2017 ASSISTED LIVING AND HOME CARE CONFERENCE

Helping providers improve operations and clinical services

Wednesday, August 2, 2017
University of Minnesota Continuing Education and Conference Center
1890 Buford Avenue, St. Paul

Sponsored by:
8:30 a.m. Registration, Continental Breakfast* and Tabletop Displays

9 a.m. Welcome and Introductions

OPENING KEYNOTE ADDRESS
Leading and Working with an Inclusive Lens, sponsored by Thrifty White Pharmacy
- Create an inclusive work environment so everyone can thrive and succeed, both personally and professionally.
- Communicate effectively across cultures and different dimensions of diversity.
- Demonstrate respect and build trust using the 55%-38%-and 7% Communication Rule.
- Utilize diversity and inclusion (D & I) as a competitive work advantage to increase workplace engagement, morale and motivation.
- Implement the ABC's of D & I: Attitude, Behaviors and Communicative Approaches.

Jermaine Davis, Jermaine M. Davis Seminars and Workshops Inc., Roseville

10:15 a.m. Networking Break* with Tabletop Displays

10:45 a.m. CONCURRENT SESSIONS

Session A - Creating a Culture of Safety, Part 1 – VAA Reporting Requirements
- Understand the reporting and investigative requirements for mandated reporters providing care to vulnerable adults.
- Develop strategies in working with and identifying abuse, neglect, maltreatment and/or exploitation by your clients’ representatives and family members.
- Review legislation for the reporting process and improving protections for minors and vulnerable adults.
- Take home ideas and best practices for remaining in compliance.

Rob Rodè, Attorney, Voigt, Rodè & Boxeth, LLC, St. Paul

Session B - HCBS Settings Rule and Minnesota’s Transition Plan
- Receive an update on the Home and Community Based Settings (HCBS) standards and the status of the state’s transition plan.
- Discuss developments with the attestation process.
- Take home answers to your most pressing questions on the rule and how to implement it.

Aimee Rumpza, Program Administrator, HCBS Programs and Policy, Aging and Adult Services, Minnesota Department of Human Services, St. Paul

Session C - Client Relationship Management Panel
- Describe opportunities for your agency to improve client relations.
- Explore ways to educate and engage staff to maximize the client experience.
- Participate in an interactive group activity to reinforce the session objectives.

Rebecca Long, Director of Therapies and Education, Pediatric Home Service, Roseville; Michelle Enger, BSN, RN, PHN, Director of Home Care; and Andrea Jung, OTR/L, President and CEO, Guardian Angels Elim Home Care & Hospice, Elk River
11:45 a.m.  Networking Lunch*

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

**Session D - Creating a Culture of Safety, Part 2 – How to Recognize Signs of Abuse**
- Deepen your understanding of how abuse, neglect, maltreatment and exploitation are defined under the Vulnerable Adults Act.
- Describe the evaluation criteria you can use to determine any of these may have occurred.
- Discuss how the physical changes that occur in the aging process or medications that are administered can make residents and clients more prone to bruising and bone breakage and therefore more suspect as potential cases of physical abuse.
- Compare and contrast the roles of the Ombudsman’s Office and Adult Protection.
- Understand how the Ombudsman’s Office can partner with you on behalf of a vulnerable adult you suspect is being abused, maltreated or financially exploited by a family member, friend or someone else with predatory behavior.

**Cheryl Hennen**, State Long-Term Care Ombudsman, Office of Ombudsman for Long-Term Care, St. Paul; and **Barb Christenson**, Unit Supervisor, Adult Protection Unit, Aging and Adult Services, Minnesota Department of Human Services, St. Paul

**Session E - Preparing for a Smooth MDH Home Care Survey**
- Refresh your understanding of the comprehensive home care licensure survey process and how to preserve compliance.
- Gain important insights from case studies of providers’ surveys and investigation process experiences and the lessons learned, both positive and negative.
- Take home practical ideas and resources to develop your own survey readiness toolkit to help you and your staff be organized, prepared and confident.

**Josh Berg**, Assisted Living Administrator, Accessible Space Inc., St. Paul; **April Boxeth**, Attorney, Voigt, Rodè and Boxeth, LLC, St. Paul; **Danielle Lesmeister**, Director of Community Services, St. Francis Health Services, Morris; and **Mary Jo Thorne**, Regional Director of Housing Services, Augustana Care, Minneapolis

**Session F - Medication Reconciliation**
- Describe the process of medication reconciliation and medication regimen review.
- Understand the importance of med reconciliation and potential impact on patient outcomes.
- Identify implementation strategies for home care and assisted living.
- Define the regulatory requirements for medication management.

**Joe Litsey**, Pharm.D., CGP, Director, LTC Consulting Services, Thrifty White Pharmacy, Plymouth; and **Lores Vlaminck**, MA, BSN, RN, CHPN, Principal, Lores Consulting, LLC, Rochester

1:45 p.m.  Networking Break* with Tabletop Displays
2:15 p.m. **CONCURRENT SESSIONS**

**Session G - Creating a Culture of Safety, Part 3 – Reducing Staff Stress and Burnout**
- Understand the correlation between staff who are stressed, burned out or fatigued and the potential for physical or emotional abuse or maltreatment of clients and residents.
- Learn to recognize the signs and symptoms of these conditions, what you as an employer can do to support your staff and useful resources that can help.
- Discuss effective self-care strategies you and your staff can use to counteract/relieve stress and burnout.

