



## ***Imagine...***

truly understanding what the future holds for our elders, and learning how to create that future in your agency or facility.

## ***Imagine...***

rising above “we’ve always done it this way” to create a way that’s never been done.

## ***Imagine...***

building a work environment that keeps staff fulfilled both personally and professionally so they do not want to leave.

## ***Imagine...***

actualizing a person-centered culture across the aging services continuum to allow our elders to lead fulfilling lives.

***Imagine all these concepts becoming realities...let us show you how!***

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# Plan to Attend

## Who Should Attend?

Each health care professional in Montana plays an important role in determining and improving the health of our state. This year's conference has sessions to address the educational needs and current issues of all extended care staff--administrators, directors, department managers, home health and hospice specialists, dietary and activity professionals; we've also included a special CNA track. Many sessions have been designed to address specific disciplines, or you may choose your own course track!

## Vendor Fair

Make the most of your valuable time by attending the Vendor Fair! Plan your schedule to allow time in the fair where you'll find a range of products and services that can enhance patient and resident care, cut costs, and increase revenue. Please take a moment to visit exhibitors and thank them for their support.

## Conference Headquarters

All functions will be held at the Best Western Heritage Inn in Great Falls.

**Best Western Heritage Inn** (406) 761-1900

**1700 Fox Farm Rd.**

**Great Falls, MT**

[www.bestwestern.com/prop\\_27029](http://www.bestwestern.com/prop_27029)

## Lodging

You must make your own hotel arrangements. We have arranged for a block of rooms at the headquarters hotel, the Best Western Heritage Inn. Please mention you are participating in the **MHA Spring Conference** to receive the special rate.

**Best Western Heritage Inn** (406) 761-1900

## On-Site Registration

On-site **registration** and **name badges** for participants will be available on Wednesday, March 29 and Thursday, March 30 (until noon). Registration will be in the Convention Center of the Best Western Heritage Inn.

## Continuing Education

MHA has applied for continuing education credits from the following organization:

- Montana Board of Nursing Home Administrators

All other disciplines may apply on an individual basis with the appropriate accreditation organization. Although we cannot guarantee other accreditation, those sessions approved by the above organizations usually qualify for other educational credits. All participants will receive a certificate of attendance on-site.

**Certificates will not be available after the conference.** It is the participant's responsibility to pick one up at the registration desk before leaving the conference.

## Conference Program

The conference booklet, which will be available upon check-in at the MHA Registration Desk, will provide a complete location guide to workshops and conference events. The program contains meeting room information, all evaluations, speaker information, exhibitor information, and blank pages for taking notes.

## Electronic Handouts

Paper handouts **will not** be available at the conference. Visit MHA's website 10 days prior to the conference to download/print your handouts. Adobe Acrobat Reader (free software) is required to view/print the handouts. [www.mtha.org](http://www.mtha.org)

## LTC Nurses' Luncheon

Kick off the conference with lunch and a chance to compare stories with fellow DONs. Pat Boyer will facilitate discussion.

Registration required.

Ticket price: \$10, includes lunch.

# Schedule of Events

## **Wednesday, March 29**

**10:30 am.....Registration Opens**  
**1:30 pm - 3:00 pm.....Education Session A**  
**3:30 pm - 5:00 pm.....Education Session B**  
**5:00 pm - 6:00 pm..... Welcome Reception**  
**6:00 pm..... Registration closes**  
**6:00 pm.....Dinner on your own**

## **Thursday, March 30**

**7:30 am .....Registration Open**  
**8:30 am - 10 am .....Education Session C**  
**10:30 am - 12:00 pm.....Keynote Session**  
**12:00 pm - 1:45 pm .....Conference Luncheon**  
**1:45 pm - 3:15 pm .....Education Session D**  
**3:30 pm - 5:00 pm.....Education Session E**  
**5:00 pm - 6:30 pm ..... Vendor Fair & Reception**  
**6:30 pm.....Dinner on your own**

## **Friday, March 31**

**8:30 am - 10:00 am .....Education Session F**  
**10:30 am - 12:00 pm.....Education Session G**  
**Noon.....Conference Adjourns**

All breakfasts and dinners are on your own.  
Lunch will be provided on Thursday, March 30.

## **Wednesday Evening Welcome Reception**

Join colleagues from across the state, exhibitors and presenters for light hors d'oeuvres and a no-host bar from 5:00 - 6:00 pm in the Convention Area of the Hotel.

## **Thursday Conference Luncheon**

Recharge after your morning sessions; lunch is on us! Join other attendees and vendors for lunch in the Convention Area.

## **Thursday Evening Vendor Fair & Reception**

After a long day of conference activities, relax with light hors d'oeuvres and a no-host bar, from 5:00 - 6:30 pm. This is a great chance for you to visit with vendors and chat with other attendees. We'll have door prizes and the grand prize drawing - you must be present to win!

**Download your handouts from  
the MHA website starting 10  
days prior to the Conference!  
Handouts will not be provided  
at the Conference  
[www.mtha.org](http://www.mtha.org)**

# Registration Information

## ***Mail-in Registration***

***Every participant must complete a Registration Form.***

Provide all items as requested. Please be sure all information is legible, accurate and complete. Name badges will be printed from the information on this form. Additional copies of the brochure or registration form can be downloaded directly off MHA's website at [www.mtha.org](http://www.mtha.org). Photocopies of the registration form will also be accepted.

***Select the workshops and sessions you will be attending.***

If you plan on attending a multi-part session, be sure to select that workshop in every session block. If you do not pre-register for a workshop, you may be denied access if the workshop is full.

***Subtotal your fees in the specified box on Page 2 of the registration form.***

***Turn completed registration form (or online registration confirmation) in to your facility's Administration office.***

Forms may also be mailed or faxed directly to MHA. Check with your administrator for details on how your organization is handling registration.

## ***Facility Contact Person***

If you wish to use a "Batch Report" (summary of your facility's registration), you may download a copy from the MHA website, [www.mtha.org](http://www.mtha.org).

