



2011 Winter Workshop & Legislative Luncheon

Wednesday, January 26, 2011

**Doubletree Inn Hotel—Boise Riverside
2900 Chinden Boulevard, Boise, Idaho**

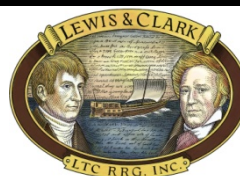
All handouts that IHCA-ICAL receives from speakers will be posted online at <http://www.ihca-ical.org> no later than Friday, January 21.

Earn Up To 6 CEUs!

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Winter Workshop—Schedule at a Glance

Wednesday, January 26, 2011										
8:00-9:00	Workshop Check-In & On-site Registration Begins and <u>EXHIBITS OPEN</u>			IMDA Business Meeting & Breakfast: What is Affecting LTC Medicine Today? (A.1) <i>Sponsored by Northwest Mobile Services</i>			Idaho DMA Exam (A.2)			
9:00-10:00	Spirituality & Practice: Resources for Your Resident's Spiritual Journey (B.1)		Learning to be Ethical in Everyday Practice: The Facts & Fiction Unraveled (B.2)		Clinical Practice Guidelines: Delirium and Acute Problematic Behavior (B.3)		Decrease Liability, Increase Revenue (B.4)		Medicaid Billing: Q & A Forum for Skilled Nursing and Intermediate Care Providers (B.5)	
10:15-11:30	General Membership Meeting & Review of Legislative Talking Points (C.1)			Mental Health Documentation in the Nursing Home (C.2)			Medicaid Billing: Q & A Forum for Assisted Living (C.3)			
10:15-11:45	Utilizing Activities for Restorative Programming (C.4)		Accurate Coding of Section K 0100 by the non-SLP professional (C.5)		MSP Billing for Home Health Agencies using PC-ACE Pro 32 (C.6)		Abnormal Signs & Symptoms (C.7)		ICD-9 Coding & Denials Management (C.8)	
12:00-1:00	Legislative Luncheon at Crystal Ballroom			Taking & Giving Credit Where Credit is Due! Luncheon at Joe's Crab Shack			Medicaid Billing for PCS and A&D Home Care Providers <i>Sponsored by HC Billing Services</i>			
1:15-2:15	Nursing Delegation—What Administrators Need to Know to Ensure Survey Compliance (D.1)		Involving Resident's in Activity Programming (D.2)	MDS 3.0 - Nutrition Care Area Assessment (CAAs) (D.3)		Sitting in the Driver's Seat—Benchmarks and Dashboards in Home Health Care (D.4)	Billing and Coding in Long-Term Care: Practical information you need to know (D.5)	Back to the Basics: Hand Hygiene and Infection Control (D.6)	When the Caring, Compassion, and Cash Don't Balance Out (D.7)	Performance Improvement Audits (D.8)
2:30-4:00	Mock Survey—Identifying & Addressing Non-Compliance Issues in Assisted Living (E.1)		Skin & Risk Assessment—The Prevention Above All Intervention (E.2)		Time Mgmt & Critical Thinking (E.3)	Billing and Coding in Long-Term Care: Billing for Complex Care, Non-Physician Providers, Hospice Care, Etc. (E.4)		Skilled Nursing Facility Survey Update (E.5)		ICF Provider Meeting (E.6)



Winter Workshop
Wednesday, January 26, 2011
Doubletree Inn Riverside
 2900 Chinden Boulevard, Boise, ID 83714-6629
 (800) 222-8733 | (208) 343-1871



Up to 6 CEUs Available!

All registration fees must be paid in full before CEU Certificates can be printed by attendees.

