out why there's never been a better time to be pro-active about matching your talent strategy to your business strategy and practical ways to get there. **Target Audience:** Administrators, Trustees, Nurses **Credits:** Admin, Nurse

B. **Compassionate Touch: Caregivers Workshop for Dementia Care.** *Sue Wilson, LMSW, Certified Dementia Care Consultant and Educator, 360 Elder Solutions, LLC.* During this hands on workshop, you will learn how to apply Compassionate Touch as a new tool in caring for people with dementia. Sue will describe how human touch enables care partners to connect and communicate in new ways with people with dementia, demonstrate how to engage attention and initiate a skilled touch session with those with mild to late stage dementia and provide coaching while participants pair up and practice the hand and back techniques. **Target Audience:** General **Credits:** Admin, SW, Nurse

C. **Home Care Payment Updates.** *Annette Lee, RN, HCS-D, COS-C, Provider Insights, Inc.* Annette will discuss all of the relevant regulatory and payment changes in 2016/2017 and share tips on how to meet these new standards while retaining the quality care and efficiencies that home health so greatly needs to succeed today. We will review the new guidance for OASIS C-2, VBP, the proposed PPS payment rule and where we are in the FTF Probe and Educate ADR process. **Target Audience:** Home Care Professionals **Credits:** Nurse

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### 9:10 a.m. Concurrent Session

- A. **Statewide Nursing Home Benchmarking Project.** *Mark Lyons, CPA, Managing Shareholder, and Jackie Jermolenko, Casey Peterson, Ltd.* Mark and Jackie will share the results of the state wide nursing home benchmark project completed in 2016. This joint project between Casey Peterson, Ltd. and South Dakota Association of Healthcare Organizations created an opportunity for nursing homes to benchmark their facilities against other facilities in the state. You will learn what benchmarks are included in the analysis, how to access information specific to your facility, and how to use the benchmark to identify opportunities for financial improvement or to assist in the overall management of your facilities. Mark and Jackie will also discuss how South Dakota facilities as a whole compare to the midwest and rest of the nation. **Target Audience:** Administrators, Trustees **Credits:** Admin
- B. **Compassionate Touch: Caregivers Workshop for Dementia Care (Continued).** *Sue Wilson, LMSW, Certified Dementia Care Consultant and Educator, 360 Elder Solutions, LLC.* **Target Audience:** General **Credits:** Admin, SW, Nurse
- C. **Critical Coaching Skills for Healthcare Managers.** *Devin Lemoine, Owner/President, SuccessLabs.* Devin will share three critical skills to be a more effective manager of people. Whether giving positive or negative feedback, these three communication techniques will make leading your team a breeze. Topics include: the importance of listening as a foundation of good coaching; the power of open ended questions to promote understanding and insight; a model for delivering constructive and positive feedback effectively. **Target Audience:** General **Credits:** Admin, SW, Nurse
- D. **Home Health CoPs: Calendar and Tools.** *Annette Lee, RN, HCS-D, COS-C, Provider Insights, Inc.* Annette will provide an overview of the new CoPs, becoming effective July 13th. We will discuss “real life” planning to ensure you are ready--including a calendar of what to do when and tools to assist you in preparation. **Target Audience:** Home Care Professionals **Credits:** Nurse

### 10:10 a.m. Break

### 10:20 a.m. Concurrent Session

- A. **Advanced Health IT: The Key to Quality and Successful Partnerships.** *Scott Code, CAST Associate Director, LeadingAge CAST.* Scott will discuss the importance of not only adopting electronic health records (EHRs) in long-term and post-acute care, but also utilizing advanced

functionalities and features these systems offer. He will touch upon the importance of using EHRs and their data in a continuous quality improvement framework, along with advanced functionalities like interoperability, clinical decision support, health information exchange, reporting, and advanced data analytics to improve care quality at the person-centered, as well as the population levels. This approach leads to improving quality within organizations and across the continuum of care when information is effectively exchanged in a timely manner. Having these capabilities, along with staff with competencies that master these tools and put them to work to improve care quality efficiently, positions providers as attractive strategic partners and referral destinations for other health care players, including hospitals, ACOs and managed care in this era of health and payment reform. **Target Audience:** Administrators, Trustees **Credits:** Admin

