

Celebrate Age



Aging Services of Minnesota

2011 Institute

February 9 - 11

Hyatt Regency Minneapolis



**Aging Services
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES

Aging Services of Minnesota

2011 Institute

Youthfulness: a belief in ageless engagement with life that is active, spirited and exuberant.

Impact: a desire to have an enduring influence in making a difference.

Possibility: a sense of personal development built upon empowerment and continuous progression.

Generation Ageless, 2007

Welcome to the 2011 Institute.

Why Celebrate Age? Why Now?

2011 is the momentous year when the first of 77 million baby boomers will turn 65, and today's seniors are redefining what exactly it means to be "old." While boomers aren't generally those we serve in our residences and care settings today, this generation is leading a celebration of aging with the expectation of independence, meaningful work, the opportunity to go back to school and pursue encore careers, volunteering and teaching young adults the value of giving back. In this time of challenge for our state and our nation, we honor at this year's Institute and throughout the year ahead, the gifts of age and the potential of our older population to help transform the world we live in.

Join us at this year's Institute as we celebrate age, learn from one another and enjoy the fellowship of working together to create the future of aging services.



Bob Dahl, Chair-Elect
Aging Services of Minnesota
Board of Directors



Gayle Kvenvold, President & CEO
Aging Services of Minnesota



Celebrate Age

What's Inside?

2011 Annual Sponsors	4
Schedule of Events	5
General Session Information	6
Aging Services Expo	10
Special Features	12
Excellence and Innovation Award Winners	15
Pre-Conference Institute Intensives	16
CFO Intensive	17
Leadership Intensive	18
Session Recordings	20
Adult Day Services Programming	21
Tracks Designed For You	23
Leadership Academy	25
Continuing Education Information	26
Education Sessions	28
Session Planner	30
Parking, Light Rail & Minneapolis Info	51
Moderator Assistance Form	52
Registration and General Information	53
Institute Fee Structure	54
Registration Forms	55
Institute Planning Group	58

2011 Annual Sponsors

(list as of Nov. 8, 2010)

DIAMOND



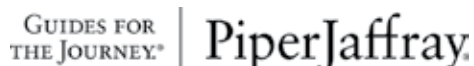
YOUR ASSOCIATION'S TRUSTED RESOURCE



Special Thanks...

Aging Services of Minnesota would like to thank the following 2011 Annual Sponsors for helping advance our mission and for supporting important programs and initiatives.

GOLD



SILVER

DOUGHERTY & COMPANY LLC



BRONZE



CPAs & BUSINESS ADVISORS



Elim Preferred Services
INCORPORATED



Fairview Partners | FAIRVIEW



Martin Bros.
DISTRIBUTING CO INC



Participant Registration Desk Hours

Tuesday, Feb. 8 • 4 – 7 p.m.

Wednesday, Feb. 9 • 7 a.m. – 5 p.m.

Thursday, Feb. 10 • 7:30 a.m. – 5 p.m.

Friday, Feb. 11 • 7:30 a.m. – 12:30 p.m.

Exhibitor Registration Desk Hours

Tuesday, Feb. 8 • Noon – 7 p.m.

Wednesday, Feb. 9 • 7 a.m. – 4 p.m.

Thursday, Feb. 10 • 9 a.m. – 2:30 p.m.

PAC Silent Auction Hours

Wednesday, Feb. 9 • 9 a.m. – 3:30 p.m.

Thursday, Feb. 10 • 9 a.m. – 3:30 p.m.

Bookstore and Cyber Café Hours

Wednesday, Feb. 9 • 7 a.m. – 5 p.m.

Thursday, Feb. 10 • 7:30 a.m. – 5 p.m.

Friday, Feb. 11 • 7:30 a.m. – 12:30 p.m.



Schedule of Events

Tuesday, Feb. 8, 2011

Noon – 4:45 p.m.

Pre-Conference Institute Intensives

Wednesday, Feb. 9, 2011

8:30 – 10:30 a.m.

10 a.m. – 12:30 p.m.

11:15 a.m. – 2 p.m.

11:30 a.m. – 3:45 p.m.

12:30 – 2 p.m.

12:30 – 4 p.m.

2:30 – 5 p.m.

4 – 5 p.m.

8:30 – 11:30 p.m.

Opening Keynote and Awards

Grand Opening of Exhibit Hall

Marketing and Sales Networking Lunch and Program

CFO Intensive

Concurrent Sessions

Exhibit Hall Open

Philanthropy Mini-Intensive Session

Twilight Concurrent Sessions

Opening Night Celebration Featuring Belladiva

Thursday, Feb. 10, 2011

7 – 8 a.m.

8:30 – 10 a.m.

10 a.m. – 2 p.m.

10:15 – 11:15 a.m.

10:15 a.m. – 3:30 p.m.

11:15 a.m. – 12:30 p.m.

11:20 a.m. – 12:20 p.m.

11:30 a.m. – 4:30 p.m.

12:30 – 1:30 p.m.

2 – 3:30 p.m.

4 – 5 p.m.

MN-DONA Nursing Leadership Breakfast

General Session and the 19th Annual Interfaith Celebration

Exhibit Hall Open

Concurrent Sessions

Minnesota Adult Day Services Programs

Lunch on the Exhibit Floor

ALNet/Nurse Managers Networking Lunch

Leadership Intensive

Concurrent Sessions

Concurrent Sessions

Twilight Concurrent Sessions

Friday, Feb. 11, 2011

8:30 – 10:30 a.m.

11 a.m. – 12:30 p.m.

12:30 p.m.

General Session and Awards

Concurrent Sessions

Conference Adjourns

Celebrate Leadership

Opening Keynote

Wednesday,
February 9
8:30 – 10:30 a.m.



Willie Jolley

Sponsored by



An Attitude of Excellence: 5 Simple Steps for 5 Star Success

Kick off your Institute experience with a high-energy presentation designed to unleash the secrets to success!

Willie Jolley has worked for years with Fortune 500 companies and studied how they got there. The common thread he found is that these companies groomed their employees into leaders and fostered environments that support this growth and success.