8:00am	
Winter Workshop Check-In & On-site Registration Begins and EXHIBITS OPEN	
<p>IMDA Business Meeting & Breakfast: What is Affecting LTC Medicine Today? <i>Sherri Brown, MD, Owyhee Health & Rehab, Canyon West Health & Rehab, President of the Idaho Medical Directors Association</i></p> <p>This business meeting and breakfast will provide a forum for discussion of the issues affecting long-term care medicine as we know. We will look at issues such as reimbursement, documentation, and healthcare reform. This is a great opportunity to share current issues you are seeing in your practice and brainstorm new ideas to address them.</p>	<p style="text-align: right;"><i>Breakfast Sponsored by Northwest Mobile Services</i></p> <p>(A.1) Medical Director</p>
<p>Idaho DMA Exam A few SNFs have recently been cited for not having a qualified dietary manager. Because the state's interpretation regarding what the qualifications must be has recently changed, this exam is a new option to become qualified. You must be pre-registered to take this exam. The cost is \$50/person. For more information, please contact Sue Linja @ 208-861-3998 or Monica Perry @ 208-890-5083</p>	<p>(A.2)</p>
9:00am-10:00am (1 CEU)	
Class Title/Topic	Track
<p>Spirituality & Practice: Resources for Your Resident's Spiritual Journey <i>Reverend Norman Shrumm, BCC, Director of Spiritual Care, XL Hospice, Inc.</i></p> <p>This session will provide insight into different ways the Activity Department can fulfill the spiritual needs of residents. This will also include a discussion of community resources and the best ways to access them.</p>	<p>(B.1) Activities</p>
<p>Learning to be Ethical in Everyday Practice: The Facts & Fiction Unraveled <i>David Snowden, LMSW, Social Services Supervisor, Onesource Home Health Care</i></p> <p>Learn to make sound and safe decisions. When it comes to ethics and compliance, the best incidents are the ones that never happen. Learning to make sound decisions is a critical step in avoiding the ethical pitfalls every professional faces on a daily basis. Discover new techniques for ensuring state, federal, and organizational compliance in your everyday ethical practice. Use this knowledge to help your clients feel more comfortable with you, while at the same time protecting yourself from a lawsuit.</p>	<p>(B.2) Home Health; Direct Care; ICF</p>
<p>Clinical Practice Guidelines: Delirium and Acute Problematic Behavior <i>Larry Banta, MD, Caldwell Care Center</i></p> <p>Problematic behavior and delirium are common in both the short-stay and long-term residential facility populations. Although disease or organ dysfunction may cause or affect behavior, disruptive or problematic behavior itself is not an illness or disease and it should not be viewed or managed as such. Using Clinical Practice Guidelines, Dr. Banta will review how to implement a systematic approach to effectively manage these symptoms & syndromes. Illustrative cases will be included.</p>	<p>(B.3) Medical Director</p>

9:00am-10:00am (1 CEU)

Class Title/Topic	Track
<p>Decrease Liability, Increase Revenue <i>Diana James, spouse currently resides in a facility; Mike Rice, son of a former AL & SNF resident; Theresa Wessels, Executive Director, Juniper Meadows; Mike Taylor, DNS, Caldwell Care Center; Mary Brown, LMSW, Caldwell Care Center</i></p> <p>Embracing, establishing, and maintaining open communication lines with residents and their families is key to defusing conflict, minimizing litigation, and results in improved customer satisfaction. This session will provide insight from the family and provider perspectives, and you will leave with a better understanding of how better customer service through empathetic, effective communication can increase your bottom line.</p>	(B.4) AL; SNF; DNS; Direct Care; Nutrition Services
<p>Medicaid Billing: Q & A Forum for Skilled Nursing and Intermediate Care Facilities <i>Sandy Dunbar, Ann Koontz, Melony Wood, and Christy Stone, all with Molina Healthcare</i></p> <p>During this session, presenters will be on hand to answer specific Medicaid billing questions for skilled nursing and intermediate care facilities.</p>	(B.5) HIM/BOM

10:15am-11:30am (1.25 CEUs)