## ***Cancellation Policy***

Cancellations and requests for refunds ***must be made in writing*** and received at the MHA office by 5 pm on March 22. All refunds will be made after the conference, less a \$15 per person processing fee (\$100 if the entire facility cancels). All cancellations must be in writing and received by fax or regular mail. ***Email and telephone cancellations will not be accepted.*** Cancellations received after March 22 will not be refunded.

## ***Online Registration***

***You can register online at [www.mtha.org](http://www.mtha.org).***

If you register online, please do not submit a hard copy. To register online, you must use a User Name and Password: your facility's contact person will provide this information to you.

***The facility's contact person should complete the "Request for User Name and Password" form (pages 15-16, or download from the MHA website, [www.mtha.org](http://www.mtha.org)).*** The form must be signed by the person who has the authority to approve the online registration(s), which are linked to the facility's user name and password.

***Submit the completed request forms to MHA.***

Fax: 406-443-3894. After your request has been received, a User Name and Password will be assigned to your facility's contact person.

## ***Per Person Fee***

All convention registrants will be charged a mandatory \$60 fee, whether attending one or all three days. This fee is in addition to the base registration fee and will not be waived, nor will credit be given for partial attendance.

## ***Registration Deadline: March 15, 2006***

After March 15, higher fees apply. Registrations must be postmarked by or received on March 15. Sorry, no exceptions.

***Telephone registrations will not be accepted.***

Conference materials will not be pre-mailed; you or your facility contact will receive a confirmation email/fax acknowledging that your registration for your facility was received in the MHA office. Name badges, event confirmation sheets and a complete conference booklet will be available on-site at the MHA Registration Desk.



## **MHA Website**

<http://www.mtha.org>

Download additional conference brochures and registration forms. To request a user name and password for online registration, complete the request form enclosed in the brochure. Extra request forms can be obtained online.

Download and print copies of your session materials from the MHA website. Paper handouts will **NOT** be distributed at the conference.

Materials will be posted on MHA's website starting 10 days before the conference.

## **MHA Office**

**Phone: (406) 442-1911**

**Fax: (406) 443-3894**

**P.O. Box 5119**

**Helena, MT**

**59604-5119**

Questions?

Contact Gayle Carpenter at (406) 442-1911.

## **Registration Deadline**

**March 15, 2006**

Registrations must be postmarked by or received on March 15. After March 15, higher fees apply.

## **Cancellation Deadline**

**March 22, 2006**

Cancellations must be made in writing and received at the MHA office by 5 pm on March 22. Cancellations must be submitted by fax or regular mail. Cancellations received after March 22 will not be refunded.

## **Refunds**

All refunds will be made after the conference, less a \$15 per person processing fee (\$100 per facility).

## **Call for Posters**

Culture Change in Long Term Care has already been happening right here in Montana! Culture change can happen as a result of system or process improvements. Share your ideas and plans for Culture Change with your peers and learn from others as you participate in the **Culture Change Poster Session.**

If you have had success implementing an innovative approach to changing the culture in your facility or of having made a valuable process improvement, you are invited to share it with others by bringing a poster that displays this success to the conference.

Facilities may bring posters for up to 2 subjects. Posters should be mounted on a display board that sits/stands on a table. Posters may not be larger than 3 feet wide. Tables will be provided. Please plan to be by your poster during the March 30<sup>th</sup> Thursday Conference Luncheon, 12:00 – 1:45, so attendees with questions on your poster will have an opportunity to discuss them with you.

To ensure adequate space, facilities are asked to notify MHA by 5 pm on March 1<sup>st</sup> with the topic and number of posters they will be bringing.

# Featured Speakers

## Patricia J. Boyer



Patricia J. Boyer, MSM, RN, NHA and President of Boyer & Associates, LLC, has more than 30 years of professional health industry experience. Her areas of expertise include long-term care and sub-acute operations, state and federal compliance programs, and performance improvement process development.

Prior to founding Boyer & Associates, Pat was an Operations Consultant for BDO Healthcare Group, LLC. Pat also worked for a national nursing home company, where her roles included director of nursing services, administrator, quality improvement specialist and director of regulatory compliance. In these roles, Pat used the Resident Assessment Instrument (RAI) to improve survey outcomes and facility processes. She has extensive experience in evaluating facility processes, documentation systems, and developing performance improvement plans to improve efficiency and effectiveness of facility systems. Pat has conducted numerous workshops on related topics at the national, state, and local levels. Her recent experience includes conducting RUGs-based Medicare and Medicaid operational assessments in nursing facilities.

## Erin Bonitto



Described as a “rare find” and “a breath of fresh air,” Erin Bonitto, M.S., A.D.C., is a nationally-recognized speaker, educator, and consultant who delights audiences with ideas that actually work in the real world. Erin’s career began at age 16 in the dish-room of a local nursing home — but her expertise has expanded to include resident quality of life, Alzheimer’s programming, cultural change, and promoting a positive image of long-term care and assisted living. Erin’s award-winning resident programs have been featured by numerous newspapers and television newscasts, and she has earned a Master’s Degree in Gerontology. Long-term care professionals from all backgrounds — in more than 40 states — have praised Erin’s down-to-earth style and uplifting, real-life stories.

## Bill Lutz



William R. Lutz is Vice President of Optimum Solutions & Strategies, Inc. The mission of Optimum Solutions is to jumpstart a culture change in residential healthcare communities through grass-roots changes in foodservice. A simple touch, such as coursed plate presentation enhances the dining experience of every resident. Quality of life is greatly increased merely by offering a tableside menu choice. Bill and his team provide consultation and expertise on implementing a compliant foodservice system that borrows ideas and methods from the restaurant industry. The result is savings in labor and food cost, vastly improved food preparation, and more satisfied customers.

Before founding Optimum Solutions in 1997, Bill owned and operated several fine-dining restaurants in Columbus, Ohio. Grand Vu Visionary Cuisine, in Grandview Heights, won critical acclaim from the local media, consistently being named “Four-Star,” and among the “Top Ten” in central Ohio. Bill has been involved in the restaurant industry since 1979. In July 2005, Maurice’s Bistro, a restaurant developed and installed inside the Marian Estates Retirement Community in Sublimity, Oregon, was given the highest honor of “Four Forks” by the food critic from the Statesman Journal.