In this highly entertaining and comprehensive program, Jolley shares the lessons learned from successful business giants that can be adapted to any setting, including service to older adults. His concept of five simple steps to five-star success starts with the most important – develop leaders from within.

Leadership is an action, not a position. Regardless of title or rank, each person has some qualities of a leader. Great organizations recognize this and learn how to develop each person's potential. When you connect individuals' leadership qualities to their daily work, you start to see the growth of your future leaders. When you grow your people, you grow your success.

Jolley reveals exactly how this is done in the rest of the five steps: get past change resistance, foster a teamwork mindset, practice world class customer service and serve with an attitude of excellence. Learn how to do these things well, and you create a fun way to develop your most valuable resource!

Willie Jolley is a world-class award-winning speaker, best-selling author and multimedia personality. He was named "One of the Outstanding Five Speakers in the World" by Toastmasters International – an honor held by less than 50 speakers worldwide including Nelson Mandela, Margaret Thatcher and Colin Powell! Jolley holds a B.A. Degree in Psychology and Sociology from The American University and a Master's Degree from Wesley Theological Seminary. In 2005, he was inducted into the Speakers' Hall of Fame! And Success Magazine calls him the "Comeback King" for his work with helping people and organizations to "comeback" with an Attitude of Excellence. Mr. Jolley will be signing copies of his books after the session.



Celebrate Age

Celebrate Service

General Session

Thursday,
February 10
8:30 – 10 a.m.



Barbara Glanz

Interfaith Celebration
Sponsored by

WIPFLi LLP
CPAs and Consultants

General Session and the 19th Annual Interfaith Celebration

This morning's keynote presentation is combined with the wildly popular Interfaith Celebration for an experience you simply won't forget! Join your extended Aging Services family across the street at the Westminster Presbyterian Church to celebrate the work you do and renew your spirit. Regardless of your faith background you'll start the new year with a powerful reminder of your mission in serving the elderly.

The Simple Truths About Service

Service is the cornerstone of our business. We have all chosen this profession to care for and serve elders and their families. Yet in the day to day grind of schedules, stressors and crises, sometimes the simple truth about service can get lost.

Join us after this morning's Interfaith Celebration for an inspirational and entertaining look at the nature of our work and what each of us can do to create a positive, memorable experience for our customers – the kind of experience that will generate customer loyalty, improve employee retention and strengthen team morale.

Barbara Glanz shares the unforgettable story of Johnny the Bagger® and how this special young man made a choice to do one simple act each day that literally transformed the store where he worked and the lives of their customers. The lessons from this story will give you **at least six action items** you can put into practice immediately to increase the joy and fun in your workplace and affirm your choice to serve older adults.

Like Johnny, each of us - no matter our role or position in an organization - has the power to transform our culture around serving our customers. Barbara's presentation will grab your heart, brighten your day and get your creative juices flowing on ways to create customer enthusiasm in your organization.

Barbara Glanz, CSP, works with organizations that want to improve morale, retention and service and with people who want to rediscover the joy in their work and in their lives. She is the author of 11 bestselling "how-to" books including The Simple Truths of Service -- Inspired by Johnny the Bagger®, Handle with CARE — Motivating and Retaining your Employees and Building Customer Loyalty — How YOU Can Help Keep Customers Returning. Ms. Glanz will be signing copies of her books after the session.

Celebrate Success

General Session

You Unstuck: Cultivating Risk Taking and Success

Round out your Institute experience this morning with an energizing look at how to build professional and personal success.

In a world of deadlines, downsizing and doing more with less, many people are feeling stuck in a rut and are unable to contribute their best to their organization and the people they serve. How does one break free and begin to cultivate success in their work as well as their personal life? And how does an organization create a culture that supports risk taking that leads to improved care and service through staff who feel successful in their efforts?

Libby Gill is an entertainment industry veteran, best-selling author and the CEO/founder of Libby Gill & Company, a consulting and executive coaching firm in Los Angeles. Her most recent book *You Unstuck: Mastering the New Rules of Risk Taking in Work and Life* is the foundation of this morning's presentation.

Get practical, evidence-based strategies you can use immediately to take full charge of your thought process and emotions in any situation and get yourself unstuck. Determine what's most important in your life, and get a step-by-step guide for finding the courage and confidence to move toward accomplishing your professional and personal goals.

Discover how your unique behavioral style defines your approach to your work, relationships and how you face challenges. Learn to identify the behavioral styles of those you interact with on a regular basis so you can leverage the strengths of each to help build and support successful, effective teams and increase employee engagement.

Libby Gill spent 15 years heading public relations and corporate communications as senior vice president at Universal Studios; and vice president of Sony Pictures Entertainment and Turner Broadcasting. She was also the PR/branding brain behind the launch of the Dr. Phil show. She is now an internationally respected executive coach, brand strategist and bestselling author with a focus on igniting bold leadership at all levels of the organization. Ms. Gill will be signing copies of her books after the session.

Friday,
February 11
8:30 – 10:30 a.m.



Libby Gill

Sponsored by



2011 Institute Exhibit Hall Hours

Wednesday, Feb. 9

10 a.m. - 12:30 p.m.

Exhibit Hall Grand Opening

12:30 - 4 p.m.

Exhibit Hall Open

Thursday, Feb. 10

10 a.m. - 2 p.m.

Exhibit Hall Open

11:15 a.m. - 12:30 p.m.

Lunch on the Exhibit Floor

Friday, Feb. 11

Exhibit Hall Closed

Delivering Business Solutions to You!

Whatever your need, Aging Services has a supplier ready to help you deliver the best quality care and service possible. With 174 exhibits featuring cutting-edge products and services, the Expo at your Institute is the largest state-level aging services trade show of its kind!

Walk the aisles and talk with business supplier leaders who want to help you help those you serve. While you are here, be sure to visit the Alliance Purchasing/Aging Services Group display in the Nicollet Promenade to talk about solutions to your purchasing needs.

We deliver more than just products and services – we deliver solutions.

