

## ASSISTED LIVING AND HOME CARE CONFERENCE

October 8, 2014 • St. Paul, MN

### Location

University of Minnesota Continuing Education and Conference Center  
St. Paul • 612.624.3275

### Suggested Audience:

- Clinical services directors in assisted living or home care programs
- Managers of assisted living or home care and housing-with-services settings
- Other interested professionals

### Continuing Education Credits

This program has been designed to meet the continuing education requirements for the Minnesota Board of Nursing for contact hours. Several programs also meet the continuing education requirements for the MN Board of Social Work (Opening keynote, Sessions E, F, H and I) which has approved Aging Services of Minnesota as a provider of continuing education. Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators for clock hours.

### Handouts

Handouts will be sent in electronic links to registered participants prior to the conference for download or printing ahead of time.

### Accommodations

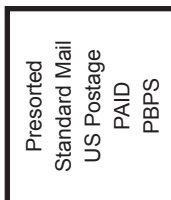
A block of sleeping rooms in the ALHC name has been reserved at the Radisson Roseville 651.636.4567 for the night of October 7, 2014. To receive the special rate, please reserve your room no later than September 26.

**A Not-to-Be Missed  
Pre-Conference Workshop!  
Tuesday, October 7, 2014**

**COMPETENCY ASSESSMENT  
FOR THE REAL WORLD:  
BEST PRACTICES FOR  
HOME CARE AND ASSISTED LIVING**

Donna Wright of Creative Health Care Management is back by popular demand for a full-day workshop on competency assessment for home care and assisted living. Separate registration and fee apply. See separate brochure.

**Aging Services of Minnesota**  
2550 University Avenue West, Suite 350 South  
St. Paul, MN 55114-1900



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HOME CARE CONFERENCE**

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**Wednesday, October 8, 2014**

University of Minnesota Continuing  
Education and Conference Center  
1890 Buford Avenue, St. Paul  
612.624.3275

# 2014 ASSISTED LIVING AND HOME CARE CONFERENCE

*Helping providers  
improve operations  
and clinical services*

Sponsored by:



MINNESOTA  
**HOME CARE**  
ASSOCIATION

with



## Schedule/Content

8 a.m. **Registration and Continental Breakfast**

8:45 a.m. **Welcome and Introductions**

### OPENING KEYNOTE ADDRESS – Reverse Engineering Difficult Discussions:

#### A Recipe for Success

- Learn how to reverse engineer difficult discussions successfully by implementing a model that will make people receptive instead of defensive.
- Recognize how to achieve immediate positive results in your very next difficult conversation starting with how you prepare, to the first words you say to how you close the conversation.
- Know how to have difficult conversations related to diversity and inclusion, as well as performance reviews, peer feedback and constructive upward feedback.
- Analyze and address sensitive topics in light of cultural differences.

**Dr. Janel Anderson**, CEO and Chief Conversation Officer, Working Conversations, Minneapolis



10:15 a.m. **CONCURRENT SESSIONS**

#### Session A – Critical Thinking and Practical Approaches to Medication Management in Home Health

- Compare and contrast the variables in managing medications in assisted living, memory care and private homes.
- Describe effective and efficient medication administration models, best practices and the role of critical thinking.
- Consider collaborative partnerships to achieve a comprehensive review of your client's medications.
- Identify and access credible resources you can use “just in time” to help address medication management challenges.

**Lores Vlamnick**, Principal, Lores Consulting, Rochester

#### Session B – The Growth of Cutting Edge Technology-Enabled Care in Aging Services

- Understand what technology-enabled care is and how it helps provide a better quality of care, an enhanced resident/client experience, and how it lowers the cost of care.
- Recognize how various technologies can support care planning and promote increased freedom and independence for seniors.
- Know the role remote monitoring can play in enhancing quality of care and addressing staff efficiencies and occupancy challenges confronting senior living communities.

**Kathy Messerli**, Executive Director, Minnesota HomeCare Association, St. Paul; and **Sharon Blume**, Director of Family Services and Technology for Kingsway Community Services and Kingsway Retirement Living, Belle Plaine

#### Session C – Home Care in Senior Housing Settings: The Critical Intersection Between Housing Laws and Home Care Practice

- Learn the basic legal structure and important laws affecting all senior housing settings to preserve compliance.
- Consider the impact of housing law on nursing and home care services and how those critical intersections are likely to influence your decision-making and operations.
- Take away important strategies for managing and communicating with home care clients that help to minimize risk.

**Barbara J. Blumer**, Attorney, Barb Blumer Law, PA, Eagan

11:45 a.m. **Lunch** (included)

12:45 p.m. **CONCURRENT SESSIONS**

#### Session D – Health Information Technology; Getting Home Care Ready

- Refresh your understanding about Minnesota's 2015 Interoperable Electronic Health Record (EHR) mandate.
- Recognize why home care should be starting their journey towards health information exchange (HIE).
- Learn about Stratis Health's Health Information for Post-Acute Care (HITPAC) project with hospitals, long-term care facilities, and pharmacies in which health information exchange was achieved.
- Become familiar with the results of the MHCA EHR Technology Survey and plans for the next steps from the association.
- Identify what you can do to start preparing for health information exchange.