<p>General Membership Meeting & Review of Legislative Talking Points</p>	(C.1) Administrator; Owner; DNS
<p>Mental Health Documentation in the Nursing Home <i>Larry Banta, MD, Caldwell Care Center</i></p> <p>This session will provide information to assist medical directors and attending physicians in documenting mental health issues as required by law. Dr. Banta will review five specific stages of mental health documentation: preadmission, admission, at times of cognitive/behavioral/mood changes, monitoring processes once an intervention has been implemented, and clinical & regulatory documentation necessary when residents are placed on psychoactive medications.</p>	(C.2) Medical Director
<p>Medicaid Billing: Q & A Forum for Assisted Living <i>Sandy Dunbar, Ann Koontz, Melony Wood, and Christy Stone, all with Molina Healthcare</i></p> <p>During this session, presenters will be on hand to answer specific Medicaid billing questions for assisted living providers.</p>	(C.3) Assisted Living

10:15am-11:45am (1.5 CEUs)

Class Title/Topic	Track
<p>Utilizing Activities for Restorative Programming <i>Gina M. Hofer, Certified Therapeutic Recreation Specialist, Caldwell Care Center; John Schulkins, Executive Director, Caldwell Care Center</i></p> <p>Everything restorative? Absolutely! This discussion will focus on making each and every activity offered in your community one that will maintain or improve physical functioning of residents.</p>	(C.4) Activities
<p>Accurate Coding of Section K 0100 by the non-SLP professional <i>Marcia Salovich, M.S. CCC-SLP, Rehab Manager, Boise Health & Rehab</i></p> <p>Alterations in a resident's ability to swallow can result in choking and aspiration and increase their risk for malnutrition, dehydration, and aspiration pneumonia. Eliminate your confusion on how to mark K0100 when what the resident tells you and what you observe, aren't the same. Acquire helpful hints from the SLP professional on what to look for, how to mark K0100, and when to make referrals.</p>	(C.5) Nutrition Services
<p>MSP Billing for Home Health Agencies using PC-ACE Pro 32 <i>Mairi M. Hand, Director of Billing & Operational Services, HC Billing Services Group, LLC</i></p> <p>During this session, attendees will learn how to set up PC-ACE Pro 32, enter a Home Health Final Claim, including a review of the billing codes necessary for different MSP situations, and how to troubleshoot and resubmit corrected claims.</p>	(C.6) Home Health

10:15am-11:45am (1.5 CEUs)

Class Title/Topic

Track

Abnormal Signs & Symptoms | Kerri Lindsay, RN, Staff Development Coordinator, Parke View Care Center

Many times, direct care staff are the first to notice when the behavior of a resident is altered. This session will provide a review of abnormal signs & symptoms that all direct care staff need to be aware of.

(C.7) Direct Care

ICD-9 Coding & Denials Management | Patty Brewer, RHIT, Health Information Manager, Capitol Care & Rehabilitation Center; Valerie Lynn, RHIT, Chair of Health Information Technology, ITT Technical Institute

ICD-9-CM coding is more than just selecting the correct number. Let's talk about the 2011 codes that will impact LTC. PLUS, how your denials management process can increase revenue for your facility. We will discuss how this process can be preventative and prepare your facility for Recovery Audit Contractor (RAC) and Medicaid Integrity Contractor (MIC) audits. This session will include a discussion on educating families and helping them through the Social Security Disability Determination process. This is especially important for younger residents who may not have Medicare or LTC insurance.

(C.8) HIM/BOM

Lunch Break

11:30am – 1:00pm (1 CEU) | Legislative Luncheon at Crystal Ballroom

Transportation from the Doubletree Hotel will begin at 11:30am. Lunch will be served at 12:00pm.