Plan Ahead

Get information online about exhibitors and special events before arriving. Visit www.aging-services-institute.org – your online resource for up-to-date exhibitor and conference information.



Aging Services' EXPO

2011 Institute **Celebrate Age**

Check out the list of exhibitors!

(list as of Nov. 8, 2010)

2011 Annual Sponsors

Alliance Purchasing/Aging Services Group
Dougherty & Company LLC
Eide Bailly LLP
Elim Preferred Services Inc.
Evercare
Health Dimensions Group
LarsonAllen LLP
Martin Brothers Distributing Company Inc.
McKesson Medical-Surgical
Merwin LTC Pharmacy
Northland Securities
Omnicare Minnesota
Piper Jaffray & Company
PointClickCare
Professional Portable X-ray Inc.
SCA Personal Care
Thrifty White Pharmacy Services
Welsh Construction/Genesis Architecture
Wipfli LLP
Ziegler Capital Markets

Alliance Purchasing/Aging Services Group Vendors

ARKRAY USA Inc.
Elim Preferred Services Inc.
Encompass Textiles and Interiors
EZ Way Inc.
HealthEast Medical Laboratory
Hiller Commercial Floors
Hillyard
Marco
Martin Brothers Distributing Company Inc.
McKesson Medical-Surgical
Medical Nutrition USA Inc.
Merwin LTC Pharmacy
Northwest Respiratory Services, LLC
Omnicare Minnesota
Professional Portable X-ray Inc.
RehabCare
SCA Personal Care
SYSCO Minnesota
Upper Lakes Foods Inc.

Business Partners

Advanced Wireless Communications
Alliance Purchasing/Aging Services Group
American HealthTech
Anodyne Inc.
Apollo Corporation
Arrowhead Medical Resources, LLC
Aufderworld Corporation
A'viands Food and Services Management
Best Bath Systems
By the Yard Inc.
CareTracker by Resource Systems
Careworx Inc.
CMA, an Ideacom Partner
Dougherty & Company LLC
Dynamic Medical Systems Inc.
EAPC
Ecolab
EduCare by Mirabelle Management, LLC
e-Health Data Solutions
Eide Bailly LLP
Elim Preferred Services Inc.
Encompass Textiles and Interiors
Evercare
Four Seasons Energy Efficient Roofing Inc.
Frana Companies Inc.
Fredrikson & Byron, P.A.

Frisbie Architects Inc.
G&K Services
Gardner & White
Geritom Medical Inc.
GLT Architects
Gulf South Medical Supply
Hawkeye Foodservice Distribution Inc.
HCIS
Health Dimensions Group
Healthcare Purchasing Connection
HealthEast Medical Laboratory
Healthsense Inc.
Heartland Home Health Care, Hospice and Infusion

Henricksen
Hiller Commercial Floors
Hillyard
Hoglund Bus Company
Horty Elving
ibody science, llc
It's Never 2 Late
Joerns Healthcare
Kraus-Anderson Construction Company
LarsonAllen LLP
Marco
Martin Brothers Distributing Company Inc.
McKesson Medical-Surgical
MDI Achieve
Medcare Products
Medical Nutrition USA Inc.
Medline Industries Inc.
Melyx Corporation
Meru Networks
Merwin LTC Pharmacy
Miller Architects & Builders
Momentum Healthcare
Multiple Concepts Interiors
My InnerView
Neace Lukens Insurance Agency
New Horizon Foods
NOR-SON Inc.
North Central Bus and Equipment
Northland Securities
Northwest Respiratory Services, LLC
Nova Communications Inc.
NuStep Inc.
Omnicare Minnesota Pharmacy
ONR Inc.
Optima Products Inc.
OTT Inc.
Pathway Health Services
PharMerica
Piper Jaffray & Company
PointClickCare
Pope Associates Inc.
Professional Portable X-ray Inc.
Red Capital Group
RehabCare
Reinhart FoodService
Rivera Architects Inc.
Saint Jude Hospice
SCA Personal Care
Select Rehabilitation Inc.
SeniorHousingNet, part of MOVE
SmartLinx Solutions
SMT Health Systems
Sodexo
Sterling Long Term Care Pharmacy
Stratis Health
SYSCO Minnesota
Textile Care Services
Thrifty White Pharmacy Services

Trossen Wright Plutowski Architects
U.S. Foodservice
UHF Purchasing Services
Upper Lakes Foods Inc.
Upstairs Solution, LTC
Val-u-Care
Voigt, Klegon & Rode, LLC
WAI Continuum
Welsh Construction/Genesis Architecture
Wipfli LLP
YHR Partners
Ziegler Capital Markets

Members/Affiliates

Aging Services of Minnesota
American Association of Homes & Services for the Aging (AAHSA)
Augustana Therapy Services

Prospective Members

Aegis Therapies
American Medical Alert Corporation
American Medical Technologies Inc.
ARKRAY USA Inc.
Attainment Company
Barrier Free Access Inc.
Basic American Medical Products (Graham Field Brand)
CalmoSeptine Inc.
CAREFOAM Chairs
Carmac Corporation
CBS Construction Services Inc.
Commercial Flooring Services
Custom Medical Solutions
Denham & Rehkamp
DietMaster Systems Inc.
Direct Supply Equipment & Furnishings
Extended Care Professional
EZ Way Inc.
First Quality Products Inc.
HealthMEDX Inc.
Hill-Rom
InPro Corporation
Intereum Inc.
Interface FLOR, LLC
InvaCare Continuing Care Group
Keane Care
M.C. Healthcare Products Inc.
Merwin Home Medical
Nestle HealthCare Nutrition
Novo Nordisk Inc.
PalatinumCare LLC
Professional Medical Supply
Rehab Optima ROX
RehabVisions
Sara Lee Beverage
Senior Promos, a division of High Five LLC
SeniorTV
Silverchair Learning Systems
Space Tables Inc.
Stahls' Hotronix
Sundance Rehabilitation
The Marlin Company
University of Minnesota Health Sciences Libraries/Health Literacy Partnership
Viking Automatic Sprinkler Company
WellAWARE Systems
WhisperGLIDE Swing Company
Windmill Software

Special Features

Homes for the Aging Week Recognition Program

Celebrate Age. This year's Institute theme is a perfect fit for the many celebrations our senior living communities have throughout the year.

