

*LeadingAge*<sup>™</sup>  
Minnesota

the  
first  
annual

## 2016 Quality Conference



Building a Culture of Continuous Improvement



November 9-10, 2016  
Minnesota Masonic Heritage Center  
Bloomington

Sponsored by:



# 2016 Annual Sponsors

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LeadingAge Minnesota would like to thank the following 2016 Annual Sponsors for helping advance our mission and for supporting important programs and initiatives.

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# About the Conference

The role of quality in aging services is changing dramatically, and it can be overwhelming to keep up with the speed and scope of change. The first-ever LeadingAge Minnesota Quality Conference is designed to better position your organization to meet and exceed expectations while moving the needle on quality outcomes through a process of continuous quality improvement.

At this inaugural conference, you will engage in interactive and dynamic sessions full of discussion on timely and emerging issues and sharing of best practices on the most pressing topics you have helped us identify.

- Learn a variety of strategic and actionable ideas that will provide immediate and ongoing improvement in your organizations' quality initiatives.
- Create a strong foundation to support quality and performance excellence.
- Provide person-centered care that is truly individualized and effective.
- Improve performance on challenging clinical topics.
- Optimize your customers' experience and quality of life.

Together, our innovative thinking and bold action at this conference will create opportunities for us all to excel and provide the best possible care.

We hope you will join the conversation – see you there!



# 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
- Other interested staff



**Early Bird  
Registration  
Deadline:  
Friday,  
October 21**

# Schedule of Events

## Wednesday, November 9

9:30 a.m.	Registration and Refreshments
10 a.m.	Welcome and Opening Keynote
11 a.m.	General Session A
Noon	Lunch (included) and Networking
1 p.m.	General Session B
2 p.m.	Break
2:15 p.m.	General Session C
3:45 p.m.	Adjourn for the Day

## Thursday, November 10

8 a.m.	Check-in and Continental Breakfast
8:30 a.m.	Concurrent Sessions
10 a.m.	Break
10:15 a.m.	Concurrent Sessions
11:45 a.m.	Lunch (included)
12:45 p.m.	Concurrent Sessions
2:15 p.m.	Break
2:30 p.m.	Concurrent Sessions
3:30 p.m.	Conference Adjourns

Save The Date!

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RiverCentre, St. Paul • February 8-10, 2017

LeadingAge  
Minnesota



# General Sessions

## Wednesday, November 9

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

### **Moving from Compliance to Excellence – and Improved Outcomes**

- Become familiar with the Malcolm Baldrige Performance Excellence Framework and how to use its Core Values and concepts to focus, align, and accelerate your organization's performance improvement efforts.
- Explore the evidence-based characteristics of high performing organizations to better understand the steps you can take to become a role model organization in the eyes of your customers and employees.
- Take home practical techniques and strategies designed to achieve performance excellence in serving your customers.

*PAUL GRIZZELL, President, Core Values Partners, Woodbury*

11 a.m. **General Session A**

### **Applying the Core Values of Quality and Performance Excellence - A Case Study**

- Hear about Winona Health's journey in adopting the Quality and Performance Excellence Core Value framework and their experience in applying for the National Baldrige Award Program.
- Appreciate how this framework has guided and accelerated improvement efforts and transformed this organization.
- Explore successes and lessons learned throughout the process as your organization considers this path to quality improvement.

*LINDA ATKINSON, RN, Operations Improvement Manager for Inpatient Services, Winona Health, Winona*

Noon Lunch and Networking

1 p.m. **General Session B**

### **Improving Outcomes Through Person-Centered Care**

- Describe how person-centered care contributes to quality outcomes and improves quality of life for those you serve.
- Analyze existing systems to determine how well they support person-centered care as new clients transition into your care setting.
- Identify daily practices to implement person-centered care.

*BARBARA FRANK, Co-Founder, B & F Consulting, Warren, R.I.*

2 p.m. Break

2:15 p.m. **General Session C**

### **Using QAPI Principles to Improve Quality in All Settings**

- Discuss the Quality Assurance and Performance Improvement (QAPI) regulation for care centers and how its principles can be used successfully in all settings across the aging services continuum.
- Identify ways to strengthen your organization's quality improvement plan to both meet and exceed any requirements and expectations.
- Through a hands-on interactive learning experience, take home strategies to embed QAPI/QI principles into your day-to-day work that will help achieve desired outcomes and goals.