Transportation back to the hotel for afternoon sessions will begin promptly at 1:00pm. **\$20/person**

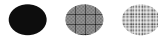
12:00pm – 1:00pm (1 CEU) | Taking & Giving Credit Where Credit is Due! Luncheon at Joe's Crab Shack (short walk across the parking lot—restaurant address is 2288 North Garden Street)

ATTENTION ACTIVITY DIRECTORS & ASSISTANTS!! Join your counterparts in a celebration of National Activity Director Month. This is also a time to welcome and congratulate 2010 graduates of the IHCA-ICAL Activity Director Training Program. Don't miss out on this great networking opportunity and celebration! **\$10/person**

Luncheon Sponsored By: DignifieDesigns

12:00pm – 1:00pm (1 CEU) | Medicaid Billing for PCS and A&D Home Care Providers | Mairi M. Hand, Director of Billing & Operational Services, HC Billing Services Group, LLC

Ms. Hand will review the Molina website claim-related navigation, how to access resources such as Authorizations and Remittances online, and entering Medicaid Secondary Payer claims online. **\$10/Person**



Luncheon Presentation Sponsored By

HC BILLING SERVICES GROUP, LLC

1:15pm-2:15pm (1 CEUs)

Class Title/Topic

Track

Nursing Delegation—What Administrators Need to Know to Ensure Survey Compliance | Becky Aubertin, RN, Administrator, Plantation Place Assisted Living

This session will provide a clearer vision of the scope of practice (role and responsibility) of the licensed nurse in assisted living. An in-depth discussion of the delegation process and the benefits/risks associated with delegation will be addressed as well.

(D.1) Assisted Living

From Ordinary to Extraordinary: Involving Resident's in Activity Programming | Kevin Vos, Event Director, Karcher Estates; Erica Critchfield, Resident Services Manager, Parke View Care & Rehab Center

Who better to rely on for activity ideas than those who will be participating? Presenters in this session will share resident-driven programs that have worked in their communities. This session will also include a discussion of interviewing techniques that effectively identify the likes and dislikes of your residents—understanding what each resident wants will determine the ultimate success of activities.

(D.2) Activities

Class Title/Topic	Track
<p>MDS 3.0 - Nutrition Care Area Assessment (CAAs) CMS does not mandate the specific process for how nursing home staff use the CAAs. Rather, staff should be “creative and experiment until they find what works most efficiently and effectively for them to achieve the desired outcome: a sound and comprehensive assessment that is used to develop an individualized plan of care for each resident.” So who completes the Nutrition CAA in your facility? If not the Dietitian, how can the Dietary Manager or MDS nurse complete the CAA so it isn’t in conflict with the information the Dietitian documents in the Nutrition Assessment? Participate in a Case Study exploring various approaches to completing the Nutrition CAA.</p>	(D.3) Nutrition Services
<p>Sitting in the Driver’s Seat—Benchmarks and Dashboards in Home Health Care <i>Katherine Jones, VP of Operations, CFO, Guardian Home Care & Hospice</i></p> <p>During this session, attendees will learn how to use benchmarks and dashboard metrics to monitor and assess the productivity of staff, referral sources, and reimbursement trends. This will also include a discussion on creating benchmarks based on national metrics and agency goals.</p>	(D.4) Home Health
<p>Billing and Coding in Long-Term Care: Practical Information You Need to Know <i>Sherri Brown, MD, Owyhee Health & Rehab, Canyon West Health & Rehab</i></p> <p>This session will review e/m documentation and Medicare guidelines, choose correct e/m level for nursing facility visit codes, list nursing home CPT code options with documentation criteria, discuss medical necessity.</p>	(D.5) Medical Director
<p>Back to the Basics: Hand Hygiene and Infection Control <i>Martha Jaworski, RN, BSN, CIC, Infection Preventionist, Saint Alphonsus Regional Medical Center</i></p> <p>This session will teach attendees about the latest and greatest in infection control when providing care such as: colostomy care, tracheotomy care, and wound care.</p>	(D.6) Direct Care
<p>When the Caring, Compassion, and Cash Don’t Balance Out <i>R. Alex Chamberlain, M. Div., Board Certified Hospital Chaplain</i></p> <p>Our resilience is stretched when we feel we don’t have the resources to fulfill our sense of mission to serve those who are vulnerable, and deserve our best. Needed programs, staffing requirements, justified raises, as well as our own sanity are all at risk! In our time together we will discuss how we can regain our perspective and professional sense of balance through the use of humor. This will include looking at the risks and benefits of using humor with co-workers; keeping a sense of humor for self-care; mental, emotional, and physical pay-offs of the creative use of humor.</p>	(D.7) ICF; SNF; DNS
<p>Performance Improvement Audits <i>Patty Brewer, RHIT, Health Information Manager, Capitol Care & Rehabilitation Center; Valerie Lynn, RHIT, Chair of Health Information Technology, ITT Technical Institute</i></p> <p>Performance Improvement Audits will positively impact your facility's bottom line if you know what to look for, and how to communicate it with staff. It's one thing to identify the issues, but we can also be part of the solutions that ensure quality care. Join us and learn how!</p>	(D.8) HIM/BOM