Let's celebrate the diversity of older people's lives as they redefine what exactly it means to be "old." Let's honor the positive contributions older people make to our society and challenge any negative attitudes about aging. Let's recognize our caregivers who work so tirelessly day in and day out to provide the personal touch and compassion that is so essential in serving older adults.

Celebrate Age – not as a measure of how old we've become, but rather a way to revere what we contribute to each other every day whether we're 25 or 85.

Stop by the Bookstore and Resource Center in the Nicollet Promenade and get a sneak preview of this year's fabulous new design in bold and beautiful colors. Of course we'll have items for purchase, so plan to be one of the first to get a shirt or two to take back for "show and tell," or pick out something special for yourself and wear it during the Institute! Information about ordering items for Homes for the Aging Week or for other celebratory events will also be available. **Stop by and register for free prizes!**



Alliance Purchasing

You asked and "Your Association" has answered by providing group purchasing to its members since 1989, most recently as **Alliance Purchasing**. The AP board, which also governs all **Aging Services Group** functions, including Insurance and Clinical Consulting, regularly reviews our purpose and recommends a strategy to better meet the needs of our members. As we continue to evolve, the **Alliance Purchasing and Aging Services Group** board has stepped up our charge to dramatically expand our service offerings. Stay tuned for exiting news that will impact your bottom line! **Stop by the Nicollet Promenade** to learn more.



Experience Living Tradeshow at the Aging Services of Minnesota Institute

Every attendee will receive a FREE Crick-IT device at registration. No need for business cards, as with a simple crick of the one-button Crick-IT device you will gather exhibitors marketing materials electronically and exchange contact information. Collect marketing materials from desired exhibits electronically including videos, catalogs, presentations and special offers at the event. Then view your personalized and private, on-line Living Tradeshow of Aging Services of Minnesota Institute. Your Living Tradeshow will contain all of the marketing materials collected at the event and the ability to contact exhibitors, make notes and create your own Favor-Its. Living Tradeshow puts you in control of interaction; there are NO BUSY SIGNALS, no more heavy bags of literature, you receive up-to-date marketing materials in real-time and it is the eco-responsible way to attend a tradeshow! Walk, Crick, Collect! It's that easy at the Aging Service of Minnesota Institute! **Visit: www.livingtradeshow.com/attendees.php for more information.**



There's something for everyone!

Aging Services of Minnesota PAC Silent Auction

SOLD to the highest bidder! The PAC Silent Auction is back for its fourth year. This event has quickly become a popular destination for Institute attendees! Plan to do some Valentine's Day shopping at the Aging Services of Minnesota PAC Silent Auction during the Institute. Dozens of items are up for auction – different ones each day. You can also donate a gift for this auction. Contact Kari Thurlow at kthurlow@agingservicesmn.org by Jan. 14, 2011 to donate an item. Proceeds will go to the Aging Services of Minnesota PAC to support your association's advocacy efforts.

Bookstore and Resource Center

The Institute Bookstore and Resource Center **returns to the Nicollet Promenade** to serve you! Browse for the latest publications and new resources to help you extend your learning experience long after the conference is over. This year, make sure you check out the many Aging Services resources that have been updated since last year. Couldn't make it to a session? Find a related resource to take back with you. You'll find plenty of new items along with some standard favorites that are back by request. We thank Medbooks Stat in Minneapolis for hosting the Institute's one-stop resource center.

Cyber Café *sponsored by McKesson Medical Surgical*

The popular Cyber Café **returns to the Nicollet Promenade!** Computer stations will be available for use during Institute hours to check your e-mail or surf the Web. To check your e-mail you need to have one of the following e-mail accounts setup before arriving at the Institute:

- An Internet-based e-mail account – AOL, Gmail, Hotmail, Yahoo, etc.
- A work e-mail account which is accessible via a web browser – ask the Network Administrator at your company if there is a way to check your e-mail remotely via a web browser and instructions on how to do so. Remote e-mail access needs to be set up at your company in order to access it while you are at the Institute.

EduCare Training: An eLearning or DVD Solution

Stop by the Nicollet Promenade to learn how more than 325 providers in Minnesota have changed the way they conduct staff orientation and annual training with the EduCare training program. EduCare can be customized to your organization and promises to:

- save you time and money
- be compliant with regulatory statutes
- track completion and competency
- and make training easy!

EduCare is the exclusive on-demand training partner of Aging Services of Minnesota.



Faces of Jesus

What a wonderful opportunity to bring the generations together. Over a course of two afternoons, residents of Saint Therese joined with ninth and tenth grade students, who were part of the Service Summer Camp program at Benilde St. Margaret, to create their interpretation of "Faces of Jesus." The residents and students paired up to create their works of art. Saint Therese's "Faces of Jesus" will be displayed at the 2011 Institute.



Check these out!

Wednesday, February 9

Grand Opening of Exhibit Hall

Wednesday, Feb. 9; 10 a.m. – 12:30 p.m.

More than 170 vendors of goods and services already know you are leaders. That's why they scramble to exhibit at what is in their words the "best show in the upper Midwest." Find out how they can help you continue to be great!

Marketing and Sales Networking Lunch and Program

Wednesday, Feb. 9; 11:15 a.m. – 2 p.m.

Join graduates of Aging Services of Minnesota's Marketing and Sales Certificate Program and other experienced marketing and sales professionals for an advanced level and highly interactive learning experience. Space is limited. Pre-registration is required and there is an additional fee of \$25. Reserve your seat using the individual special events registration form found on page 56.

Tell Me a Story: Enlisting the Media to Deliver Your Message

- Learn how to work with the media to get your stories about the wonderful work you do with older adults to a broader community.
- Know what makes a story newsworthy and how to pitch it.
- Review and discuss the criteria for choosing a good public relations consultant for your organization's messaging needs.
- Learn how one organization's experiences in working with the media resulted in positive press AND rented apartments!

