



**2011 Spring Workshop**  
**Friday, April 22, 2011**  
*Burley Best Western Inn & Convention Center*  
 800 N Overland Avenue | Burley, ID 83318-3442  
 (208) 678-3501

**Session Agenda | Earn up to 5.5 CEUs!**

Sessions at the Spring Workshop are categorized by educational “tracks”. However, all sessions are open to all attendees (unless otherwise noted). Please read the session description carefully to determine which classes are right for you.

8:00am	
<b>Spring Workshop Check-In &amp; On-site Registration Begins</b> <b>and <u>EXHIBITS OPEN</u></b>	
9:00am-10:30am (1.5 CEU)	Track
<b>HB221: The Move to Medicaid Managed Care</b>   House Bill 221 repeals the statute outlining the SNF and ICF reimbursement methodology and directs the department to present a plan for Medicaid managed care by January of next year. Presenters will discuss what is known about how the SNF and ICF rate setting process will work during the next 18 months as well as what may lie ahead in Medicaid managed care.	(A.1) Administrator/ Owner
<b>Pain—Try It, You Won't Like It</b>   <i>Cheryl Boldt RN, NHA, Senior Consultant, Maun-Lemke</i> Pain management should be an automatic empathic response for healthcare workers. We have all experienced pain, and 9 chances out of 10 we immediately seek relief when we have it. Let's see what we can do to improve the empathic attention to pain and its relief. <i>You will spend less time dealing with behavior problems, weight loss, depression, and falls if you assume pain and manage it.</i> Intense pain gets the focus, and rightly so. But what about that ongoing chronic pain most of our residents do not even realize they suffer from, and healthcare workers may not address effectively.	(A.2) All; Clinical Care Practice
<b>Top Citations in Assisted Living—Licensed Professional Nurse Responsibility Requirements</b>   <i>Becky Aubertin, RN, AL Administrator, Plantation Place Assisted Living</i> Three of the top survey citations issued in 2010 were: Current Medication Orders; Licensed Professional Nurse— visit every ninety (90) days or when there is a change in the resident’s condition; Resident Response to Medications and Therapies. Come learn best practices for meeting these regulations.	(A.3) Assisted Living
<b>Seeing Past What it Seems: Reading Other’s “Signs”</b>   <i>Troy Bell, Administrator/Owner, Quinn Meadows;</i> One of the most important aspects of our job is communicating well with residents, families, and co-workers; being in tune to the invisible signs they wear, telling us what is really going on in their life. During this session, presenters will share examples of these signs, and will give tips and ideas for responding to them in a professional and empathetic way.	(A.4) Activities; CNA/Caregiver
<b>Behavior Management: Assessment, Objectives, Interventions</b>   <i>Becky Novak, Quality Assurance Manager, Clearwater Care Centers; Jason Carlson, QIDP, Certified Behavior Interventionist, Clearwater Care Centers</i> Citations for Tag 214-Individual Program Plan are on the rise. During this session, presenters will share useful tips that will ensure the assessment, objectives, and interventions for each resident’s individual needs are in alignment resulting in better patient care and improved survey outcomes.	(A.5) MI/DD; MR/DD