Bill educates residential healthcare practitioners by presenting various seminars, cooking demonstrations and workshops across the country. Recently, Bill has spoken at many state affiliates of the American Health Care Association, the National Center for Assisted Living, the Pioneer Network, Eden Alternative, and other CEU-accredited venues. “Real Food for Real People,” and “Compliance vs. P.P.D. – Without the Aspirin” speak to the need for practical improvement in dietary services, and how to enhance foodservice through restaurant-style service, methodology and execution. Additionally, Bill lectures quarterly at the Fisher College of Business “Core of Knowledge” administrator training program, at The Ohio State University. Bill has also been quoted and published in American Living Success, Provider and Contemporary Long Term Care.

## ***Anna Ortigara***



Anna Ortigara, RN, MS, FAAN, has focused her practice in the field of gerontology and Alzheimer's disease for the past 26 years. She has worked with older adults in nursing homes, sub-acute care, adult day care, acute care, and home care settings. Anna served as the Associate

Director of Long Term Care Accreditation for the JCAHO, was the Director of Residential Care Services for the Rush Alzheimer's Disease Center at Rush University Medical Center in Chicago, and is currently the V.P. of Campaign for Cultural Transformation at Life Services Network, Hinsdale, IL. She is a Fellow of the American Academy of Nursing, an Associate Editor of Alzheimer's Care Quarterly, the primary author of LEAP for the 21<sup>st</sup> Century LTC Workforce.

## ***Kim Gibbs***



Motivated by a passion for bringing out the very best in others, Kim Gibbs founded Window of Opportunity Seminars in 1998 and has been living her dream ever since. Applying her insights from business, sales, athletics, and parenting, Kim presents high-energy

keynotes and seminars that inspire and entertain her audiences.

Kim's sparkling enthusiasm, humor, and flair for storytelling make her programs unforgettable. Using everything from PVC pipe to hoola hoops, Kim facilitates interactive seminars on the power of vision, teambuilding, effective communication, positive perspective, professional performance and dialogue, stress management, and employee retention.

Kim was born and raised in Chicago, Illinois and earned her Bachelor of Science degree in Communication from Utah State University in 1978. She has lived in Montana since 1987 and is a member of the Montana Speakers Network. A current resident of Stevensville, Kim and her husband Brad have 3 grown children: Tacey, Taury and Tieg. She loves to golf, ride horses and play bluegrass guitar.

## ***Robyn Stone***



Robyn I. Stone, Dr.P.H., a noted researcher and internationally recognized authority on long-term care and aging policy, is the executive director of the Institute for the Future of Aging Services (IFAS) at the American Association of Homes

and Services for the Aging in Washington, DC. Since she started IFAS six years ago, she has developed and directed a number of national programs including the Center for Medicare Education, the Better Jobs Better Care National Program (funded by the Robert Wood Johnson Foundation and Atlantic Philanthropies), and the National Initiative to Link Affordable Senior Housing with Health and Supportive Services (funded by the U.S. Department of Health and Human Services, the U.S. Department of Housing and Urban Development and the McGregor Foundation).

Dr. Stone has held senior research and policy positions in both the U.S. government and the private sector. She was a political appointee in the Clinton Administration, serving in the U.S. Department of Health and Human Services as Deputy Assistant Secretary for Disability, Aging and Long-term Care Policy from 1993 through 1996 and as Assistant Secretary for Aging in 1997. She has been a senior researcher at the National Center for Health Services Research (currently the Agency for Healthcare Research and Quality), Project Hope's Center for Health Affairs, and Georgetown University. Dr. Stone has been on the staff of two important national task forces, the 1989 Bipartisan Commission on Comprehensive Health Care (the Pepper Commission) and the 1993 Clinton Administration Task Force on Health Care Reform.

Dr. Stone is a distinguished speaker and has been published widely in the areas of long-term care policy and quality, chronic care for the disabled, workforce development and family caregiving. She serves on numerous provider and non-profit boards that focus on aging issues. Her doctorate in public health is from the University of California, Berkeley.