Dave Saemrow, Corporate Director of Marketing and Public Relations, Augustana Care Corporation, Minneapolis; and Jenna Zark, Communications Consultant, Zark Communications, St. Paul

Opening Night Celebration Featuring Belladiva Wednesday, Feb. 9; 8:30 – 11:30 p.m.

sponsored by Dougherty & Company LLC and Northland Securities Inc.



Join us for the Opening Night Celebration with Belladiva – the Twin Cities' hottest show band! Enjoy a high-energy show featuring a great variety of music including pop, R&B, disco, classic rock, jazz and country – a little something for everybody. The show will dazzle you with electrifying vocals and cutting-edge choreography. Definitely a musical extravaganza not to be missed!

Thursday, February 10

MN-DONA Nursing Leadership Breakfast Thursday, Feb. 10; 7 – 8 a.m.

MN-DONA, the association of Minnesota Directors of Nursing Administration in Long Term Care, will host a complimentary networking breakfast for DONs and ADONs during the Institute – all are welcome to attend the event. To participate, RSVP by Feb. 1, 2011 to info@mndona.org, 800.958.8875 or 952.858.8875. RSVP required. MN-DONA's mission is to promote leadership excellence through education, networking, mentoring and advocacy for the benefit of members and the people in the communities they serve. If you're planning to attend this year's Institute, the Nursing Leadership Breakfast is an excellent chance to learn more about MN-DONA and to network with nursing colleagues and peers.

Lunch on the Exhibit Floor

Thursday, Feb. 10; 11:15 a.m. – 12:30 p.m.

sponsored by Evercare and Martin Brothers Distributing Company Inc.

Take advantage of this opportunity to visit with over 170 companies willing to share their innovative products and services. A complimentary light lunch will be available on the exhibit floor on a first-come, first-served basis.

ALNET/Nurse Managers Networking Lunch Thursday, Feb. 10; 11:20 a.m. – 12:20 p.m.

Connect with your colleagues from across the state and enjoy a delicious meal and a networking opportunity you will find only here. A fee of \$25 is charged to cover the cost of the meal, tax and catering service charge. Pre-registration required. Reserve your seat using the individual special events registration form found on page 56.

Aging Services of Minnesota Excellence and Innovation Awards showcase the accomplishments, innovative programs and excellent operations of our member communities.

Meet the award winners on Wednesday, Feb. 9 during the Opening Keynote at 8:30 a.m., and attend the concurrent sessions to learn more about the winning programs.

Excellence and Innovation Award Winners

Transforming the Dementia Journey

Category: Programming and Life Enrichment

Amherst H. Wilder Foundation

In response to emerging research calling for early and creative solutions for older adults beginning the dementia journey, Amherst H. Wilder Foundation embarked on an innovative approach to its Adult Day Health Services. The *Transforming the Dementia Journey* project includes programs that help people prepare for their future, and an arts enrichment program that incorporates activities of professional artists and arts organizations. Participants enjoy interaction with a folk musician, music therapist and visual artist. They also enjoy the Kairos Dancing Heart Program that includes song, movement and storytelling and interactive tours at the Minneapolis Institute of Arts.

Session #111, Wed., Feb. 9, 2:30 – 3:30 p.m.

Longfellow Aging in Place Project

Category: Building Design, Construction, Energy Conservation or Sustainable Green Design

Augustana Care Corporation/Augustana Therapy Services/Access Solutions

Access Solutions, a division of Augustana Care Corporation, helps elderly residents in the Minneapolis Longfellow neighborhood stay in their homes longer. They provide services including home safety and modification assessments by a Certified Aging-in-Place Specialist, project management assistance and funding for low-cost home modification projects through grants provided by the Longfellow Community Council. The program has helped dozens of Longfellow seniors assess their homes for modifications that allow them to remain in their homes safely.

Session #122, Wed., Feb. 9, 4 – 5 p.m.

Dancing Hearts – A Collaboration Between Ebenezer and Kairos Dance

Category: Programming and Life Enrichment
Ebenezer

Ebenezer collaborated with the Kairos Dance Theatre to create a dance program in five of their communities. This pioneering, evidence-based arts program blends chair

dancing, storytelling and singing to stabilize and improve the cognitive and physical health of participants, delay some progression of dementia and engage participants socially and emotionally. The social interaction has an even more profound effect, helping residents find new ways to express themselves, improving depression and being more engaged with family, friends and the community.

Session #224, Thurs., Feb. 10, 2 – 3:30 p.m.

Empira Falls Reduction Program

Category: Direct Care

Elim Care Inc. and Park View Care Center

Empira, a Minnesota consortium of older adult service providers, designed a Falls Reduction Program that involves staff from all departments of the care center as part of the MDH Pay for Performance Program. Residents at the Buffalo care center benefitted from decreased falls, improved strength, balance and independence, and significantly reduced depression. Not only did residents' quality of life improve significantly, but their families felt a greater sense of comfort. The program was difficult but rewarding for staff who experienced improved morale and additional time to spend with residents.

Session #112, Wed., Feb. 9, 2:30 – 3:30 p.m.

Reflections Care Suites for Hospice Care

Category: Building Design, Construction, Energy Conservation or Sustainable Green Design

Three Links Care Center and Rivera Architects

Realizing the care center did not always provide the most comfortable and supportive environment for residents and their families during the end of life journey, Three Links sought to create a holistic environment that would embrace the entire family. In collaboration with Rivera Architects, the Reflections Care Suites for Hospice Care building became Northfield's first hospice facility. Its features include private rooms, in-floor radiant heat, piped in oxygen and ample family sleeping accommodations in the resident's room. A spa, chapel, children's playroom, family lounge, playground and patio for the entire family complete the homelike feeling.

Session #200, Thurs., Feb. 10, 10:15 – 11:15 a.m.

Pre-Conference Institute **Intensives**

Registration: Noon - 12:30 p.m.