- B. **Helping Families Have Successful Visits.** *Sue Wilson, LMSW, Certified Dementia Care Consultant and Educator, 360 Elder Solutions, LLC.* This session is all about helping family members have positive visits and create meaningful moments when they visit their loved one who lives, with or without dementia, in your care community. Family members are often at a loss on what to expect and how to stay positively engaged with their loved one especially when language skills are diminished and the brain changes of dementia have progressed. You will leave this session with fresh approaches and activities which you can in turn share with your family members. **Target Audience:** General **Credits:** Admin, SW, Nurse
- C. **Home Health CoPs: Calendar and Tools (Continued).** *Annette Lee, RN, HCS-D, COS-C, Provider Insights, Inc.* **Target Audience:** Home Care Professionals **Credits:** Nurse

### 11:20 a.m. Break

### 11:30 am - 12:30 pm Closing Session

**Managing Your Career.** *Devin Lemoine, Owner/President, SuccessLabs.* Devin will lead a discussion to evaluate why and how you should take the time and effort to “own” your career and professional development. We will discuss how to do a better job of managing your career by building more trust and influence in the organization. We will explore what the research says about what makes people successful and promotable. Finally Devin, will share three things everyone can do to have career security. **Target Audience:** General **Credits:** Admin, SW, Nurse

*This agenda is tentative and subject to change.*

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## NURSING CONTINUING EDUCATION

**Target Audience:** This activity has been designed to meet the educational needs of nursing professionals.

**Statement of Need/Program Overview:** The SDAHO Continuing Care Conference is designed to enhance networking and educational opportunities for nursing facilities, home health and hospice organizations, including administrators, directors of nursing, nursing staff, social services, activity coordinators and home health directors and staff. The Continuing Care Conference is unique in that it allows for discussion of issues that are pertinent across the continuum of health care.

**Educational Objectives:** After completing this activity, the participant should be better able to:

- Objective #1 - Identify signs and symptoms of compassion fatigue.
- Objective #2 - Recognize roadblocks to effective self-care and identify an effective self-care plan relative to compassion fatigue.
- Objective #3 - Recognize patterns of cognitive decline in both normal aging and dementia.
- Objective #4 - Describe traditional approaches to financial capacity and the screening measures for financial exploitation.
- Objective #5 - Define and discuss the CMS Emergency Preparedness Rule including participation of long term care providers.
- Objective #6 - Define and discuss elements of the CMS Innovations Project: Targeting Resource Use Effectively.
- Objective #7 - Identify patients who would benefit from hospice referral.
- Objective #8 - Recognize opportunities to encourage conversations relative to hospice or other end-of-life care.
- Objective #9 - Obtain a basic understanding of the new regulation for conducting and documenting elements in the CMS Requirements of Participation facility assessment.
- Objective #10 - Identify methods, timelines and suggested tools to begin the RoP facility assessment process.
- Objective #11 - Describe home health face-to-face requirements.
- Objective #12 - Identify a talent strategy to complement the facility business strategy.
- Objective #13 - Describe how human touch can be used to connect and communicate with residents with varying levels of dementia.
- Objective #14 - Demonstrate how to engage a resident with mild to late stage dementia during a touch session.
- Objective #15 - Discuss new OASIS C-2, Value Based Purchasing, proposed PPS payment rule, FTF Probe and Educate ADR process.
- Objective #16 - Recognize the importance of listening skills as part of good coaching.
- Objective #17 - Identify a model for delivering constructive and positive feedback.
- Objective #18 - Describe ways to assist residents' families in positive engagement with their loved ones when language skills are diminished and dementia has progressed.
- Objective #19 - Discuss readiness and timeline for new home health Conditions of Participation.
- Objective #20 - Develop an understanding of better career management as it relates to the development of trust and influence with your employer and career security.