# Select Your Track

## **Activities/Social Services (ACT)**

**A1:** Effective Communication – I Hear You Loud and Clear!

**B6:** Movement, Writing and Healing Workshop

**C11:** Activity Circle/Regulatory Update

**D22:** “Almost Home” Video/Discussion (1)

**E28:** “Almost Home” Video/Discussion (2)

**F29:** Cultural Transformation in LTC: Getting to the Heart of Person- Centered Care

## **Administrators & Nurse Leaders**

### **(ADM) (DON)**

**A2:** RUG Refinement – Positioning Your Facility for Financial and Clinical Success (1)

**B7:** RUG Refinement - Positioning Your Facility for Financial and Clinical Success (2)

**C12:** Survey Readiness: New Regulatory Guidelines – What to Expect

**D16:** Workforce Culture Change

**D17:** Pharmacy Regulations Update

**E23:** Cultural Transformation in LTC: Getting to the Heart of Person-Centered Care

**F30:** Survey Issues Forum (1)

**G36:** Survey Issues Forum (2)

## **Assisted Living (AL)**

**A1:** Effective Communication – I Hear You Loud and Clear!

**B8:** Do You Know It When You See It?

**C14:** Real Food for Real People

**C15:** Update on End-of-Life Issues

**E26:** Geriatric Medication Update

**F31:** ALF Regulatory/Category C Update (1)

**G35:** ALF Regulatory/Medication Aide (2)

## **Certified Nurse Aides (CNA)**

**A3:** You Are Not Alone

**B9:** Effective Communication – I Hear You Loud and Clear! (repeat of A1)

**C13:** The Heart of Person-Centered Care: Celebrating Nursing Assistants

**D18:** Head, Hands & Heart -Tips for Communication & Customer Service with Elders (1)

**E24:** Head, Hands & Heart -Tips for Communication & Customer Service with Elders (2)

**F32:** CNA Circle

**G34:** Support for Care Givers

## **Dietary Managers (D)**

**A4:** State & Federal Dietary Regulations

**B9:** Effective Communication – I Hear You Loud and Clear! (repeat of A1)

**C14:** Real Food for Real People – Restaurant Quality Foodservice in AL and LTC

**D19:** Compliance vs. PPD in Foodservice....Without Aspirin

**E25:** Dietary Panel & Circle

**F29:** Cultural Transformation in LTC: Getting to the Heart of Person- Centered Care

## **Home Health (HH)**

**A1:** Effective Communication - I Hear You Loud and Clear!

**B10:** Medicare Part D

**C15:** Update on End-of-Life Issues

**Lunch Meeting:** Home Health Circle (p.11)

**D20:** Cahaba & Home Health

**E26:** Geriatric Medication Update

**F33:** Assessment and Management of Dyspnea at End-of -life

**G34:** Support for Care Givers

## **Hospice/Palliative Care (HSP) (PC)**

**A5:** Hospice Circle

**B6:** Movement, Writing and Healing Workshop

**B10:** Medicare Part D

**C15:** Update on End-of-Life Issues

**D21:** Palliative Care Circle

**E26:** Geriatric Medication Update

**E27:** Cahaba & Hospice

**F33:** Assessment and Management of Dyspnea at End-of -life

**G34:** Support for Care Givers

## **All Disciplines (MISC)**

**A1:** Effective Communication – I Hear You Loud and Clear!

**B8:** Do You Know It When You See It?

**B9:** Effective Communication – I Hear You Loud and Clear! (repeat of A1)

**B10:** Medicare Part D

**D22:** “Almost Home” Video/Discussion (1)

**E26:** Geriatric Medication Update

**E28:** “Almost Home” Video/Discussion (2)

**F29:** Cultural Transformation in LTC: Getting to the Heart of Person- Centered Care

**F33:** Assessment and Management of Dyspnea at End-of -life

# Session A: Wednesday

## **A1 EFFECTIVE COMMUNICATION – I HEAR YOU LOUD AND CLEAR!**

**1:30 - 3:00**     **KIM GIBBS**  
**AUDIENCE: (ACT) (HH) (MISC)**

Misunderstandings and hurt feelings are age-old problems in the workplace that lead to bickering, downtime, and ineffectiveness. Maximize customer service, establish rapport with both co-workers and clients, and smooth ruffled feathers by:

- Using the three elements of communication to your best advantage
- Utilizing the three styles of communication to break down barriers
- Respecting the differences in communication styles between men and women
- Applying these different styles to enhance the workplace
- There will also be a special section on Transformational Vocabulary and Empowering Questions!

## **A2 RUG REFINEMENT: POSITIONING YOUR FACILITY FOR FINANCIAL AND CLINICAL SUCCESS**

**1:30 - 3:00 (PART 1 OF 2; SEE B7)**     **PAT BOYER**  
**AUDIENCE: (ADM) (DON)**

Mastering the “ins and outs” of managing effectively in the refined Medicare RUG environment will be challenging for even the most seasoned facilities. This session will take away the mystique of CMS’s Final Rule. Beginning with a targeted review of the revised RUG 53 Group classification system, this workshop will enhance the knowledge level of participants by examining clinical system changes. In addition, effective RUG management strategies such as care mapping and use of the nine new categories will be described in detail. “Take aways” from the session will include RUG Refinement Tips and Audit Tools. It is recommended that you attend both sessions.

At the completion of this session participants should be able to:

- Describe the three technical components of the RUG classification system.
- Determine a strategically set ARD in the RUG refined environment to reflect the clinical status of the resident.
- Select residents who would be clinically appropriate for one or more of the new categories.
- Explain the financial and clinical implications of the new categories.
- Recall clinical system changes resulting from the RUG refinement Final Rule.
- Utilize the Audit Tool to oversee key RUG refined operational systems/processes.

## **A3 YOU ARE NOT ALONE**

**1:30 - 3:00**     **LADAWN WHITESIDE**  
**AUDIENCE: (CNA)**

As part of the CNA Track, this session will cover:

- What the federal regulations require of nursing homes
- The roles we all play in preventing elder abuse
- An allegation has been made against me, now what do I do?
- My relationship with my employer, what they can and can’t do to me
- Personal experiences

## **A4 STATE & FEDERAL DIETARY REGULATIONS**

**1:30 - 3:00**     **RON BROOK**  
**AUDIENCE: (D)**

Did you know that F371 is THE most frequently cited survey tag for nursing homes in the state of Montana? In the Medicare regulations for Skilled Nursing Facilities, 483.35(h) Dietary Services (Sanitary Conditions) is the primary culprit for these deficiencies. If you’ve ever seen these words on your state survey’s 2567 form, “Facility failed to store, prepare, and distribute food under sanitary conditions” (or other Dietary citations), this session is for you. Staff from DPHHS’ Certification Bureau will provide an overview of the subjects that you really need to know and do to maintain compliance in this complex service. From federal to state regulations, and air gaps to cleaning schedules, learn how to leave this tag off your next survey!

## **A5 HOSPICE CIRCLE**

**1:30 - 3:00**  
**AUDIENCE: (HSP)**

This session provides the always-in-demand opportunity to meet with your peers from across the state and get to the heart of what really matters to you as providers. Initiate or revisit your best support system, bring forward your concerns, help problem solve your issues with each other. Identify educational needs, receive updates on goings-on, find out what you’ve yet to discover. Take a breather and laugh (or commiserate) with your friends. After all, that’s a big reason why you’re here!

## **Wednesday Evening Welcome Reception**

Join fellow attendees and presenters in the Convention Center for snacks and a no-host bar. A relaxing stroll around the garden of the French Quarter Area is a perfect way to end your day!

# Session B: Wednesday

## **B6 MOVEMENT, WRITING AND HEALING WORKSHOP**

3:30 - 5:00

LORI MITCHELL

AUDIENCE: (ACT) (HSP)

"In order to optimize healing for individuals in our stressed and fragmented healthcare system, it is necessary to provide a means of integration and self-care." This workshop, for healthcare providers and people facing illness and loss, will introduce participants to a variety of writing, relaxation and physical expression techniques, shown to help people cope with stress. No experience necessary!