*KATHIE NICHOLS, RN, BSN, CRRN, Nursing Home Liaison; and KRISTI WERGIN, RN, BSN, CPHQ, Program Manager, Stratis Health, Bloomington*

3:45 p.m. Adjourn for the Day





## Thursday, November 10

8 a.m. Check-in and Continental Breakfast

8:30 a.m. **CONCURRENT SESSIONS**

### **Session #1 - Person-Centered Care: Engaging Staff in Individualizing Care**

- Identify key practices that promote the teamwork and communication necessary for engaging staff in individualizing care.
- Learn how to implement five key systems that support these practices on a daily basis: consistent assignment, shift huddles, QI rounding, management stand-up with staff and involving staff closest to the clients in care planning.
- Demonstrate the positive links between organization-wide staff engagement and improved performance.

*BARBARA FRANK, Co-Founder, B & F Consulting, Warren, R.I.*

### **Session #2 - Reducing Readmissions and Preventing Re-Hospitalizations: Lessons Learned from the Coordination of Care Communities**

- Learn about the Lake Superior Quality Innovation Network Coordination of Care Initiative involving community partners collaborating to improve transitions of care in the community, and reduce readmissions and adverse drug events.
- Examine insightful lessons learned from this collaborative work.
- Learn how Community Partners identified barriers to success and the key strategies used to implement and overcome them.

*JANELLE SHEARER, RN, BSN, MA, Program Manager, Stratis Health, Bloomington*

### **Session #3 - Retooling Five Star: Strategies to Improve Your Star Rating**

- Describe the 2015 changes made to the Five Star System and how CMS uses payroll data to validate information.
- Know how to analyze what goes into your organization's Five Star Rating.
- Develop strategies to improve this rating and increase your partnership potential with MCOs, ACOs and discharge planners.

*CARYN ADAMS, Senior Consultant, Wipfli, LLP, Milwaukee, Wis.*





10 a.m.

Break

10:15 a.m.

## CONCURRENT SESSIONS

### Session #4 - Keys to a Successful Antipsychotic Reduction Initiative

- Discuss the new requirements under CMS' Conditions of Participation for reducing the use of antipsychotic medications.
- Understand the medical conditions this classification of drugs was originally designed to treat and how they have been used differently to reduce behaviors in persons with dementia, putting their health at risk.
- Explore best practices in reducing the use of antipsychotics in aging service settings with alternative therapies and other medications.

*JOE LITSEY, PharmD, Director of Consulting Services, Thrifty White Pharmacy, Plymouth*

### Session #5 - Moving the Dial on Pain to Improve Quality of Care

- Explore the latest research on assessing, documenting and monitoring pain in cognitively intact and cognitively impaired older adults.
- Discuss strategies for planning and implementing effective plans of care for pain in older adults.
- Hear lessons learned from quality improvement projects focused on pain assessment and management.

*Panel of LeadingAge Minnesota members to be announced*

### Session #6 - Measuring and Improving Functional Status

- Review the requirements and expectations for improving the functional status of your residents under the Impact Act, Nursing Home Compare, the Five Star System and the Minnesota Report Card.
- Identify tools and resources to measure functional status and which ones may have been used by hospitals prior to someone moving into your setting.
- Explore best practices for making progress on a resident's functional status.

*TERRIANNE JONES, PhD, OTR/L, Instructor, Occupational Therapy, Center for Allied Health Programs, University of Minnesota, Minneapolis*



11:45 a.m. Lunch

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

### **Session #7 – Moving the Dial on Falls, Continenence and Pressure Ulcers to Improve Care and Outcomes**

- Examine updated best practices designed to reduce injuries from falls.
- Discuss best practices for improving continence in your residents and clients.
- Explore the evolving clinical and technological advances in reducing and preventing pressure ulcers.

*SUE ANN GUILDERMANN, RN, BA, MA, Director of Education, Empira, Eden Prairie; and MICHELLE STOBBER, RN, BSN, CEO, Senior Care Solutions, Stillwater*

### **Session #8 – Unraveling the Mystery: Quality Measures, Quality Reporting Process and the MDS**

- Discuss the rationale behind the SNF Quality Reporting Program (QRP) and how the data it gathers will impact your reimbursement in 2018.
- Understand the relationship between the QRP and the MDS.
- Take home best practices for completing Section GG and other areas of the MDS which impact the QRP.