2:30pm-4:00pm (1.5 CEUs)

Class Title/Topic	Track
<p>Mock Survey—Identifying & Addressing Non-Compliance Issues in Assisted Living <i>Bryan Elliott, Administrator, Willow Park Assisted Living; Sherry Marshall, LPN, Director of Health Services, Willow Park Assisted Living</i></p> <p>During this session, presenters will guide attendees through a mock survey, demonstrate how surveyors will interview and observe residents, and will review Quality Assurance Checklists to help your community identify, and address non-compliance issues before they become a State Survey issue!</p>	(E.1) Assisted Living
<p>Skin & Risk Assessment—The Prevention Above All Intervention <i>Joyce Norman, BSN, CWOCN, DAPWCA, Medline Industries, Inc.</i></p> <p>This session will include a discussion of pressure ulcer prevention including: identification of risk factors, skin care & moisture management, and equipment & pressure redistribution. Ms. Norman will also address treatment options for pressure ulcers in both the home health and long term care settings.</p>	<p><i>Session Sponsored by</i> Medline Industries, Inc.</p> <p>(E.2) Home Health; SNF</p>
<p>Time Mgmt & Critical Thinking <i>Susan Lowman-Thomas, Human Resource Officer, Idaho Division of Veterans Services</i></p> <p>During this session, Susan will offer tools and tips for better time management. She will also discuss how to use critical thinking skills to improve resident care and satisfaction.</p>	(E.3) Activities; Direct Care; Nutrition Services
<p>Billing and Coding in Long-Term Care: Billing for Complex Care, Non-Physician Providers, Hospice Care, Etc. <i>Sherri Brown, MD, Owyhee Health & Rehab, Canyon West Health & Rehab</i></p> <p>Discuss provider documentation and use nursing home codes for complex patient visits, billing for hospice and non-physician providers, gang visits, incident to services, etc. Discuss fraud and abuse control initiatives in the current health care reform environment.</p>	(E.4) Medical Director
<p>Skilled Nursing Facility Survey Update <i>Debby Ransom, Chief, Bureau of Facility Standards; Loretta Todd, RN, Supervisor, LTC; Lorene Kaiser, LSW, QMRP, Supervisor, LTC; Mark Grimes, Supervisor, Facility Fire Safety and Construction</i></p> <p>This session will provide an update on current issues BFS is seeing during survey, including: use of wound clinics, electronic records, changes in the 5 Star program based on MDS 3.0, upcoming events in healthcare reform, antifreeze in sprinkler systems, fire drills, disaster preparedness, Q 5 year sprinkler investigation K-62, and changes to F518—to include armed intruder, earthquake, flooding, and power outage.. There will also be time for questions from the audience.</p>	(E.5) SNF Adm.; DNS; Nutrition Services; HIM/BOM
<p>ICF Provider Meeting <i>Ferren Weeks, Administrator, Yellowstone Group Homes, ICF Representative, IHCA-ICAL Board of Directors</i></p> <p>The agenda for this meeting includes: updates on ICF provider tax and special rates, discussion of survey trends, and Association participation. There will also be time to discuss additional topics presented by members at the meeting.</p>	(E.6) ICF