2010 ASSISTED LIVING and HOME CARE CONFERENCE
Helping providers improve operations and clinical services

Why you should attend this conference:

• Know how to bring your “A” Game to every aspect of your life on a day-to-day basis.
• Make your workplace strong and healthy so toxic individuals do not thrive in it.
• Assess the risk for and prevention of pressure ulcers and know how to treat them should they be present.
• Help your clients successfully transition care settings.
• Identify employees who negatively impact your workplace and how to address them.
• Know how to minimize risk for falls through root cause analysis, assessment and client education.
• Explore sensor technology and what it can do for your clients and your business.
• Develop policies and procedures to prevent and decrease third party payor denials.
8 – 9 a.m.  Registration and Continental Breakfast

9 – 10:15 a.m. Welcome and Introductions

*Bring Your A-Game...to Every Aspect of Your Life!*

What percent of the time would you say that you bring the very best you have to offer to your work life, your home life, and your relationships? In this fun, interactive session, we will explore what the latest research has to say about ways to keep yourself feeling upbeat and energized—bringing your A-Game to every aspect of your life—on a day-to-day basis.

- Discuss the many advantages of being a positive person, including benefits for career, relationships, health, and creativity.
- Learn strategies for training your thoughts and moods to be more positive, including Watch and Replace! and The Daily Positives List.
- Understand why playing the Comparison Game is hazardous to maximizing one’s personal and professional potential.
- Explain the value of checking for accuracy assumptions we make in relationships.
- Describe what the Magical Relationship Ratio is, and other strategies for nurturing effective relationships with those at work and home.

*Brenda Clark Hamilton, MA Ed., Principal, Fresh Coffee: Professional Growth Programs that Awaken Your Best Self, Algona, IA*

10:15 – 10:30 a.m. Break

10:30 – 11:30 a.m. **CONCURRENT SESSIONS**

**Session A – Protect Yourself from Toxic People in the Workplace**

More and more research has been conducted in recent years on the significant, negative impact that so-called “toxic individuals” have on workplaces. This session will identify several types of toxic individuals and what we, as organizational leaders and employees, can do to make our workplaces strong and healthy organizations where these people do not thrive.

- Identify several traits of toxic individuals in the workplace.
- Recognize the real costs such individuals have on work places and those who work with them.

- Find out which strategies at the individual, team, and organizational level are most and least effective in dealing with toxic individuals (utilizing research from Kusy and Holloway, 2009).
- Learn personal coping strategies to minimize the negative impact toxic individuals have on you when you must work closely with them.

*Brenda Clark Hamilton, MA Ed., Principal, Fresh Coffee: Professional Growth Programs that Awaken Your Best Self, Algona, IA*

**Session B – Session #2 - Developing a Pressure Ulcer Prevention Plan of Care**

Pressure ulcer prevention is complex. Conflicting procedures and protocols may exist. Multiple health care team members may be involved and limited knowledge may result in misunderstanding of equipment or procedures. Consistent risk assessment and initiation of prevention strategies are challenges. This session includes recommendations for risk assessment and prevention of pressure ulcers and an analytical framework for the evaluation and treatment of pressure ulcers.

- Understand why pressure ulcer risk assessment should be provided for all patients.
- Identify the frequency and extent of a skin inspection and how it varies, based on the patient risk factors and complexity.
- Discuss identification of appropriate pressure redistributing interventions to implement based upon your assessment.
- Learn what questions to ask in making proper assessments.

*Kathy Borchert MS, RN, CWOCN, ACNS-BC, Bethesda Hospital, St. Paul*

**Session C – Why Can’t I Go Home? Working with Clients and Their Families to Successfully Transition Care Settings**

You know this scenario: your client has been hospitalized, is about to be discharged and wants to come home. Her needs exceed the services that your home care agency provides and the family is pushing you to take her back. What’s a home care nurse to do? Using a case study example and other resources, this session will help you deal with these difficult situations.

- Review important laws that govern transfers between settings and a resident’s right to return home, including Fair Housing Act and Minnesota’s Landlord-Tenant Law.
- Know how to evaluate the strengths and resources at discharge to determine whether services are available to meet the client’s needs whether it is within or outside your continuum of services.
- Make sure you have adequate contingency plans for client placement if they cannot return to their previous home.
• Identify potential financial implications for clients and your organization when residents move between settings and how these may impact their decision-making.