9:00am-11:00am	Track
<p><b>Idaho DM Qualification Exam</b>   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. <b><i>Before registering for this test, you must submit proof of eligibility to sit for the exam. Please contact Sue Linja @ 208-861-3998 or Monica Perry @ 208-890-5083. Pre-Registration is required. The cost is \$50/person.</i></b></p>	(A.6)
10:45am-11:45am (1 CEU)	Track
<p><b>General Membership Meeting</b>   This meeting will provide an overall review of Association activities during the legislative session—what’s been done, what’s happening now, and what’s next. This is also the time that any changes to the Association Bylaws will be voted on. <b>We need every member to be involved as we move forward!</b></p>	(B.1) Administrator/ Owner
<p><b>Abnormal Signs &amp; Symptoms</b>   <i>Chuck Bosen, RN, Clinical Resource, Ensign Group</i> This session will provide a review of abnormal signs &amp; symptoms of common conditions affecting long term care residents. Chuck will also share ideas for training staff to accurately recognize abnormal signs &amp; symptoms and appropriate follow-up.</p>	(B.2) Clinical Care Practice
<p><b>Medication Management in Assisted Living</b>   <i>Toni Cantrell, PharmD, Heartland Pharmacy</i> This session will include a discussion of the components of a safe and efficient medication delivery system in assisted living. Medication errors are a common core issue deficiency. Come to this class and explore how your system could be safer and more efficient. Learn how to work with residents and families who create unsafe situations.</p>	(B.3) Assisted Living
<p><b>Calming Techniques &amp; Behavior Management for Agitated and Aggressive Residents</b>   <i>Kathy Anderson, Director, Canyon View</i> Every behavior has a purpose. Even for those with dementia and psychosis, understanding the underlying cause of the disruptive behavior can be part of the cure. Today’s medications help significantly in the management of out-of-control patients, but medications alone are not the only answer.</p>	(B.4) Activities; CNA/Caregiver; MI/DD; MR/DD
11:45-12:45 (Lunch Break)	Track
<b>LUNCH BREAK ON YOUR OWN</b>	
1:00pm-2:30pm (1.5 CEU’s)	Track
<p><b>Reimbursement in SNFs &amp; ICFs: Medicaid &amp; Special Rates Roundtable Discussion</b>   <i>Natalie Peterson, Bureau Chief, Long Term Care, Division of Medicaid; Rick Holloway, SNF Administrator, Owyhee Health &amp; Rehab, Chair, IHCA-ICAL Reimbursement Committee; Jason McArthur, CFO, Westcare Management; Dell Bell, Molina</i> This session will provide a review of Medicaid reimbursement principles, including how to determine eligibility for special rates and the application process. Presenters will also discuss how special rates will affect your facility rate in future periods; as well as what Molina requires to make a payment for a special rate.</p>	(C.1) Administrator/ Owner
<p><b>Coming to a Cross Roads: Survey Success &amp; Person Centered Care</b>   <i>Traci Treasure, MS, CPHQ, Quality Improvement Consultant, Qualis Health, Chair, IHCA-ICAL Culture Change Committee; Sue Linja, RD, LD, S&amp;S Nutrition Network, Chair, IHCA-ICAL Quality Improvement Committee</i> Person-centered care will help you improve state survey results, by individualizing care plans with the input of the whole care team as part of the new MDS 3.0 assessment, and ‘I’ care plans.</p>	(C.2) Clinical Care Practice

1:00pm-2:30pm (1.5 CEU's)	Track
<p><b>Keeping Up With Change...Are Your Policies &amp; Procedures Up-to-Date?</b>   <i>Tracy Hulse, Owner, River Rock Assisted Living; Dee Cunningham, Administrator, River Rock Assisted Living</i></p> <p>Changes to rules regarding admission agreements were implemented last year, but many ALs do not have their policies &amp; procedures updated to reflect all of these changes. Our presenters will review the rule changes and identify updates that need to be made to policies and procedures to remain in compliance with State regulations.</p>	(C.3) Assisted Living
<p><b>Your Secret to Successful Marketing—Recruiting &amp; Retaining Dedicated Volunteers</b>   <i>Sherri Ellis, Activity/Volunteer Director, Good Samaritan Society – Boise Village</i></p> <p>What's more appealing, walking into a community that is buzzing with excitement and fun, or walking into a community that is quiet and sleepy? We all know the answer! Establishing a strong network of volunteers committed to activity in your building will not only improve the quality of life for your residents, but will appeal to potential customers when they visit. During this session, attendees will be given the keys to finding and keeping great volunteers and will understand how activity programs can be effective marketing tools.</p>	(C.4) Activities
<p><b>Evenings and Weekends: Integral Times Within 24/7</b>   <i>Cheryl Boldt RN, NHA, Senior Consultant, Maun-Lemke</i></p> <p>Do you find problems waiting for you from the day or weekend before on sticky notes, voicemail and email? Are they waiting at your door to greet you in person? Healthcare is a 24/7 business. Providers are positioned to deliver an intense level of professional, quality service to their customers around the clock. Organizations may provide intense customer support during the day, Monday through Friday, but to a lesser degree after hours and on the weekends. So, are we delivering A+ service on "weekdays" and C+ after hours? After hours and weekend admissions means there are new customers, families and visitors in the facility which can make Monday morning a challenge. If every day is "Ground Hog" day, cleaning up after a busy evening or weekend, join us as we discuss what measures can be put in place to assure a great start to each day.</p>	(C.5) All
<p><b>Professional Boundaries When Working With Families</b>   <i>Mary Edgar, Ombudsman, CSI Office on Aging</i></p> <p>At times, a family with the best of intentions for their loved one, but a lack of understanding of what can and can't be done in the healthcare setting, can be the most challenging to work with. During this session, Mary will discuss resident rights and how to address sensitive subjects with the resident's family.</p>	(C.6) CNA/Caregiver
<b>2:30pm-3:00pm</b>	
<p><b>Afternoon Exhibitor Break—</b>  <b>All drawings will take place at 2:45pm in the registration area</b>  <b><i>Must be present to win!</i></b></p>	