Program: 12:30 - 4:45 p.m. (includes a 15-minute break)

Registration Fee: \$70 for Institute attendees; \$110 for members not attending the Institute; \$160 for prospective members not attending the Institute – fee includes materials and afternoon refreshments.

Pre-registration is required for both programs; see page 56.

Tuesday, February 8

A “I Already Told You – Don’t You Remember?” A Guide to Excellence in Dementia Communication and Behavior Prevention

“You can’t go home, you live here now!” “Remember, you have to sit down! You don’t want to fall!” “There’s nothing wrong with her – she just hollers like that all the time.” These phrases are still common in too many eldercare settings. Why? Because while most expert resources explain what should be included in our dementia care and training programs, they don’t explain how to sustain dementia care skills in the real world where we often struggle with less-than-ideal staffing levels, budgets, time and expertise. This dynamic and interactive program will help you apply and teach the simple techniques that make life better for persons with dementia.

- Learn how to prevent and reduce unsafe aggressive, combative and sexual outbursts of residents with dementia.
- Know how to ensure everyone in your care setting masters dementia basics – including housekeepers, maintenance staff, dietary staff, nurses, direct care staff, administrators and more.
- Become familiar with the “Alzheimer’s Lounge Program” which has shown to reduce falls and decrease psychotropic use while providing genuine pleasure, purpose and peace for persons with dementia.

Erin Bonitto, MS, ADC, Founder, Gemini Consulting, Cold Spring

B Fall Prevention and Reduction: Blueprints for a Successful Program

The cost of a resident fall in a skilled nursing facility averages between \$9,100 to \$13,500 according to the CDC. In 2008 Empira, a Minnesota consortium of older adult service providers, applied for and received Minnesota Department of Human Services’ Performance Incentive Payment Program funding to prevent and reduce resident falls in 15 of their care centers. The Empira fall prevention program is a combination of nationally recognized evidence-based fall prevention practices and practical applications from numerous research studies. Now in the third year of this program, Empira facilities have collectively achieved a 20 percent reduction in the occurrence of resident falls. These findings, coupled with a significant reduction in the number of repeated falls makes this intensive one that will easily pay for itself.

This in-depth session will cover the implementation of a comprehensive fall prevention and reduction program and its many elements.

- Recognize the importance of starting a program with the investigation into the root cause analysis of a fall.
- Examine effective and ineffective fall prevention strategies and interventions.
- Understand the importance in developing new responsibilities for all care center departments.
- Create a comprehensive educational program.
- Gain insights from lessons learned about the challenges and barriers to implementing a program that tests the current practices for fall prevention within the aging services provider community.
- Become familiar with an auditing system to ensure compliance and redundancy.
- Get practical information, tools, assessments, forms and resources designed to help you implement a successful fall prevention and reduction program.

Sue Ann Guildermann, RN, BA, MA, Director of Education; Melinda Jaeger, BS, PT, Rehab Specialist; and Cindy Morris, BS, MBA, LNH, Executive Director, Empira Inc., Eden Prairie

CFO Intensive

Wednesday, February 9

11:30 a.m. **Registration**

Noon **Lunch**

12:30 p.m. **The Economic Outlook:
National, Regional, Minnesota**

- Take a look at the national economy in the wake of the financial crisis and recession and compare Minnesota's financial health with the rest of the country.
- Revisit Minnesota's housing market and the impact it has had on older adults who want to live in your building.
- Understand the Federal Reserve Bank's role in the state and regional economy and what that means for your business.
- Take this opportunity to have your questions about the state's economy and business climate answered.

Toby Madden, Regional Economist, The Federal Reserve Bank of Minneapolis

1:30 p.m. **Trends in Senior Living and
Capital Markets**

- Explore the "new reality" of the current economic environment and why your aging services organization will need to embrace it.
- Analyze emerging trends in care delivery models, services and the needs of today's consumers to evaluate future options for your organization's growth and expansion.
- Learn how to adapt to the realities of the evolving capital markets.
- Determine if your organization has what it takes to thrive in the future.

Steve Johnson, Managing Director, Ziegler Capital Markets, Chicago, Ill.

2 p.m. **Break**

2:15 p.m. **Achieving Efficiencies Through
Banking Technologies and New
Tools**

- Discover some of the tools banks now have at their disposal such as direct and remote deposits and debit card payroll that will help you be more efficient and meet some of your employees' banking needs.
- Know how banks can work more closely with you to help you preserve the security of your financial information and reduce the potential for fraud.

Kathy Youngquist, Chief Financial Officer, Elim Care Inc., Eden Prairie; and a representative from Bremer Bank, Minneapolis

3 p.m. **Preserve Your Not-for-Profit
Status by Documenting
Community Benefit**

- Discuss the influences of the economy and the government's pressure to find new sources of revenue that may scrutinize not-for-profit aging services organizations' tax exempt status.
- Describe best practices to help protect your organization's status by documenting community benefit.
- Consider the need to grow your business in a way that's compatible with your mission and preserves your organization's not-for-profit status.

Cory R. Rutledge, CPA, Principal, Health Care, LarsonAllen LLP, Minneapolis

3:45 p.m. **Adjourn**

Program sponsored by



Registration Fee: \$45

(includes handouts, light lunch and afternoon refreshments)

Pre-registration is required. See page 56.

Leadership Intensive

Thursday, February 10

Health Care Reform: Strategic Implications for CEOs and Boards

Registration: 11:30 a.m.

Lunch: Noon

Program: 12:30 – 4:30 p.m.

Registration Fee: \$150
(includes handouts, light lunch and afternoon refreshments)

Bring a board member or two with you
for \$75 each.

Pre-registration is required; see page 56.

12:30 p.m.

Aging Services Organizations and Health Care Reform: Implications for Leaders

Following the midterm election, Congress will have a very full plate including health care reform and what they believe their charge to be from those who elected them: To repeal or not to repeal? Now that is the question! In spite of the debate over its future, there are aspects of health reform that have relative consensus and are likely to endure. These principles include, but are not limited to, value based purchasing, bundled payment (in lieu of fee-for-service), Accountable Care Organizations, the reduction of hospital readmissions, transparency in cost and quality, evidence based care, and waste, fraud and abuse reduction. This presentation will extract the strategic and probable implications of the health care reform law and related trends that will be driving and reshaping your business.

