



*LeadingAge*<sup>™</sup>  
*Minnesota*

# Quality Conference

December 6, 2018

University of Minnesota Continuing  
Education and Conference Center  
St. Paul

# General Information

Thursday, December 6, 2018

8:30 a.m. - 3:30 p.m.

## Location

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

## Accommodations

A block of sleeping rooms is reserved at the Radisson in Roseville in the LeadingAge Minnesota name at the special rate of \$109 plus tax. Reserve rooms by November 28, 2018 and mention the LeadingAge Minnesota block. Call 800.333.3333 to book. Radisson in Roseville • 2540 Cleveland Avenue • Roseville

## Handouts

Participants will receive links to electronic handouts before the conference and are encouraged to print them in advance or download to view on a laptop or tablet.

## Continuing Education Credits

- Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators for clock hour credits.
- This program has been designed to meet the continuing education criteria for the Minnesota Board of Nursing.
- Some programs are relevant to the operation of housing-with-services establishments 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
- AL/HWS managers
- Campus directors
- Clinical services directors/directors of nursing
- Staff responsible for quality improvement



# Quality Conference

Event

Sponsored by



# Registration Fees

*Registration fee includes refreshment breaks and lunch.*

## Super Saver:

### Register by October 25

LeadingAge Minnesota Members – \$125 per person

Prospective Members – \$165 per person

## Early Bird: On or before November 15

LeadingAge Minnesota Members – \$150 per person

Prospective Members – \$190 per person

## Regular Rate: On or after November 16

LeadingAge Minnesota Members – \$175 per person

Prospective Members – \$215 per person

## REGISTRATION INFORMATION

Register online at <https://store.leadingagemn.org/eventlist>. Contact Ashley Rogers [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) for registration assistance or if your registration has not been confirmed.

## Cut-Off/Cancellation

Registration is limited and on a first-received basis. The registration cut-off date/cancellation deadline is Wednesday, November 28, 2018. All cancellations must be made in writing and are subject to a \$25 processing fee. No-shows will be billed the full conference fee. LeadingAge Minnesota reserves the right to cancel the conference or any program sessions.

## For Further Information

Ashley Rogers, Education Coordinator [arogers@leadingagemn.org](mailto:arogers@leadingagemn.org) 651.603.3559



# Schedule of Events

Thursday, December 6

8:30 a.m. Registration and Continental Breakfast

9 a.m. **Welcome and Opening Keynote**

## Applying Principles of Highly Reliable Organizations to Aging Services

*John Westphal, Chief Advisor, Outcome Engenuity LLC, Minneapolis*

In this opening session, hear how to apply the concepts and principles of Highly Reliable Organizations from other high consequence industries to our work in aging services.

Learn about Just Culture, systems engineering principles and the three models of human behavior and how they come together to create highly reliable systems. These principles are vital in our work to develop systems to improve quality outcomes, prevent incidents of maltreatment and sustain improvements over time. John Westphal has more than two decades of experience in this arena and will illustrate the connection to our work in aging services.



*John Westphal is the Chief Advisor at Outcome Engenuity, LLC working in both industry and healthcare applying systems engineering and Just Culture principles to generate highly reliable outcomes within those socio-technical systems. Westphal has worked and applied these principles in military, general and commercial aviation, aerospace maintenance and flight operations, power generation industries, the U.S. Forest Service, manufacturing and healthcare.*

10 a.m. **General Session**

## Implementing a Culture of Learning, Justice and Accountability

- Hear Essentia Health's journey to create a culture of learning, justice and accountability, and what they consider the top takeaways along the way.
- Discuss challenges and practical approaches for implementing a culture that recognizes and addresses system failures while holding individuals accountable for their actions.
- Take home strategies to begin building a safety culture within your organization.

*Christy Brinkman, Senior Administrative Leader, Essentia Health Oak Crossing, Detroit Lakes*

11 a.m. Break



11:15 a.m.

## General Session

### Designing for an Aging Population: First, Walk in Their Shoes

- Discuss evidence-based design and explore how research findings can help inform physical environment design decisions for an aging population.
- Describe how to select and modify different research methods and tools to provide findings that help inform design decisions for an aging population.
- Explore the use of virtual reality and an aging body suit to experience vision loss and limited mobility so you can understand what aging persons need from an environment.
- Experience a new or renovated environment via a virtual tour.

**Terri Zborowsky, PhD, EDAC, Design Researcher and Alanna Carter, BSc, LEED, AIA, Principal, HGA Architects and Engineers, Minneapolis**

12:15 p.m.

Lunch

1:15 p.m.

## Concurrent Sessions

### Session A - Decoding Behavioral Expressions in Persons with Dementia

- Recognize that behavioral expressions are a way to communicate an unmet need.
- Understand the human needs and domains of well-being.
- List three factors that contribute to behavioral expressions in persons with dementia.
- Utilize the five elements of “Know the Person” to understand and communicate with individuals living with dementia.

*Speaker to be announced, Empira, Cambridge*

### Session B - ICan: Quality Improvement from Direct Care Staff

- Learn how to empower frontline staff to identify improvement opportunities and develop and test solutions using quality improvement tools and strategies.
- Explore examples of successful projects and approaches through case studies presented by ICan Quality Improvement Project Participants.
- Take home ICan implementation strategies that can be used within your organization to improve quality.

**Sandy Bensen, HSS Transformation Coach, LeadingAge Minnesota, St. Paul; and Health Support Specialist Quality Improvement Project Participants to be announced**

### Session C - Creating a Culture of Excellence from the Board Room to the Front Lines of Care

- Explore why is it important to the success of your organization to make time for excellence when you feel you can't even keep up with daily tasks and expectations.
- Discuss creating a culture of excellence at all levels of your organization.
- Learn practical strategies to engage all staff as active participants in excellence and continuous improvement.

**Brian Lassiter, President, Performance Excellence Network, St. Paul**

2:15 p.m.

Break



# Schedule of Events

2:30 p.m.

## Concurrent Sessions

### Session D - Preventing Maltreatment in Your Organization: A Proactive Approach

- Understand the positive correlation between having a culture of safety in your organization and the prevention of abuse, neglect and exploitation.
- Describe the differences between human error, at-risk behavior and reckless behavior as causal factors in abuse, neglect and exploitation and what you can do to address each type more effectively.
- Apply concepts to case studies of events reported and substantiated under the Vulnerable Adult Act.
- Take home actionable strategies to assess risk of and prevent these types of events from occurring in your setting.

**Catherine Hinz**, MHA, Interim Executive Director, Minnesota Alliance for Patient Safety, Bloomington; and **Julie Apold**, Vice President of Quality & Performance Excellence, LeadingAge Minnesota, St. Paul

### Session E - How to Use Organizational Data to Achieve Quality Outcomes and Ensure Viability

- Understand the impact of data on your organization's reimbursement, viability and market strength using readily available reports from CMS and other sources.
- Describe how to prove quantity and quality of care by collecting and analyzing accurate, objective data.
- Discuss three effective leadership strategies designed to create a winning data strategy for organizational improvement and marketplace positioning.

**Karolee Alexander**, Director of Clinical and Reimbursement Consulting, Pathway Health, Lake Elmo

### Session F - Treating Your Residents as Guests

- Recognize that guests are very different than customers when thinking about a resident centric culture in your community.
- Explore why inviting a guest into your home generates an entirely different set of service skills than the traditional customer service program.
- Learn how to instill a culture that when residents are "guests," problems and requests generate an entirely different staff response.

**Bruce R. Matza**, Principal, Innovations in Management, Woodbury

3:30 p.m.

Conference Adjourns