*CARYN ADAMS, Senior Consultant, Wipfli, LLP, Milwaukee, Wis.*

### **Session #9 – Practical Approaches to Gathering and Using Data**

- Consider how reliable data can produce meaningful and efficient improvement in quality.
- Identify strategies to implement real-time data.
- Develop smart techniques to interpret and communicate the most important information gleaned from your data to the consumer.
- Learn from case study examples how to apply strategies for gathering and using data effectively.

*SANDRA DELGEHAUSEN, RN, BS, PHN, Quality Assurance Specialist, Elim Care Inc., Eden Prairie*

2:15 p.m. Break

2:30 p.m.

## CONCURRENT SESSIONS

### Session #10 – Gray Matters: Understanding Depression in Older Adults

- Know how to identify the risk factors and warning signs of depression and suicidal behavior in older adults.
- Explore the stigma that exists with mental illness and how it impacts treatment and recovery.
- List two resources that can be used to support older adults living with depression.

*KAY KING, Older Adult Program Coordinator and Community Educator, NAMI Minnesota, St. Paul*

### Session #11 – Improving the Health of Your Residents and Clients Through Antimicrobial Stewardship

- Explore best practices related to antimicrobial stewardship and how it reduces illness.
- Develop an antimicrobial stewardship toolkit for your setting through a hands-on learning experience.
- Discuss future opportunities for collaboration in developing an effective antimicrobial stewardship program.

*AYESHA RASHID, MD, Infectious Disease Specialist, St. Paul Infectious Disease Associates, St. Paul; and LINN WARNKE, RN, MPH, Nurse Specialist, Minnesota Department of Health, St. Paul*

### Session #12 – Public Policy Initiatives for Improving Quality of Life and Customer Satisfaction

- Discover what the Minnesota Department of Human Services (DHS) learned from their Resident Quality of Life interviews.
- Learn about new changes to interview questions, what prompted them, and how the information gathered from the new questions can be used in your quality improvement efforts.
- Hear from providers who have utilized the Resident Quality of Life data to improve the quality of life for their residents.

*VALERIE COOKE, Manager, Nursing Facility Quality and Research, Minnesota Department of Human Services, St. Paul*

3:30 p.m.

Conference Adjourns



# General Information

## LOCATION

Minnesota Masonic Heritage Center  
11411 Masonic Home Drive  
Bloomington, MN 55437  
952.948.6500

## ACCOMMODATIONS

La Quinta Inn and Suites  
5151 American Blvd. W.  
Bloomington, MN 55437  
Call 952.830.1300 and ask for the “Quality Conference” rate of \$89. The room block expires on Oct. 19, 2016.

## HANDOUTS

Participants will be sent links to handouts prior to the conference.

## CONTINUING EDUCATION CREDITS

Application has been 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. Participants may also request a general certificate of attendance.

## FOR FURTHER INFORMATION

Quality-related topics: Julie Apold [japold@leadingagemn.org](mailto:japold@leadingagemn.org)  
Registration questions: Ashley Peterka [apeterka@leadinagemn.org](mailto:apeterka@leadinagemn.org)  
Local calls: 651.645.4545; Toll-free: 800.462.5368

# Registration Information

## REGISTRATION FEES

Early Bird Registration Deadline is Friday, October 21, 2016

Registrations received after Oct. 21 will be charged the regular rate.

LeadingAge Minnesota Members: Early Bird \$250 per person / Regular Rate \$300 per person

Prospective Members: Early Bird \$300 per person / Regular Rate \$350 per person

## HOW TO REGISTER

Register online at <https://www.leadingagemn.org/events>. When registering, selection of concurrent sessions is required to ensure adequate meeting space.

You will need your member username and password. If you do not know your username, contact Ashley Peterka at [apeterka@leadingagemn.org](mailto:apeterka@leadingagemn.org). If you forgot your password, you may reset it on the log-in page ([www.leadingagemn.org](http://www.leadingagemn.org)) by clicking "Forgot your password?"

