



LeadingAge™  
Minnesota

2nd Annual  
**Quality**  
Conference

November 7 - 8, 2017

*University of Minnesota Continuing  
Education and Conference Center*

*Saint Paul*

Sponsored by



**PATHWAY  
HEALTH**

Insight | Expertise | Knowledge

# General Information

## Location

University of Minnesota Continuing Education and Conference Center • 1890 Buford Avenue • St. Paul  
612.624.3245

## Accommodations

Radisson in Roseville • 2540 Cleveland Avenue  
Roseville • 651.636.4567

A block of sleeping rooms has been reserved at the negotiated rate of \$109 single/double. Be sure to mention the LeadingAge Minnesota group name and reserve by October 23, 2017 to secure the special rate.

## Handouts

Participants will be sent links to handouts prior to the conference and/or workshop.

## Continuing Education Credits

Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators for clock hours. The conference has been designed to meet the Minnesota Board of Nursing continuing education requirement for licensed nurses. Some sessions are relevant to the operation of a housing-with-services establishment and to the needs of its tenants and may be used toward the continuing education requirements of housing managers. Participants may also request a general certificate of attendance.

## Audience

This conference has been designed to be of interest to all aging services settings - care centers, assisted living/housing-with-services, home and community-based services and adult day programs.

- LTC administrators
- Campus directors
- Clinical services directors/directors of nursing
- AL/HWS managers
- Staff responsible for quality improvement

# 2nd Annual Quality Conference

## REGISTRATION FEES

Register by October 10 and pay the Early Bird Rate. Registrations after October 10 are at the Regular Rate. The fees are per person. The November 7 workshop registration fee includes an afternoon refreshment break. The November 8 conference registration fee includes lunch and breaks.

	<b>LeadingAge MN Members Early Bird/Regular Rate</b>	<b>Prospective Members Early Bird/Regular Rate</b>
<b>Nov. 7 Workshop</b>	<b>\$70/\$120</b>	<b>\$85/\$135</b>
<b>Nov. 8 Conference</b>	<b>\$175/\$225</b>	<b>\$215/\$265</b>

## HOW TO REGISTER

### **LeadingAge Minnesota Members:**

Register online at <https://www.leadingagemn.org/education-events/> with your member username and password. For assistance, contact Ashley Peterka at [apeterka@leadingagemn.org](mailto:apeterka@leadingagemn.org).

**Prospective Members:** Contact Ashley Peterka at [apeterka@leadingagemn.org](mailto:apeterka@leadingagemn.org)

**Confirmation of program registration** is sent by email within three working days and will include a paid statement or an invoice for unpaid registration.

**CUT-OFF/CANCELLATION NOTICE: October 31, 2017.** All cancellations must be made in writing and are subject to a \$25 processing fee. No-shows will be billed the full registration fee. LeadingAge Minnesota reserves the right to cancel this conference.

## FOR FURTHER INFORMATION

**Quality-Related Topics:** Julie Apold [japold@leadingagemn.org](mailto:japold@leadingagemn.org)

**Registration Questions:** Ashley Peterka [apeterka@leadingagemn.org](mailto:apeterka@leadingagemn.org)

Local calls: 651.645.4545 or toll free 800.462.5368



# Schedule of Events

## Tuesday, November 7 – Pre-Conference Workshops

(separate registration and fee required)

12:30 p.m. Registration

1 p.m. **CONCURRENT WORKSHOPS**  
(Schedule includes one 15-minute break)

### **Session A – No Rest for the Weary – A Guide to Sustaining a Culture of Restorative Sleep**

- Become familiar with Empira’s work in creating a culture of restorative sleep designed to improve the quality of life of seniors living in a variety of settings.
- Describe the outcomes of this initiative and the lessons learned from its implementation.
- Discuss the elements of a successful sustainment strategy.
- Take home practical strategies you can use to start or sustain your own culture change efforts.

*Sarah Brown, RN, LNHA, BS, Executive Director and Heather Johnson, RN, Clinical Educator and Program Specialist, Empira, Cambridge*

### **Session B – Person-Centered Care and Services – How We Start...Dictates Where We End**

- Define the concept of person-centered care in a variety of senior services settings.
- Appreciate the importance of having connections with one another and how we are hard-wired to do so.
- Compare and contrast caregiving versus care partnering to better understand how we support aging, persons with dementia and family caregivers.
- Consider what you can do differently to improve your organization’s efforts in providing person-centered care and services.

*Krisie Barron, Caregiver Specialist, Embrace Journeys, Pierz*

4:45 p.m. Workshops Adjourn



## Wednesday, November 8 – Conference

8:15 a.m. Registration and Continental Breakfast



### 8:45 a.m. **WELCOME AND OPENING KEYNOTE**

#### **The People Side of Quality Improvement**

- Recognize the importance of your staff's commitment to help make your organization's quality improvement initiative successful.
- Anticipate that keeping your team motivated will be challenging, but creating plans to deal with it is key to preventing outcomes from being compromised.
- Learn how change management concepts, coupled with quality projects, can enhance your team's engagement, focus and momentum to see your quality initiatives through.