## **B7 RUG REFINEMENT: POSITIONING YOUR FACILITY FOR FINANCIAL AND CLINICAL SUCCESS**

3:30 - 5:00

(PART 2 OF 2; SEE A2)

PAT BOYER

AUDIENCE: (ADM) (DON)

Continuation of Session A2. It is recommended that you attend both sessions. Mastering the "ins and outs" of managing effectively in the refined Medicare RUG environment will be challenging for even the most seasoned facilities. This session will take away the mystique of CMS's Final Rule. Beginning with a targeted review of the revised RUG 53 Group classification system, this workshop will enhance the knowledge level of participants by examining clinical system changes. In addition, effective RUG management strategies such as care mapping and use of the nine new categories will be described in detail. "Take aways" from the session will include RUG Refinement Tips and Audit Tools.

## **B8 DO YOU KNOW IT WHEN YOU SEE IT?**

3:30 - 5:00

LADAWN WHITESIDE

AUDIENCE: (AL) (MISC)

This session is open to all disciplines and will cover:

- The definitions of abuse
- Universal knowledge of abuse statistics
- Indicators of abuse
- Abuse prevention strategies
- Management's roles and responsibilities

## **B9 EFFECTIVE COMMUNICATION –**

### **I HEAR YOU LOUD AND CLEAR! (REPEAT OF A1)**

3:30 - 5:00

KIM GIBBS

AUDIENCE: (D) (CNA) (MISC)

Misunderstandings and hurt feelings are age-old problems in the workplace that lead to bickering, downtime, and ineffectiveness. Maximize customer service, establish rapport with both co-workers and clients, and smooth ruffled feathers by:

- Using the three elements of communication to your best advantage
- Utilizing the three styles of communication to break down barriers
- Respecting the differences in communication styles between men and women

- Applying these different styles to enhance the workplace
- There will also be a special section on Transformational Vocabulary and Empowering Questions!

## **B10 MEDICARE PART D**

3:30 - 5:00

BLAIR WILLIAMS

AUDIENCE: (HH) (HSP) (MISC)

Have you had to try to navigate the maze of the new Medicare Prescription Drug Benefit for your patients yet? Although there is a way through to the other side, it is difficult to believe at first (or even second or third) glance into this complicated concept. Let Blair Williams, from the Montana Medicare Access Network, show you how it works, how you can help the people you serve get to where they need to be, and answer your questions in the process.

## **Coming up on Thursday.....**

### **KEYNOTE:**

### **"CULTURE CHANGE & WORKFORCE RETENTION STRATEGIES"**

**THURSDAY 10:30 - 12:00**

**ROBYN STONE, DR. PH**

**AUDIENCE: (ALL)**



Dr. Robyn Stone, Dr. P.H., is the executive director of the Institute for the Future of Aging Services (IFAS), which is housed within the American Association of Homes and Services for the Aging (AAHSA). IFAS bridges the worlds of research, practice and policy to advance the development of high-quality aging services, and serves as the National Program Office for the Better Jobs, Better Care program (supported by The Robert Wood Johnson Foundation and The Atlantic Philanthropies). Dr. Stone knows definitively why there is so much turnover in aging services, how much it costs, and what the consequences are—it's so much more than just losing an employee. Take advantage of this dynamic speaker's vast body of knowledge, and learn how you might begin to minimize the trickle (or exodus?) of staff from your organization.

### **THURSDAY LUNCHEON**

Following the Conference Keynote, join your fellow attendees in the Convention Center for lunch on us!

# Session C: Thursday

## **C11 ACTIVITY CIRCLE/REGULATORY UPDATE**

**8:30 - 10:00**

**ERIN BONITTO**

**AUDIENCE: (ACT)**

Erin Bonitto will facilitate a lively, interactive discussion among your colleagues in the Activities world. What do you do that works in your facility? Are you stumped in the middle of a problem and need some input? What about all this culture change stuff?? Who's implemented, and how/what/why does it work?? The possibilities are endless, and Erin looks forward to hearing about what's happening in your shop. Erin will also provide an overview of the regulatory changes to the activity F tags.

## **C12 SURVEY READINESS: NEW REGULATORY GUIDELINES... WHAT TO EXPECT**

**8:30 - 10:00**

**PAT BOYER**

**AUDIENCE: (ADM) (DON)**

New interpretive guidelines have caused facilities to reevaluate their internal systems to ensure compliance and readiness for survey. These regulatory changes including pressure sore management, incontinence care and Medical Director requirements will be discussed. In addition, this workshop will review the new immunization requirements, posting of nurse staff information and pending changes in activities, psychosocial outcomes, quality assessment and Life Safety requirements. The Quality Indicator survey pilot will be reviewed as well as an update on the new guidance for enforcement of past non-compliance.

At the conclusion of this session, participants should be able to:

- Identify the new regulatory guidelines in effect for the skilled nursing facility
- Discuss pending guidelines and the timeline for implementation
- Discuss enforcement remedies for past noncompliance
- Describe the new Quality Indicator survey process

## **C13 THE HEART OF PERSON-CENTERED CARE: CELEBRATING NURSING ASSISTANTS**

**8:30 - 10:00**

**ANNA ORTIGARA**

**AUDIENCE: (CNA)**

At the heart of care is a relationship. As we strive to create care that is person-centered it is key to remember that well-being grows out of the relationship of care. This session will identify essential aspects of personhood and human relationships. It will also celebrate and acknowledge certified nursing assistants as the heart of person-centered care. Examples and scenarios will be discussed to see the application of these ideas to real world care settings that successfully support residents.

The participant will:

- Discuss the key elements of human relationships
- Review the role of Certified Nursing Assistants in person-centered care
- Identify the essential aspects of personhood
- Discuss 4 aspects of the new culture of care

## **C14 REAL FOOD FOR REAL PEOPLE: RESTAURANT QUALITY FOODSERVICE IN ASSISTED LIVING AND LONG TERM CARE**

**8:30 - 10:00**

**BILL LUTZ**

**AUDIENCE: (D) (AL)**

Dining is an anticipated event, and constant topic of conversation among your residents. The Dietary Department is one of the largest cost centers of your facility, and is one of the most difficult areas to achieve customer satisfaction.

- How can you improve the quality and presentation of your menu items while keeping costs low?
- How do you know how much food to prepare while responding to the variety and choices that your residents want each day?
- How do you convince your nursing staff to improve their care giving and service methods without making them feel like waiters and waitresses?

