

## 2021 Institute and Expo – Potential Topics for the Call for Presentations

### AUDIENCE/FOCUS

Adult Day Program Directors

### SAMPLE TOPICS

Recovery from COVID-19 'hiatus', person centered programming, improving ADS operations, marketing (how to best market the impact of your program), planning outings, working with family caregivers, unique programming ideas, networking with your local hospital, clinics and AAA, back to the basics – policies, procedures and programming, documentation for rule compliance, VA CCN, resources/technology for easily communicating with caregivers, diversifying your licenses/service offerings

All audiences

Diversity, cultural competence, equity, understanding systemic and institutional racism, 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, managing conflict,

Assisted Living and Home Care Managers

All recent legislative changes, surveys, Landlord-Tenant law, Fair Housing, 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. AL licensure related: Transition planning and resources vs. terminations - supporting residents over the course of time, person centered planning required for AL with dementia care, RN oversight

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

"Lessons Learned from COVID-19", developing new products and services, new business models and partnerships, innovative/cutting edge programs, services and models, improving organizational operations, using data to drive decisions, predictive analytics, regulatory compliance, Medicare Advantage, leading with emotional intelligence, performance excellence/quality improvement, connecting with your customers

Clinical care

Chronic illnesses, infection prevention, falls prevention, disease specific care, care transitions, antibiotic

	stewardship, building clinical competencies, staffing, pain management, medication safety
Dietary/Food Service	Sanitation and ethics (required CEUs), 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, New AL requirements for dietary directors
Environmental Services	Their role in cleanliness/infection control , 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, 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 \$, special events, tapping millennial donors, new ideas/trends in fundraising (beyond galas), grant management, supporting grants when the lead person leaves
Governance	Board/Governance development, succession planning, building public trust, ethics, recruiting for boards, diversity in the Boardroom – how to do it Board’s role/obligation in diversity, inclusion and equity
Human Resources	Post-COVID care and support for staff , employment law, recruitment and retention, OSHA, coaching and counseling, hiring best practices, HR, “101” mentoring, diversity/inclusion/cultural competence, equitable hiring practices, connections with local schools, onboarding, staff support systems, marketing and sales best practices to use for recruiting, paid internships, job shadowing, employee social supports
Marketing and Sales	Virtual tours, effective marketing strategies, closing the sale, social media, 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 (HR and marketing)
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	<p><u>AL</u>: Potential pay for performance, housing supports/rent – AL clients on EW – what can and can't be done.  <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, VA mixed reimbursement (some clients covered by CCN and some under traditional contracts)</p>
Regulations (setting specific)	<p>Infection Control, AL licensure, HCBS Settings Rule, Long Term Social Supports (AL and Adult Day), hazardous waste disposal, HIPAA/data privacy, Emergency Preparedness, Medical Cannabis and CBD, Requirements of Participation</p>
Social Services	<p>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, understanding individual biases, offering support groups in a virtual environment</p>
Technology	<p>Telehealth, Electronic Health Records, HIPAA Cutting edge technology, cyber security, telehealth developments, interoperability, HIPAA privacy and security, adopting new technology, technologies for clients and residents</p>
Therapeutic Recreation	<p>Innovative, person-centered activities, the use of technology (virtual reality), gathering personal histories and preferences for person centered care</p>
Quality and Safety	<p>Application of Safe Care for Seniors or Performance Excellence principles/practices to COVID-19 or other key issues, 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, communicating with residents and families, care for the caregiver, resiliency, empowering clients/residents, Value Based Purchasing</p>
Wellness	<p>Aromatherapy, healing touch, alternative therapies, self-care, palliative care, mental wellness, reducing feelings of loneliness and isolation</p>