*Pam Solberg-Tapper, MHSA, PCC, Coach for Success, Duluth*



9:45 a.m. Break

### 10 a.m. **GENERAL SESSION**

#### **Creating and Sustaining a Culture of Quality Improvement**

- Learn key strategies for creating and sustaining an effective quality improvement program.
- Understand how systematic thinking, data organization, and understanding and prioritizing data can contribute to success.
- Discuss the importance of leadership in creating a culture of quality.

*Sandra Delgehausen, RN, BS, RAC-CT, Director of Quality Metrics, Elim Care Inc., Eden Prairie; Laura Broberg, Administrator, Milaca Elim Care and Rehab Center and Country Meadows AL, Milaca; and Garrett Bothun, Administrator, Haven Homes and Bryant House, Maple Plain*

11 a.m. Break

### 11:15 a.m. **CONCURRENT SESSIONS**

#### **Session #1 – Client Driven-Care: A Model for Chronic Condition Care Management**

- Describe the concept and philosophy of Client/Patient Driven Care and how it operates (or doesn't) in your setting.
- Understand the impact chronically ill persons have on the U.S. health care system and the quality of care and services your organization provides.
- Identify two effective strategies you can use with persons who have one or more chronic illnesses to increase the likelihood of more positive outcomes.

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

# Schedule of Events

Wednesday, November 8 – Conference, *Cont'd.*

11:15 a.m.

Cont'd.

## **Session #2 – The Metrics of Urgency: The Best Metric to Transform Your Organization**

- Understand the difference between a leading and lagging metric and how to select and track data that really matters.
- Discuss why a problem statement is required to drive effective solutions.
- Identify a few projects that are the most important to your organization so you can work on them with urgency.
- Discover how to achieve breakthrough change that is felt by your customers, employees and the bottom-line.

*Edwin Boon, CEO, Rendement Group, Minneapolis*

## **Session #3 - A Layperson's Guide to Delirium: Improving Care and Services**

- Understand what delirium is and how it interferes with the mental abilities of people who experience it.
- Learn how delirium's onset may be similar or different from other factors and conditions that affect cognition.
- List the most common causes and sources of delirium so that your staff can work to reduce the likelihood of it occurring.
- Explore effective strategies for supporting a person experiencing delirium such as promoting good sleep and using calming and orienting approaches.

*William B. Orr, PhD, MD, Founder and Director, Orr and Associates, Memory and Geriatric Behavioral Clinic, Mendota Heights*

12:15 p.m.

LUNCH

1:15 p.m.

## **CONCURRENT SESSIONS**

## **Session #4 – Promising Practices to Help Our Residents and Clients Achieve Continence**

- Distinguish and detect common imposter presentations of incontinence in older adults.
- Evaluate the evidence base and select appropriate best practices for this population.
- Implement a useful, individualized and (hopefully) successful continence program for your older adult residents and clients.

*Mary Dierich, PhD, RN, GNP, Clinical Associate Professor, University of Minnesota, School of Nursing, Minneapolis*

## **Session #5 - Managing Risk and Improving Safety in Aging Services**

- Discuss the importance of creating a culture of safety in establishing an effective risk management and safety program.
- Explore reactive, concurrent and proactive approaches to managing risk and improving safety within your organization.
- Take home strategies to address risk and safety for the most common risk areas in aging services.

*Cyndi Siders, RN, MSN, DFASHRM, CPHRM, CPPS, Executive Consultant, Risk Management and Patient Safety, HCIS/Vaaler Insurance, Grand Forks, N.D.*







## Session #6 – Achieving Outstanding Transitions Back to the Community

- Identify the system updates necessary to position your organization for successful transitions of residents and clients between settings.
- List three key components for operationalizing this initiative.
- Describe methods for auditing systems to identify outcomes for future planning purposes.

*Jeanne Carlson, RDN, LD, CSG, CIMT, Consultant, Pathway Health, Lake Elmo*

2:15 p.m. Break

## 2:30 p.m. CONCURRENT SESSIONS

### Session #7 – Keys to Success in Preventing Healthcare-Associated Infections

- Examine common infection prevention and control challenges.
- Discover lessons learned from the Infection Control Assessment and Response (ICAR) program.
- Discuss strategies for successful implementation of infection prevention, infection control and antibiotic stewardship practices.

*Tammy Hale, MSN, RN, Nurse Specialist, Minnesota Department of Health, St. Paul; and Marla Miller, RN, BSN, PHN, IP-BC, St. Francis Health Services, Morris*

### Session #8 – Big Data in a Small Organization

- Learn how to see beyond the mountain of data at your disposal and how you can actually make sense of it.
- Describe the benefits of setting realistic, short-term data goals that can lead to a difference in outcomes.
- Become familiar with a process to make your big data more manageable and how it can be used to improve the quality of care and services you offer.

*Margie Kissner, Director of Quality and Customer Experience, Portico Benefit Services, A Ministry of the ELCA, St. Paul*

### Session #9 – Moving the Dial on Pain Through Assessment and Management

- List the types of pain most commonly experienced by older adults.
- Recognize how pain is evaluated and measured in this portion of the population.
- Understand principles of drug management of pain and the definition and role of equianalgesic dosing.
- Describe the side effects of opiates.
- Know how to manage common pain situations to provide relief to those you serve.

*Robert Sonntag, MD, CMD, HMDC, Geriatrician, Health Partners, Bloomington*

3:30 p.m. Conference Adjourns