- Gain insights on why we can't go back to "business as usual" when it comes to the delivery of health care.
- Discuss the key themes for health care providers under health care reform that will guide the strategic directions your organization needs to go and preparations you need to make now while Congress wrestles with the details.
- Identify where your "place at the table" might be in the near future and make plans to move towards it.
- Recognize the need to align your board governance with the new reality and what that will mean for you as leaders.

James E. Orlikoff, President, Orlikoff & Associates, Chicago, Ill.

2:15 p.m.

Strategies for Sustainability and Success in the New World of Health Care Payment and Delivery

You have heard about the policies and events that will result in a health care delivery system characterized by “accountable care” – timely, optimal care at the lowest cost with the best outcomes; focus on prevention of high cost events such as hospitalization; and every provider at risk for care furnished by other providers under new payment methods. Now, you must plan and execute steps to not just survive, but to flourish in the future. Get innovative strategies and specific tactics currently being used by leading providers of aging services throughout the country to build a menu of options to consider in your planning.

- Consider the four biggest challenges for hospitals today, payment alternatives for all payer types now emerging and the impact on post-acute and long-term care.
- Explore internal and external steps that leading providers of aging services are taking to thrive in the new world of accountable care.
- Identify the most important components of a plan for the future: capacity and capabilities, scale, partnerships, ability to share financial risks for outcomes and cost management and involvement in population health management strategies.
- Prepare for selective partnerships with hospitals, health systems, physician groups, accountable care organizations, payers and other providers in the care continuum and shared-risk arrangements.
- Discover how to have a “seat at the table” through value-based arrangements in order to partner with the right organizations.

Kathleen M. Griffin, PhD., National Director, Post Acute and Senior Services, Health Dimensions Group, Minneapolis

3:45 p.m.

How Health Care Reform is Playing Out in Minnesota’s Hospitals: Increasing Incentives for Hospitals to Collaborate Beyond Their Walls

Transparency and financial incentives within the federal health care reform legislation, combined with changing state laws, payer demands and consumer expectations, are driving hospitals to examine their relationships with other health care and community service providers. This program will explore the new market forces impacting the operations of Minnesota’s hospitals.

- Learn about the long-term expectations of quality and cost improvements associated with the rise of Accountable Care Organizations and how Minnesota hospitals are responding.
- Describe the immediate and short-term demands resulting from reimbursement cuts, readmission penalties and value-based purchasing.
- Understand and appreciate how Minnesota’s hospitals face mounting pressure to identify and implement new care delivery models among multiple providers and across the continuum of care.
- Explore other new regulatory requirements, such as community needs assessments, that offer opportunities for more robust partnerships and collaborations between hospitals and aging services providers.

Lawrence (Lorry) Massa, President and CEO, Minnesota Hospital Association, St. Paul

4:30 p.m. – Adjourn

Program sponsored by



YOUR ASSOCIATION'S TRUSTED RESOURCE



Lunch sponsored by

GUIDES FOR
THE JOURNEY®

PiperJaffray

Session Recordings



**NEW to this year's Institute
Concurrent Session Recordings**



Your Institute value just increased by 300%!

Be in three places at once this year with the Aging Services of Minnesota Live Learning Center. The Institute can be overwhelming with multiple concurrent sessions happening at the same time. Now there is a solution.

Introducing the Aging Services of Minnesota Live Learning Center, a virtual portal where attendees can access up to 34 hours of recorded sessions from the 2011 Institute. Session audio recordings are synchronized to presentation slides online in digital media. You can even download the sessions in MP3 format and upload them onto your Smartphone for education on the go!

Session recordings are available **FREE** to registered attendees.

Sign up for the 2011 Institute today and get the Live Learning Center as a bonus.

**The Aging Services of Minnesota
Live Learning Center**

Be Everywhere!

Visit

<http://asm.scivelearningcenter.com>

For up-to-date information
about the 2011 Institute,
visit our web site at

www.aging-services-institute.org



2011 Minnesota Adult Day Services Association Programs

Thursday, February 10



#201 – Getting the Most Out of Hospice and Adult Day Partnerships (10:15 – 11:15 a.m.)

- Appreciate how hospice and adult day partnerships can help your organization increase choice and preserve dignity for program participants and their families.
- Discuss the benefit of collaborating with a hospice program.
- Identify specific ways to collaborate with hospice and use “Model Collaborations of Hospice and Adult Day.”

Lynn Buckley, LPN/Caring Connection Adult Day Health Coordinator, Adult Day Health Program, Redwood Area Hospital, Redwood Falls; and President of Minnesota Adult Day Services Association, South St. Paul

#213 – Now That You Have Your Adult Day License....How Do You Get Paid? (12:30 – 2 p.m.)

- Know that whether it is private or waiver, billing can be a complicated process for adult day programs.
- Understand the essential elements of the billing process and outcomes (good or bad) of a billing department.
- Learn how to prepare for and respond to non-payment by private pay individuals.
- Examine service agreements, just how long it can really take to get a waiver participant service agreement and what to do next once you get it.

NancyLee Dahlin, Executive Director, Common Sense Services, South St. Paul; and other presenters to be announced

#225 – Becoming an Exceptional Adult Day Program: Starting with Meeting the Basic Requirements of Charting (2:30 – 3:30 p.m.)

- Discover why simply recording that a participant showed up for day services is not adequate documentation.
- Become familiar with what the Minnesota Department of Human Services expects of adult day programs.
- Learn how to provide outstanding staffing and follow-through in serving your participants and responsible parties as well as staffing.
- Get helpful tools that will equip you to run an exceptional day program.