**Accreditation Statement:** This activity is planned and implemented by AXIS Medical Education and SDAHO. AXIS Medical Education is accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE) and the American Nurses Credentialing Center (ANCC) to provide continuing education for the health care team.

**AXIS Medical Education designates this continuing nursing education activity for 8.0 contact hours.**

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity. For information about the accreditation of this program please contact AXIS at 954-281-7524 or [info@axismeded.org](mailto:info@axismeded.org).

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Pat Schultz	<i>Nothing to Disclose</i>
Peter Lichtenberg, PhD	<i>Nothing to Disclose</i>
Craig Camidge	<i>Nothing to Disclose</i>
Dr. Barry Baines	<i>Nothing to Disclose</i>
Joanne Powell	<i>Pending</i>
Sarah Aker	<i>Pending</i>
Annette Lee, RN, MS, COS-, HCS-D	<i>Nothing to Disclose</i>
Devin Lemoine	<i>Nothing to Disclose</i>
Sue Wilson, LMW	<i>Owner, 360 Elder Solutions, LLC</i>

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner/Manager	Reported Financial Relationship
Jen Porter	<i>Ownership Interest: Johnson &amp; Johnson &amp; AstraZeneca</i>
Rhonda Christensen	<i>Nothing to Disclose</i>
Holly M. Hampe, D.Sc., MHA, MRM	<i>Nothing to Disclose</i>
Dee Morgillo, MEd, MT (ASCP), CHCP	<i>Nothing to Disclose</i>

**Disclaimer:** Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information and comparison with recommendations of other authorities.

**Americans With Disabilities Act:** In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Rhonda Christensen at 605-361-2281 before the meeting dates.

### Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by **11:59 pm CT May 31, 2017**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

# SDAHO CONTINUING CARE CONFERENCE, APRIL 26-27, 2017

## Cedar Shore, Oacoma/Chamberlain, South Dakota

Facility: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 Contact E-Mail Address: \_\_\_\_\_

**Registration Fees:**  
 \$175/person per facility  
 \$350/person Non-Members

Registration fee for the entire program (including the Wednesday Lunch and Thursday Continental Breakfast) is \$175 per person for SDAHO member facilities and \$350 per person for non SDAHO members. Please indicate in the space below your name, title and program focus area.  
 \*\*Registrations received by SDAHO prior to Friday, March 31, will be eligible to win one free registration.\*\*

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Fee: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Program Focus Area:  Administration  Nursing  
 Home Care/Hospice  Activities  
 Social Services

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Fee: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Program Focus Area:  Administration  Nursing  
 Home Care/Hospice  Activities  
 Social Services

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Fee: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Program Focus Area:  Administration  Nursing  
 Home Care/Hospice  Activities  
 Social Services

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Fee: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Program Focus Area:  Administration  Nursing  
 Home Care/Hospice  Activities  
 Social Services

Name: \_\_\_\_\_ Title: \_\_\_\_\_ Fee: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Program Focus Area:  Administration  Nursing  
 Home Care/Hospice  Activities  
 Social Services

*(Please copy form if more space is needed.)*

**EARLY BIRD DRAWING DEADLINE: MARCH 31**  
**PRE-REGISTRATION DEADLINE: APRIL 21**

**TOTAL DUE:** \_\_\_\_\_ \$ \_\_\_\_\_

Bill Facility  Check Enclosed



Registration and payment by credit card is available online at [www.sdaho.org](http://www.sdaho.org).

Phone: 605/361-2281 • Fax: 605/361-5175  
[www.sdaho.org](http://www.sdaho.org)

Please make check payable to:  
**SOUTH DAKOTA ASSOCIATION OF HEALTHCARE ORGANIZATIONS**  
 ATTN: Rhonda Christensen  
 3708 West Brooks Place, Sioux Falls, SD 57106