3:00pm-4:30pm (1.5 CEU's)	Track
<p><b>ICF Provider Meeting</b>   <i>Ferren Weeks, Administrator, Yellowstone Group Homes, ICF Representative, IHCA-ICAL Board of Directors</i></p> <p>This meeting will include a discussion of the issues affecting Intermediate Care Facilities, including the provider assessment and other reimbursement issues.</p>	(D.1) ICF
<p><b>Continued...Coming to a Cross Roads: Census &amp; Person Centered Care</b>   <i>Traci Treasure, MS, CPHQ, Quality Improvement Consultant, Qualis Health; Judy Kurki-Coleman, SNF Administrator, Orchards Rehab &amp; Care Center</i></p> <p>What kind of SNF always has a full census and a waiting list? Catch the vision of what people and processes are like in person-centered care. It's not about the physical plant; it is about the people. How you deliver what your customer really wants—individualized, person-directed, reliable care in a manner that fully respects the resident as a whole person, and allows him/her to determine their own schedule, activities, meals, caregivers, and actively participate in their care to meet their goals.</p>	(D.2) Clinical Care Practice
<p><b>Top Citations in Assisted Living—Develop and Implement Negotiated Service Agreement</b>   <i>Cathy Lynch, Administrator, Cedar Draw Living Center</i></p> <p>Use of Negotiated Service Agreement was one of the most frequently tagged citations in 2010. During this session, attendees will learn how to properly develop and implement an NSA that includes all of the key elements required by the regulation for every resident.</p>	(D.3) Assisted Living
<p><b>When Words are Not Enough: Keeping the Calm with Diversional Activities</b>   <i>Gina Decker, CTRS, Emmett Care &amp; Rehab; Sherri Ellis, Activity/Volunteer Director, Good Samaritan Society – Boise Village;</i></p> <p>This session will include a discussion of appropriate diversional activities, hands-on “Diversional Activity Zones”, and an activity idea swap. Come prepared to share your ideas.</p>	(D.4) Activities
<p><b>Taking on "Trauma Queens and Time Wasters"</b>   <i>Cheryl Boldt RN, NHA, Senior Consultant, Maun-Lemke</i></p> <p>There are a limited number of hours in a workday. How much time does your team waste related to poor start up behavior, "chasing your tail" communication, and dealing ineffectively with problems that keep coming back to haunt you. "Trauma Queens" love to create and live in chaos and are experts at finding problems with no mention of possible solutions. "Time Wasters" spend time and energy on many things other than the work at hand. These types of individuals erode your organization's productivity, customer base, and morale. Come learn how to implement proven practices that will help move your Healthcare Organization from chaos to collaboration!</p>	(D.5) All; Administrator/Owner
<p><b>Because of Me, My Community is a Better Place to Live!</b>   <i>Sheri Rogers, RN, Vice President, Western Health Care Corporation; Delta Holloway, RN, COO, Western Health Care Corporation</i></p> <p>This session will highlight the important work that you do as caregivers on a daily basis. You will leave this session energized, appreciated, and ready to face another day. This fun, interactive class will also discuss specific ideas of how you can improve your performance.</p>	(D.6) CNA/Caregiver