Using retail restaurant methods in your dietary department will allow you to increase menu choices, improve food and service quality and streamline your food and labor costs. We will discuss how to make the transition from traditional tray-line or steam table execution to restaurant style line execution. Using new technologies, better labor management and more accurate food accounting systems will improve the efficiency of your staff and have them all running in the same direction. When your staff can focus more on the customer, the residents will get the choices they want, the care they need, and the respect and hospitality they deserve. The result is customer satisfaction!

## **C15 UPDATE ON END OF LIFE ISSUES**

**8:30 - 10:00**

**KATHRYN BORGENT**

**AUDIENCE: (PC) (AL) (HSP) (HH)**

This interactive discussion will focus on the latest concerns for end-of-life care. Content covered will include palliative sedation, various available advance directives, and current medical and legislative issues about pain management. A representative from the Attorney General's office will also join us to review the new, statewide advance directive repository.

## **HOME HEALTH CIRCLE**

**12:30 - 1:45**

**AUDIENCE: (HH)**

The meeting you've all been waiting for! We're going to do this during the lunch break on Thursday, in an effort to avoid the 'ol Home Health/Hospice "I can't be in two places at once!" thing. Bring in what's been keeping you awake at night, thoughts about what you'd like to see at Annual Convention in September, questions for issues that haven't been answered (or maybe answers for others' questions), etc. Your HH Chair will run the meeting, but you'll also have time to greet old friends and meet some new ones. Hope to see you there!

# Session D: Thursday

## **D16 WORKFORCE CULTURE CHANGE**

1:45 - 3:15

ROBYN STONE

AUDIENCE: (ADM)

You've heard what your workforce wants; do you really need to bother, and why? How do you actually provide it to them? What are the key changes that need to occur in your facility to start the wheels turning, and what are the most effective ways to get them going? Should you perhaps think about changing the way YOU & other leaders interact with staff, coworkers, and residents?? The implications of not understanding and implementing a transformation of "how things are" in your facility are hard to even quantify...let's put it this way—do you want your facility to survive and prosper? Or, if you needed the care, would you want to call your facility "home" the way it is right now??

## **D17 PHARMACY REGULATIONS UPDATE**

1:45 - 3:15

PAULETTE DOCKTOR

AUDIENCE: (DON)

Pharmacy regulations for skilled nursing facilities have been revised twice in the last twenty years. The third revision, which is scheduled to go into effect in 2006, is more extensive than the two prior revisions. The 2006 revision moves pharmacy consulting from assessing the medications with lab tests to assessing the resident for medication use.

## **D18 HEAD, HANDS, & HEART: TIPS FOR COMMUNICATION & CUSTOMER SERVICE WITH ELDERS**

1:45 - 3:15 (PART 1 OF 2; SEE E24)

ERIN BONITTO

AUDIENCE: (CNA)

One minute we face a resident who is never satisfied – the next resident can't see or hear – another bewildered resident only smiles & nods – and another seems depressed & unengaged. Yet each resident is our community member and customer, so we must find simple ways to connect. This interactive workshop is designed for CNAs & frontline caregivers – who must use their **heads**, their **hands**, and their **hearts** to communicate effectively (& genuinely!) in the real-world of long-term care. Participants will take home several in-service outlines to share with supervisors & co-workers. The outlines are packed with exercises, tips, & real-life resident scenarios. A special focus will include the "nuts & bolts" communication skills that every caregiver **must** use – to restore resident dignity, control, & decision-making – an essential component of cultural transformation!

## **D19 COMPLIANCE VS. PPD IN FOODSERVICE ... WITHOUT ASPRIN**

1:45 - 3:15

BILL LUTZ

AUDIENCE: (D)

It's 5:15 P.M. Do you know where your hall cart is?

It's 7:15 A.M. Are your residents in the dining room yet?

It's November 15<sup>th</sup>, and you have to submit your budget for next year. Ugh!

Oh, yes, and how about your current resident satisfaction level with

your dietary department? This session focuses on practical but creative methods for developing communication systems and logistics between the dietary and nursing departments. We expose you to methods for lowering your p.p.d. by driving your food and labor budgets from "real-time" accounting and retail efficiencies. We also identify methods of problem solving at the point of service (for dining room and resident room service), which will increase hospitality and improve customer satisfaction.

## **D20 CAHABA & HOME HEALTH**

1:45 - 3:15

ANNETTE LEE

AUDIENCE: (HH)

We all need tools in our jobs, including in the Medicare Home Health trade! At the conclusion of this workshop, participants will be able to:

1. Articulate the most common reasons for Medicare denial of home health services in Montana, and ways to avoid such denials
2. Discuss and develop an understanding of the medical review and progressive corrective action processes employed by Cahaba GBA
3. Understand and apply coding principles for: a) Use of diagnosis codes in MO230, MO240 & MO245; b) Appropriate use of trauma codes
4. Articulate documentation standards that support the medical necessity of skilled nursing and therapy in home health.
5. Have a working understanding of the Home Health Local Coverage Determination (LCD)

## **D21 PALLIATIVE CARE CIRCLE**

1:45 - 3:15

KATHRYN BORGENTCH

AUDIENCE: (PC) (HSP)

An open forum to discuss issues of importance to you. Meet other palliative care professionals from across Montana to network and share ideas.

## **D22 "ALMOST HOME"**

1:45 - 3:15 (PART 1 OF 2; SEE E28) VIDEO/DISCUSSION

AUDIENCE: (ACT) (MISC)

If you were looking for an ideal nursing home for yourself, what would you look for? Where would it be located? What kinds of services would it offer? What would your room look like? Who would be with you? What are your concerns about aging? What do you fear the most and why? Care giving is an industry that modeled itself on the hospital. Chucking schedules, letting people eat when and what they want, getting rid of silly rules all sounds great—but it is **hard** to do. Come watch the journey, and meet the staff (administrator, nurses, social worker, aides) and residents in one nursing home that traveled the road to person-centered care, as they changed the way "we've always done it."

### **Looking for handouts?**

You can download session materials from the MHA Website, starting 10 days prior to the Conference.