Susan M. Schaffer, RN, Attorney at Law, St. Paul

11:30 a.m. – 12:30 p.m.  Lunch

12:30 – 2 p.m.  CONCURRENT SESSIONS

Session D – How to Discipline and Terminate Toxic Individuals
Learn how employers can develop a strong workforce through the hiring, discipline and termination processes and discuss issues related to employees who “bring down” the entire work atmosphere and overall morale.
• Learn to identify and address employees who negatively impact your workplace.
• Know how to screen prospective employees to avoid hiring toxic individuals.
• Identify potential risks in hiring, disciplining and firing employees and what you need to know to minimize them.
• Describe how to address employment concerns in ways that minimize legal liability and maximize employee productivity and potential.
• Become familiar with claims commonly made against employers and how best to defend against them.

Michelle Klegon, Attorney, Voigt, Klegon & Rode, LLC, St. Paul

Session E – Reducing Falls in Assisted Living Home Care Settings
Falls happen. The elderly are at greater risk due to a variety of complicated factors. Your job as a clinician in working with your clients is to assess that risk and work to minimize the potential for them occurring.
• Know how a falls risk assessment can identify the potential for them and so the risks can be minimized.
• Learn how to conduct a root cause analysis so you can use it as a tool to minimize risks.
• Consider strategies you can use to discuss your clients’ fear of falls and so they can feel empowered to take an active part in reducing their potential.
• Discuss the key concepts of falls reduction you can use to educate your clients.
• Describe interventions to reduce the likelihood of future falls.

Sue Ann Guildermann, RN, BA, MA, Director of Education, Empira, Eden Prairie

2:15 – 3:30 p.m.  CONCURRENT SESSIONS

Session F – Sensor Technology Helping Seniors Stay in Their Homes Longer
Using the WellAWARE system as an example, learn how this technology collects information through sensors that are placed in key locations around the home (bathroom, kitchen, bedroom and doors). The sensors measure movement around the home to assess how well the person is able to complete tasks of daily living. Other sensors, like the one placed in the bed, can alert staff to changes in habits that might indicate a health concern; those on the doors tell when the person leaves the home and returns.
• Explore sensor technology and what it is designed to accomplish for your clients as well as your business.
• Identify potential clients who might benefit from sensor technology and keep them as independent as long as possible.
• Understand interventions and identify changes using data generated by sensor technology so your organization can be proactive in its approach to care and services.

Nancy Vogel, R.N., Director of Home, Good Samaritan Society Home Care, St. Peter

Session G – Improving Your Operations in Dealing with Third Party Payor Issues
Explore current hot topics in third party payor issues for assisted living home care organizations including the frequency and rationale for third party denials, timing of appeals and a provider’s likelihood of success, and third party payor contracts. Learn how to identify the problem areas and get tools and strategies to help you maintain ongoing third party payments.
• Analyze current third party payor contract issues.
• Identify third party payor denial trends and appeal issues.
• Develop policies and procedures to prevent and decrease third party payor denials.
• Share creative strategies to resolve third party payor concerns.

April J. Boxeth, Attorney, Voigt, Klegon & Rode, LLC, St. Paul

3:30 p.m.  ADJOURN

Helping providers improve operations and clinical services
Speed Learning Sessions
(8:15 – 8:45 a.m.)

Start your day with delicious treats and an interactive learning experience by participating in the speed learning sessions. Share your experiences and learn from each other. Pre-registration for topics is requested. Topics include:
1. Activities on a shoe string
2. Creative programming for advanced dementia
3. Diabetes care
4. Medication administration
5. Parkinson’s Disease
6. Preparing for your home care survey
7. Staffing
8. Wellness programs

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CONTINUING EDUCATION CREDITS
This program has been designed to meet the continuing education requirements for the Minnesota Board of Nursing for contact hours. Several programs also meet the continuing education requirements for the MN Board of Social Work (the opening keynote address and concurrent sessions 1, 3, and 4) which has approved Aging Services of Minnesota as a provider of continuing professional education. Application is being made to the Minnesota Board of Examiners for Nursing Home Administrators.