## HOW TO KNOW IF YOU ARE REGISTERED

Confirmation of program registration is sent by email within three working days of receipt of registration and will include a paid statement or an invoice for unpaid registration. Contact Ashley Peterka at [apeterka@leadingagemn.org](mailto:apeterka@leadingagemn.org) if your registration has not been confirmed.

## CUT-OFF/CANCELLATION

Registration is limited and on a first-received basis. Registration cut-off/cancellation notice for this event is **November 4, 2016**. All cancellations are subject to a \$25 processing fee. No-shows will be responsible for the entire conference fee without refund. LeadingAge Minnesota reserves the right to cancel the conference or individual sessions.



# Quality Initiatives and Resources

LeadingAge Minnesota strives to build public trust in older adult services by offering members education, services and resources to assist your continuous quality improvement efforts.

We actively involve all stakeholders – consumers, government and providers – in the development of quality improvement tools to ensure our members have access to the very best and most collaborative thinking in this important area.

LeadingAge Minnesota supports efforts to achieve quality in the field of older adult services through:

## Performance Measurement Tools and Reports

### *Quality Metrics*

- Tools to track and benchmark performance on key quality metrics over time and as compared to other providers locally and nationally.

### *Five Star Analysis Reports*

- Individualized reports highlight key areas for prioritization based on performance and degree of change necessary to demonstrate improvement

### *Quality Improvement Center's Clinical Tool Box*

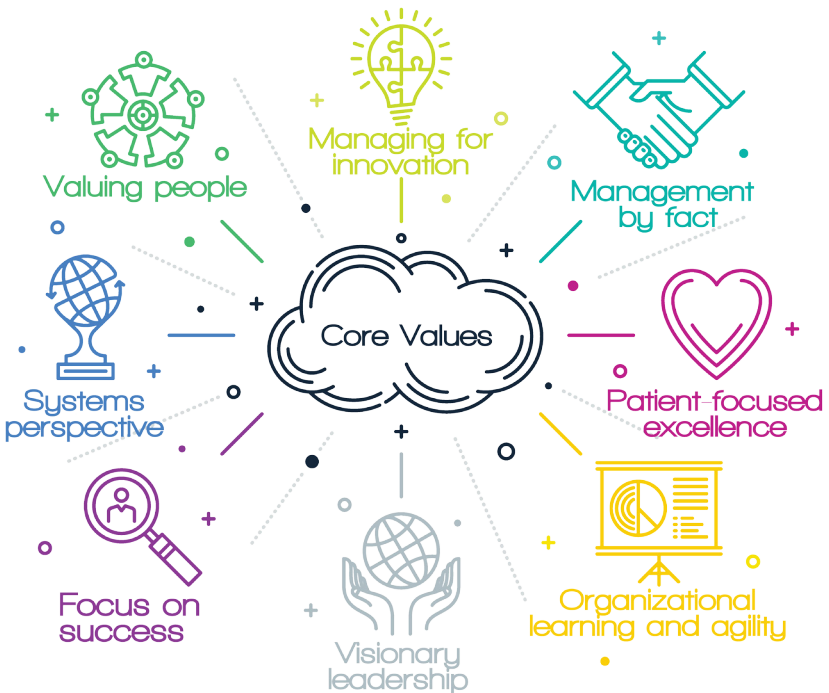
- Practical tools, templates, and checklists to support development of a successful quality program in several key areas across the continuum of care settings.
- Comprehensive toolkits are available for falls prevention, influenza, drug diversion and unnecessary medications.
- Easy-to-use checklists help you design a self-administered mock survey.
- Quality Assurance and Process Improvement templates guide you in creating a customized quality program for your care setting.

***Education and Training on Quality Concepts, Protocols and Best Practices via:***

- Annual Quality Conference.
- Sessions at signature conference events throughout the year.
- Deep dive webinar series on quality indicators.
- Training on new quality improvement and reporting regulations.

***Recognition for Quality and Performance Excellence through:***

- The award winning Confident Choices for Senior Living designation.
- LeadingAge Minnesota Stars Among Us Awards program.



**LeadingAge**<sup>™</sup>

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2550 University Avenue West, Suite 350 South  
St. Paul, MN 55114-1900

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