**Candy Hanson**, BSN, PHN, LHIT-HP, Program Manager, Stratis Health, Bloomington

#### Session E – Best Practices for Home Care Documentation

- Describe the four goals of succinct documentation – efficient, readable, transferable and factual – and why each is so important.
- Review the pitfalls of poor documentation and identify where your organization might need to make improvements.
- Revisit the legal and regulatory requirements for documentation so that you can remain compliant with them.
- Consider tools and resources that will help your entire staff develop techniques for oral, written and transmitted communication.

**Lores Vlamnick**, Principal, Lores Consulting, Rochester

#### Session F – Gray Matters: Understanding Depression in Older Adults

- Understand mental illness in older adults – a general overview of cause, frequency, how diagnosed and co-occurring disorders.
- Identify the risk factors and warning signs of depression and suicidal behavior.
- Become familiar with the types of treatment for depression and rates/nature of recovery for older adults.
- Recognize the role stigma plays and how it influences the seeking of treatment and successful outcomes for recovery.
- Learn about resources to support older adults living with depression.

**Kay King**, Older Adults Program Manager, NAMI Minnesota (National Alliance on Mental Illness of Minnesota), St. Paul

2:15 p.m. **Break**

2:30 p.m. **CONCURRENT SESSIONS**

#### Session G – Do-it-Yourself Crisis Communications

- List the seven phases of crisis communications and the three goals your organization needs to focus on.
- Know how to develop an effective crisis communications plan before it's needed so you can respond to whatever might come your way.
- Take home practical information you can use to train yourself and your staff.

**Jodi Boyne**, Vice President of Public Relations, Aging Services of Minnesota, St. Paul

#### Session H – HIPAA for Home Care: A Refresher Course

- Update your understanding of HIPAA and its application to health care services for HCBS settings.
- Become familiar with best legal practices for safeguarding protected health information when communicating electronically with families.
- Refresh your knowledge of client medical records and what the organization's obligation to provide them and in what time frame.
- Review the federal changes that determine what happens to the medical records of a deceased client.

**Rebecca K. Coffin**, Attorney, Voigt, Rodè and Boxeth, LLC, St. Paul

#### Session I – Working with the Ombudsman's Office in Handling Challenging Client Situations

- Renew your understanding of the Office Ombudsman for Long-Term Care in Minnesota and its work with vulnerable adults in home and community-based settings and what is expected of your organization as a provider under the VAA.
- Appreciate your mutual goal of advocating on behalf of clients and when/how their staff and other resources can be tapped to help with challenging situations in home care.
- Discuss real life examples of successfully working in partnership with the Ombudsman's office to assist HCBS clients.

**Sean O'Neil**, Regional Ombudsman Team Lead, Office of Ombudsman for Long-Term Care, St. Paul

3:30 p.m. **ADJOURN**

## REGISTRATION FORM 2014 ASSISTED LIVING AND HOME CARE CONFERENCE

NAME \_\_\_\_\_

TITLE \_\_\_\_\_

E-MAIL (required for confirmation) \_\_\_\_\_

Check the concurrent sessions you will attend (required – we assign meeting rooms based on this info)

10:15 – 11:45 a.m.  Session A  Session B  Session C

12:45 – 2:15 p.m.  Session D  Session E  Session F

2:30 – 3:30 p.m.  Session G  Session H  Session I

COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_

Method of payment:  Payment enclosed  Please invoice (Aging Services members only)

VISA  MasterCard  AmEX \_\_\_\_ # of years experience managing senior housing

CARD # \_\_\_\_\_ CSC CODE \_\_\_\_\_ EXP. DATE \_\_\_\_\_  
(3-digit code on back of credit card)

Name on Card \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

Cardholder's Phone# \_\_\_\_\_

Registration form and fee (payable to): AGING SERVICES OF MINNESOTA  
2550 University Avenue West, Suite 350 South, St. Paul, MN 55114  
Attn: Accounting #6684

#### REGISTRATION INFORMATION AND FEES

Aging Services of Minnesota OR Minnesota HomeCare Association member:

**\$145 per person**

Prospective members: **\$225 per person**

#### TO REGISTER

**Online:** www.agingservicesmn.org – click on Education & Events

**Fax:** 651.645-0002

**Mail:** Aging Services of Minnesota, 2550 University Avenue West, Suite 350 South, St. Paul, MN 55114-1900  
Attn: Accounting #6684

#### FOR FURTHER INFORMATION

##### Questions about the program:

Heidi Simpson at Aging Services of Minnesota: hsimpson@agingservicesmn.org  
651.645.4545 or toll free 800.462.5368

Jason Acord at the Minnesota HomeCare Association: jacord@mnhomecare.org  
651.635.0607 or toll free 800.607.0607

##### Registration questions:

Maggie Bloom at Aging Services of Minnesota: mbloom@agingservicesmn.org  
651.645.4545 or 800.462.5368