[www.mtha.org](http://www.mtha.org)

# Session E: Thursday

## **E23 CULTURAL TRANSFORMATION IN LONG TERM CARE: GETTING TO THE HEART OF PERSON-CENTERED CARE**

**3:30 - 5:00** ANNA ORTIGARA

**AUDIENCE: (ADM) (DON)**

Person-centered care is the goal of what we do. But what is person-centered care exactly? And how is it different from what we already do? The session will discuss the key elements of person-centered, individualized care and the importance of entering into relationship with the elders we are with everyday. The basic elements include: valuing the elder and the caregiver; seeing each person as an individual; looking at the world from the perspective of the person and creating care settings that support elders to be in well-being and be in meaningful relationships. This session will discuss the role of leaders in creating and nurturing this culture.

The participant will:

- Discuss the key elements of human relationships
- Identify the essential aspects of personhood
- Discuss 6 aspects of the new culture of person-centered care
- Explore a model for operationalizing and empowering staff for person-centered care teams.

## **E24 HEAD, HANDS, & HEART: TIPS FOR COMMUNICATION & CUSTOMER SERVICE WITH ELDERS**

**3:30 - 5:00 (PART 2 OF 2; SEE D18)** ERIN BONITTO

**AUDIENCE: (CNA)**

Continuation of Session D19. It is recommended that you attend both sessions. This interactive workshop is designed for CNAs & frontline caregivers – who must use their **heads**, their **hands**, and their **hearts** to communicate effectively (& genuinely!) in the real-world of long-term care. Participants will take home several in-service outlines to share with supervisors & co-workers. The outlines are packed with exercises, tips, & real-life resident scenarios. A special focus will include the “nuts & bolts” communication skills that every caregiver **must** use – to restore resident dignity, control, & decision-making – an essential component of cultural transformation!

## **E25 DIETARY PANEL & CIRCLE**

**3:30 - 5:00** PANEL

**AUDIENCE: (D)**

Do you wonder how the other dietary managers run their departments or programs? What do other facilities do that works really well for them? How have some been able to cut costs without sacrificing quality and resident satisfaction? Do you need some new ideas for menus, dining schedules, dining service, etc.? Come join your colleagues as they share some of their success stories with you—and engage in an active conversation about what works, what doesn't, and whatever else gives you a smile or a headache!

## **E26 GERIATRIC MEDICATION UPDATE**

**3:30 - 5:00** GAYLE COCHRAN

**AUDIENCE: (HH) (HSP) (AL) (Misc)**

New drugs and new information and uses for older drugs continue to emerge on an almost daily basis. This Pharmacy Update will focus on new developments in the drug treatment of insomnia, depression, pain, dementia and the behavioral problems seen in dementia.

## **E27 CAHABA & HOSPICE**

**3:30 - 5:00** ANNETTE LEE

**AUDIENCE: (HSP)**

At the conclusion of this workshop, participants will be able to:

1. Articulate the most common reasons for Medicare denial of hospice services in Montana, and ways to avoid such denials
2. Discuss and develop an understanding of the medical review and progressive corrective action processes employed by Cahaba GBA
3. Articulate documentation standards that support the medical necessity and the terminal prognosis in hospice
4. Have a working understanding of the Hospice Local Coverage Determination (LCD) This session will discuss the top hospice medical review denials and how to avoid them. Learn about the latest updates regarding Hospice coverage, how to better document the signs of terminal illnesses in non-cancer patients and how to better document the need for higher levels of care for your patients.

## **E28 “ALMOST HOME” DISCUSSION**

**3:30 - 5:00 (PART 2 OF 2; SEE D22)** DISCUSSION

**AUDIENCE: (ACT) (MISC)**

“Almost Home” is just a movie. But a movie can be powerful. It can inspire us to change how we care for elders. Come share in a discussion about how the facility changed its thinking, changed its actions, and changed its outcomes. Is it like where you work? Do you want it to be? Is the concept itself imaginable to you? Did you like some of the things they did in the facility? This is a great way to exchange ideas and thoughts, and even to learn about what may be happening close to home.

## **Thursday Evening Vendor Fair & Reception**

**This is your chance to visit vendor booths, chat with speakers, and win some prizes! We'll have light hors d'oeuvres and a no-host bar. You must be present to win!**

# Sessions F & G: Friday

## **F29 CULTURAL TRANSFORMATION IN LONG TERM**

### **CARE: GETTING TO PERSON-CENTERED CARE**

**8:30 - 10:00**

**ANNA ORTIGARA**

**AUDIENCE: (D) (ACT) (MISC)**

We are at a critical point in time. Most of us in aging services have acknowledged that change is imperative! And that person-centered, person-directed care is the vision and goal. All staff in an organization are crucial to making person-centered care a reality! And yet many are struggling to understand how to operationalize this care model. Now is the time to embrace the power to move beyond the old culture of care. This session will explore the barriers and fears that stop us living the culture of person-centered care and explore clear strategies for making this model live.

The participant will:

- Explore the current state of culture change outcomes in aging services
- Discuss the barriers and fears that inhibit providers from moving ahead in cultural transformation of in their organization
- Explore a model to operationalize person-centered care.
- Review the roles of dietary staff, activity staff, and others in the work of transformation

## **F30 SURVEY ISSUES FORUM**

**8:30 - 10:00 (PART 1 OF 2; SEE G36)**

**PANEL**

**AUDIENCE: (ADM) (DON)**

Take this opportunity to discuss current issues and ask questions...with you. Find out the latest in all the crucial information you need to make your facility hum—and your 2567 short! Certification staff will bring you information on Montana's frequently cited deficiencies, updates on compliance issues, trends from the field, review of post survey activities (POC, IDR, etc.), and whatever else they think you need to know. This is a two-part session -- bring your questions!

## **F31 ALF REGULATORY /CATEGORY C UPDATE**

**8:30 - 10:00 (PART 1 OF 2; SEE G35) ROY KEMP & RUTH BURLEIGH**

**AUDIENCE: (AL)**

DPHHS QAD staff will provide an update on the licensure of ALFs. Roy Kemp, Bureau Chief, will discuss Category C licensure for facilities serving residents with severe cognitive impairments. Category C topics will include: what makes a facility a Category C; how advertising may designate the category of licensure required; the impact of wandering patients on a license category; what type of staffing is required for serving Category C residents; and, when does a C resident become a Category B resident. Roy will provide an update from the Board of Nursing on the Medication Aide Certification progress and implementation; the nursing relationship in Category B and C ALFs. The session will conclude with a brief discussion on the recently passed Clean Air Act, which eliminated smoking in all enclosed public places, and how it applies to ALFs.