HANDOUTS
We’re doing our best to “go green” wherever we can so we can minimize our carbon imprint on the environment. Shortly before the conference we’ll send out links to those who have pre-registered and from faculty who have met the deadline for getting them to us in advance electronically. For faculty who miss that deadline, we will ask them to bring their handouts along. Please print copies of handouts for sessions you plan to attend. Feel free to bring your own laptop with your handouts loaded on it to the conference. The U of M Continuing Education Center offers free wireless Internet access. Handouts will be available for three weeks after the conference.

ACCOMMODATIONS
A block of sleeping rooms in the Aging Services of Minnesota name has been reserved at the Radisson Roseville Hotel 651.636.4567 for the night of October 19, 2010. To receive the special rate, please reserve your room no later than October 6, 2010.

REGISTRATION INFORMATION AND FEES
Minnesota HomeCare Association or Aging Services of Minnesota Members - $145 for the first person from an organization; $130 for each additional person.
Prospective Members - $245 for the first person from an organization, $210 for each additional person.

All registrations will be processed by the Minnesota HomeCare Association. The registration fee includes refreshment breaks, lunch and CEUs. Registration is limited and on a first received basis. Aging Services of Minnesota and the Minnesota HomeCare Association reserve the right to cancel this conference. Registration cut-off date and cancellation notice: October 15, 2010 to receive a refund. Cancellations must be in writing and submitted prior to October 15, 2010 and are subject to a $25 processing fee. No shows will be billed the full fee. Please indicate special health, mobility or dietary needs on the registration form. Confirmation letters will be sent via e-mail. If for some reason you do not receive a confirmation by October 15, please contact the Minnesota HomeCare Association to verify your registration has been received.

SEND REGISTRATIONS TO MHCA
Registration secure online at www.mnhomecare.org
FAX the completed form to: 651.635.0043
Mail the completed form to:
Minnesota HomeCare Association
1711 West County Road B
Suite 211
St. Paul, MN  55113

MHCA or Aging Services of Minnesota members (only) may be invoiced.

FOR FURTHER INFORMATION:
Questions about the program:
Paulette Sorenson at MHCA: psorenson@mnhomecare.org
651.635.0923 or toll free 800.607.0607
Heidi Simpson at Aging Services of Minnesota:
hsimpson@agingservicesmn.org
651.645.4545 or toll free 800.462.5368

Registration questions:
BETH SOWDEN at MHCA:
esowden@mnhomecare.org
651.635.0783 or 866.607.0607
REGISTRATION FORM
2010 ASSISTED LIVING and HOME CARE CONFERENCE • October 20, 2010

NAME ___________________________________ TITLE ____________________________

EMAIL *(required)* ___________________________________________________________

Check the concurrent sessions you will attend *(required)*:
10:30 - 11:30 a.m. □ Session A  □ Session B  □ Session C
12:30 - 2 p.m. □ Session D  □ Session E
2:15 - 3:30 p.m. □ Session F  □ Session G

Please check the speed learning topics you would be interested in being a part of. This information will be used to determine the appropriate number of tables to set up.

☐ #1  ☐ #2  ☐ #3  ☐ #4  ☐ #5  ☐ #6  ☐ #7  ☐ #8

NAME ___________________________________ TITLE ____________________________

EMAIL *(required)* ___________________________________________________________

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ORGANIZATION ____________________________________________________________________

☐ MHCA Member? □ Yes □ No  ☐ Aging Services Member? □ Yes □ No

ADDRESS__________________________________________________________________________

CITY __________________________________________________ STATE ___________ ZIP __________

PHONE ( ) ___________________________ FAX ( ) ___________________________

Method of payment: □ Payment enclosed  ☐ Please invoice *(Aging Services/MHCA members only)*

☐ VISA  ☐ MasterCard  ☐ AmEX  Card #/Code ___________________________ Exp. Date________

Name on Card __________________________________________ Cardholder’s Signature ________________________

Cardholder’s Phone # ( ) __________________________

Registration Fees: Minnesota HomeCare Association or Aging Services Members: $145 for the first person from an organization; $130 for each additional person. Prospective Members: $245 for the first person from an organization; $210 for each additional person.

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**Suggested audience:**
- Clinical services directors in assisted living or home care programs
- Managers of assisted living or home care and housing-with-services settings
- Other interested professionals