*Lores Vlaminck*, MA, BSN, RN, CHPN, Principal, Lores Consulting, LLC, Rochester

**Session H - Client Driven Care: A Model for Chronic Condition Care Management**
- Define Patient (Client) Driven Care.
- Describe the impact of the chronically ill within the U.S.
- Describe two strategies for use with chronically ill patients.

*Angie Oujiri*, MAN, RN, Clinical Manager, Fairview Home Care and Hospice, Minneapolis

**Session I - Motivational Interviewing to Build a Foundation for Effective Client Engagement**
- Refresh your understanding of Motivational Interviewing (MI) as a psychotherapeutic approach to move an individual toward positive decision-making and accomplishing therapeutic goals.
- Identify the four key domains of the spirit of MI.
- Employ the four skills of MI at a basic level.
- Apply at least one specific MI strategy to your clinical population.
- Design a plan for future development toward proficiency in MI.

*Mia Croyle*, MA, Lake Superior Quality Innovation Network, Madison, Wis.

3:15 p.m. Break*

3:30 p.m. **GENERAL SESSION: Public Policy Update for Assisted Living and Home Care**

**Home Care Survey Update**
- Become familiar with legislative changes from the 2017 session.
- List at list three concerns, trends or concepts that affect comprehensive licensed home care providers.

*Cathy Griffin*, Manager, Home Care and Assisted Living Programs, Minnesota Department of Health, St. Paul

**Individual Community Living Support (ICLS)**
- Enhance your understanding of this new service that facilitates provisions of basic services in a person’s home.
- Become familiar with the regulations with which providers are expected to comply.

*Rachel Shands*, Senior State Program Administration Manager, Minnesota Department of Human Services, St. Paul; and *Michelle Klegon*, Attorney, Klegon Law Office, LTD, Minneapolis

4:30 p.m. Adjourn

*Meals and breaks sponsored by Wipfli LLP*
TABLETOP VENDORS
Visit with 25 vendors who want to help you help those you serve. Check out this list of tabletop vendors already confirmed as of June 13, 2017: ACADIA Pharmaceuticals, Allina Health Home Care Services, CFS Interiors & Flooring, Eldermark Software, Guardian Pharmacy, Ideacom Mid-America, LeadingAge MN Savings & Solutions Center, MatrixCare, Med Diet Laboratories, ResiDex Software, Senior Care Solutions, SideKick Advanced Document Services, Sterling LTC Pharmacy, Thrifty White Pharmacy, Wipfli LLP, plus 10 more to be announced.

LOCATION
University of Minnesota Continuing Education and Conference Center
1890 Buford Avenue
St. Paul, MN 55108
612.624.3275

ACCOMMODATIONS
A block of sleeping rooms under the ALHC group name has been reserved at the Radisson in Roseville for the night of August 1, 2017. To receive the discounted group rate of $109/night plus sales tax, call 651.636.4567 and reserve your room no later than July 17, 2017. Complimentary shuttle service to and from the conference center is available.

SUGGESTED AUDIENCE:
• Clinical services directors in assisted living or home care programs
• Managers of assisted living, 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. The opening keynote and ending general session, plus concurrent sessions A, C, D, G and I are designed to meet the continuing education requirements for the Minnesota Board of Social Work which has approved LeadingAge 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
Participants will receive links to electronic handout documents the week of the conference and are encouraged to print them in advance or save to a laptop or tablet to view at the conference. Complimentary Wi-Fi is available at the conference center.
REGISTRATION & FEES

REGISTRATION INFORMATION AND FEES
Minnesota HomeCare Association and LeadingAge Minnesota Members:
$150 per person.
Prospective Members: $230 per person.

*3% credit card convenience fee is additional.

Registration fee includes continental breakfast, refreshment breaks, lunch and links to conference handouts.

HOW TO REGISTER
Register online: www.mnhomecare.org/ALHConference

Registration Deadline: July 28, 2017
On-site registration: $50 per person additional fee.

CANCELLATION
A written cancellation received or postmarked on or before July 19 is required for a refund, less a $50 fee per cancellation. Cancellations made between July 20-26 are charged 50% of the registration fee to cover expenses incurred. Attendees who cancel after July 26, do not substitute another individual, or do not attend are liable for full fees and will not be entitled to a refund. Substitutions will be taken until the conference begins at no additional charge.

Registration questions: admin@mnhomecare.org

Questions about the program:
Allison Kindseth at Minnesota HomeCare Association
akindseth@mnhomecare.org
651.635.0923

Heidi Simpson at LeadingAge Minnesota
hsimpson@leadingagemn.org
651.645.4545

LeadingAge Minnesota and the Minnesota HomeCare Association reserve the right to cancel this conference and/or substitute sessions as needed.