## **F32 CNA CIRCLE**

**8:30 - 10:00**

**AUDIENCE: (CNA)**

Why should everyone else get to have all the networking fun? Now's your chance to sit down with your peers and exchange stories, ask questions, offer advice, learn new ways to do the same old things, and just look at your role from different perspectives. Not only that, but you can come up with new ideas for us to look at that might help you or your residents!

## **F33 ASSESSMENT AND MANAGEMENT OF DYSPNEA AT END-OF -LIFE**

**8:30 - 10:00**

**KATE JONES**

**AUDIENCE: (PC) (HSP) (HH) (MISC)**

Dyspnea is a common occurrence in patients with terminal illnesses and can provoke significant anxiety in the patient and their caregivers. This session will focus on the assessment of dyspnea and common causes of dyspnea at end-of-life. Pharmacologic and nonpharmacologic interventions for treatment and comfort will be addressed, as well as strategies for discussing the symptoms and management of dyspnea with the patient, family, caregivers, and the healthcare team.

## **G34 SUPPORT FOR CARE GIVERS**

**10:30 - 12:00**

**DIRK GIBSON**

**AUDIENCE: (PC) (HSP) (HH) (CNA)**

You know how hard it is to be a caregiver day after day. Whether you are paid to provide care in a nursing home, hospice, hospital, or at home—or are a family member taking on this role, it can take its toll. Prolonged caregiving can adversely affect one's physical and psychological health, current and future employment status and earning capability, and the ability to meet personal needs. Employees who are also caregivers cost U.S. employers **\$29 billion annually**, which translates into an annual cost of \$1142.50 per employee. Costs are a result of absenteeism, partial absenteeism, coming in late, and leaving early. Everybody needs a break and consistent support. Come learn some methods and techniques to help provide this support to those you work with, or even to yourself. There can never be too many ideas in this arena.

## **G35 ALF REGULATORY/MEDICATION AIDE**

**10:30 - 12:00**

**ROY KEMP & RUTH BURLEIGH**

**AUDIENCE: (AL)**

Part 2 of 2; see F31.

## **G36 SURVEY ISSUES FORUM**

**10:30 - 12:00**

**PANEL**

**AUDIENCE: (ADM) (DON)**

Part 2 of 2; see F30.

**REQUEST FOR USER NAME AND PASSWORD FOR ONLINE REGISTRATION**

**INSTRUCTIONS**

1. Complete the form below.
  - Be sure to indicate the Contact Person who will be coordinating the facility's conference registrations.
  - The form must be signed by the person who has the authority to approve the online registration(s), which are linked to the facility's User Name and Password. This may be the Contact Person or it may be the facility CEO/Administrator.
2. Submit the completed form to MHA. Fax: 406-443-3894
3. MHA will verify the facility's Base Fee category and will email the Contact Person their facility's User Name, Password and PIN #.
4. The Contact Person will provide their facility's User Name and Password to each employee who will be registering for the conference, and ask them to register online at: <http://www.mtha.org>.
5. As each person registers, their registration will be held in a "group" with other registrations that used the same User Name and Password.
6. As often as desired, the Contact Person can access their "group", approve pending registrations and provide payment information.  
Payment can be made as follows:
  - Purchase order - check to follow (MHA Members only)
  - Purchase order - please invoice the facility (MHA Members only)
  - Credit Card - Visa, MasterCard, American Express, Discover

**BASE REGISTRATION FEE CATEGORIES**

**Please read carefully and select the BASE fee category that applies to you or your facility  
Record the information in the "Base Fee Category" box on the following page.**

1. MHA Member Facility (LTC/NH) **BASE** fee: **One person only**.....\$400.00
2. MHA Member Facility (LTC/NH) **BASE** fee: **Two or more**.....\$795.00
3. MHA Member Hospice/Home Health Agency **person-BASE** Fee: This applies only if you are a stand-alone agency or if your affiliated hospital/nursing home (facility) is **NOT** attending the conference.....each person....\$275.00
4. Assisted Living Facility **person-BASE** Fee (Member or Non-Member): .....each person....\$275.00
5. MHA Associate Member **BASE** Fee: **One person only**.....\$400.00
6. MHA Associate Member **BASE** Fee: **Two or more**.....\$795.00
7. MHA Personal Member **person-BASE** Fee:.....each person....\$275.00
8. Full-time Student **person-BASE** Fee:.....each person....\$75.00
9. Non-MHA Member Facility **BASE** Fee: **One person only**.....\$500.00
10. Non-MHA Member Facility **BASE** Fee: **Two or more**.....\$900.00
11. Non-MHA Member Individual **person-BASE** Fee.....each person..\$375.00
12. Non-MHA Member Hospice/Home Health **BASE** Fee.....each person..\$375.00

**REQUEST FOR USER NAME AND PASSWORD FOR ONLINE REGISTRATION*****Please print.******Fax form to MHA: (406) 443-3894******FACILITY NAME:*** \_\_\_\_\_***BASE FEE CATEGORY:*** \_\_\_\_\_

(See instructions on p. 15. Select the number (choose ONLY one) that corresponds with your facility.)

***MAILING ADDRESS:*** \_\_\_\_\_***CITY:*** \_\_\_\_\_ ***STATE:*** \_\_\_\_\_ ***ZIP:*** \_\_\_\_\_***CONTACT PERSON:*** \_\_\_\_\_  
(printed)***TITLE:*** \_\_\_\_\_***E-MAIL ADDRESS:*** \_\_\_\_\_***PHONE:*** \_\_\_\_\_ ***FAX:*** \_\_\_\_\_***AUTHORIZED PERSON:*** \_\_\_\_\_  
(printed)***TITLE:*** \_\_\_\_\_***SIGNATURE:*** \_\_\_\_\_***DATE:*** \_\_\_\_\_