

## 2020 Institute and Expo – Potential Topics for the Call for Presentations

### AUDIENCE/FOCUS

Adult Day Program Directors

### SAMPLE TOPICS

Person centered programming, improving ADS operations, cultural competence, marketing (how to best market the impact of your program), planning outings, working with family caregivers, understanding social isolation, quality, unique programming ideas, reaching across the continuum partnerships, back to the basics – policies, procedures and programming, documentation for rule compliance

All audiences

Abuse prevention, behavioral health, change management, customer service/hospitality, dementia, improving organizational operations, leadership, management/supervision, public policy changes and updates, effective communication, personal/professional development (e.g. productivity, empathy, etc.), building trust and improving our image as a provider community, eliminating ageism in practice, conflict resolution/managing conflict

Business Office (AL or Care Center)

Accounts receivables, best practices, managed care payment, operating and tracking the nurse loan forgiveness and scholarship programs

Campus Directors/Administrators/CEOs

Developing new products and services, new business models and partnerships, innovative/cutting edge Programs/services/models, improving organizational operations, using data to drive decisions, predictive analytics, regulatory compliance, Medicare Advantage, engaging your team to meet your mission, leading with emotional intelligence, performance excellence/quality improvement, connecting with your customers

Clinical care

Chronic illnesses, falls prevention, disease specific care, care transitions, antibiotic stewardship, building competencies, staffing, pain management, medication safety, ROPs, PDPM, effective elimination of opioids

Dietary/Food Service

Sanitation (required CEU), accommodating specialty diets, bariatric care, meal planning, how to make dining special/stand out, enhancing food presentation, the dining environment, relationships with local tech schools, cook/chef internships/job shadows

Environmental Services

Energy savings, floor care, emergency preparedness, creating home – best design and furnishing elements for senior settings, establishing a preventive maintenance program, vendor contracting for equipment maintenance, bed bugs, infection control, fire/life safety, hazardous waste disposal

Financial Management (by setting)	Best practices, capturing appropriate reimbursement, insurance and risk management, budgeting “101” (for small providers too)
Fund Development	Donor relationships, asking for money, special events, tapping millennial donors, new ideas/trends in fundraising (beyond the gala and golf events), grant management, supporting grants when the lead person resigns
Governance	Board/governance development, succession planning, building public trust, ethics, recruiting for boards
AL and Home Care Managers	All recent legislative changes, surveys, Landlord-Tenant Law, Fair Housing, companion animals, trends, developing your team, engaging the team in customer service, from buddy to boss, change management, resident and family councils, how to hold family meetings, connecting with your customers, team communication
Human Resources	Employment law, recruitment and retention, OSHA, coaching and counseling, hiring best practices, mentoring, diversity and inclusion, HR “101”, connections with local schools, business case for diversity and inclusion, onboarding, staff support systems, marketing and sales best practices to use for recruiting, paid internships, job shadowing, retention solutions to child care and transportation needs, social media best practices
Marketing and Sales	Effective marketing strategies, closing the sale, deceptive marketing practices (how to avoid, legal determination of, truth in advertising, etc.), Google Analytics/using data to inform marketing strategy, delivering what your market demands, implementing career awareness campaigns, social media best practices
Pastoral/Spiritual Care	Practicing mindfulness, building spiritual resilience, blending faiths/co-existing and honoring all faiths, supporting people at end of life (helping them to find meaning), end of life rituals
Reimbursement Policies	<u>AL</u> : Potential pay for performance. <u>AL/ADS</u> : Disability Waiver Rates. <u>AL/ADS/HCBS</u> : Elderly Waiver Reform <u>Care Centers</u> : Patient Driven Payment Model, Value Based Purchasing, Value Based Reimbursement
Regulations (setting specific)	Examples: Patient-Driven Payment Models, Requirements of Participation Phase 3, Value Based Purchasing (care centers). HCBS Settings Rule, Long Term Social Supports (AL and Adult Day), hazardous waste disposal, HIPAA/data privacy, AL licensure

Social Services

Ethics-related topics (required CEU), effective communications with families and clients, personal histories, person centered care, resident and family councils, facilitating care discussions, person-centered planning

Technology

Electronic Health Records, cutting edge technology, cyber security, telehealth developments, interoperability, HIPAA privacy and security, adopting new technology

Therapeutic Recreation

Innovative, person-centered activities, the use of technology (i.e. virtual reality), gathering personal histories and preferences for person-centered care

Quality and Safety

Performance excellence, quality measures and outcomes/quality improvement, patient safety, safety culture, human factors, health care design, empowering direct caregivers, quality improvement programs led by frontline staff

Wellness

Aromatherapy, healing touch, alternative therapies, self-care, palliative care