Lynn Buckley, LPN/Caring Connection Adult Day Health Coordinator, Adult Day Health Program, Redwood Area Hospital, Redwood Falls; President of Minnesota Adult Day Services Association, South St. Paul; and NancyLee Dahlin, Executive Director, Common Sense Services, South St. Paul

The following programs have been suggested as being of interest to staff working in Adult Day Settings during the 4 – 5 p.m. concurrent session time:

- #235 – Reduce Legal Liability from Resident Accidents and Injuries
- #237 – Practical Solutions to Staffing Schedule Barriers
- #238 – Measuring What Matters
- #241 – Pioneer Link: Collaboration Brings Technology Home
- #244 – An (Aging Services) Employer’s Guide to Employee Insurance Under Health Care Reform

Registration Fee: \$75 per person - MADSA members

Pre-registration is required.

Registration is for one day only, Thursday, February 10. The fee includes the general session “The Simple Truths About Service” from 8:30 - 10 a.m., each of the concurrent sessions in the MADSA track listed in this brochure and one during the 4 - 5 p.m. “Twilight Education” hour. There are a number of concurrent sessions recommended for MADSA members, but participants are welcome to attend any others of interest. MADSA members may also visit the exhibit hall during show hours.

Aging Services of Minnesota and the Minnesota Adult Day Services Association formed a collaboration in 2010 that brings networking, information sharing and reciprocal member pricing benefits to members of each association.



DISCOVER THE ADVANTAGES OF WORKING WITH AN INDEPENDENT PHARMACY PROVIDER:

- Professional, high-quality pharmacy products and services
- USP 797-compliant ACHC accredited IV Pharmacy
- 2-hour Guaranteed STAT Delivery
- 24-Hour Emergency Services
- Independent and family-owned since 1903

Merwin Long Term Care Pharmacy is proud to be a Gold Sponsor of the 2009 Aging Services of Minnesota.

To find out more, call 1-612-333-7191 or email ricks@robindrug.com



Guiding mission-driven not-for-profits in the development and financing of senior living communities.

Your financial journey is important. That's why it's imperative to choose the right guide—one who will be your partner and offer you the benefits of past experiences and the support of an expert team.

To begin your journey, call Public Finance Investment Banking:

Mark Landreville
Managing Director
612 303-6687
mark.b.landreville@pjc.com

Brad Wirt
Managing Director
612 303-6704
bradley.d.wirt@pjc.com

Eric Lunde
Senior Vice President
612 303-1703
eric.r.lunde@pjc.com

Pat O'Leary
Senior Vice President
612 303-6619
patrick.j.oleary@pjc.com

Since 1895, Member SIPC and NYSE.
Piper Jaffray contributes 5% of pre-tax earnings to our communities through direct contribution, in-kind services and volunteerism.
© 2010 Piper Jaffray & Co. 11/10 CM-10-1152 piperjaffray.com

GUIDES FOR
THE JOURNEY®

PiperJaffray

Tracks Designed For You!

Audience Tracks

Use the audience tracks to help schedule your time at the Institute. But look beyond the color coded sessions for your interest area; many of the session topics have a broad appeal to all aging services settings, such as wellness, innovation, technology, operational excellence, management and supervision, legal topics and health care reform.

Please note:

- Sessions numbered in the 100's are on Wednesday, 200's are on Thursday and 300's are on Friday.
- The educational programs below for each professional area are recommendations only and do not indicate that CEUs for the session have been applied for or have been awarded by the various licensure boards and professional organizations. Information on CEU approval status will be listed on the Aging Services of Minnesota web site as soon as they are known before the Institute and in the materials you'll receive as a participant onsite.

For all Attendees:

- Morning General Sessions, Interfaith Celebration
- Pre-Institute Intensive Session A
- 100, 101, 113, 124, 133
- 202, 212, 214, 223, 226

OF SPECIAL INTEREST TO:

Activity/Therapeutic Recreation

- Pre-Institute Intensive Session A & B
- 105, 107, 111, 112, 123, 128
- 204, 205, 216, 218, 220, 224, 225, 230, 231, 236, 242, 243
- 306

Adult Day Services

- Pre-Conference Institute Intensive Sessions A & B
- 201, 213, 225

CEO/Administrator

- CFO Intensive (Wednesday)
- Leadership Intensive (Thursday)
- 102, 103, 106, 109, 115, 116, 118, 119, 120, 121, 122, 123, 125, 126, 127, 129, 130, 131, 132
- 200, 201, 207, 208, 209, 210, 211, 219, 221, 222, 228, 229, 231, 232, 234, 235, 236, 238, 239, 241, 244
- 300, 302, 303, 304, 305, 307, 308, 309

CFO/Finance/Business Office

- CFO Intensive (Wednesday)
- Leadership Intensive (Thursday)
- 106, 109, 117, 120
- 200, 207, 209, 211, 213, 219, 228, 229, 238, 239, 240
- 307, 308

Dietary/Food Services

- 115, 118
- 206, 217, 228, 234, 237

Environmental Services/Maintenance

- Pre-institute Intensive Session A
- 208, 215

Fund Development

- 102, 105, 122

Home and Community-Based Services

- Marketing and Sales Networking Lunch (Wednesday)
- Leadership Intensive (Thursday)
- 102, 105, 108, 110, 116, 125, 132
- 203, 209, 210, 215, 217, 224, 232, 235, 236, 238, 241
- 300, 301, 308, 309

Human Resources

- 119, 127
- 211, 222, 244
- 307

Marketing/PR

- Marketing and Sales Networking Lunch (Wednesday)
- 114, 116

Nurse Manager/Home Care Staff

- Pre-institute Intensive Sessions A & B
- 104, 108, 110, 111, 114, 117, 119, 123, 128, 129, 130, 131, 132
- 203, 204, 216, 217, 218, 227, 230, 232, 234, 235, 238, 241, 243
- 301, 303, 305

Nursing (Care Center)

- Pre-institute Intensive Sessions A & B
- 103, 104, 106, 108, 110, 111, 112, 115, 117, 118, 123, 126, 128, 129, 130, 131, 132
- 204, 205, 216, 217, 218, 220, 221, 233, 229, 232, 234, 235, 239, 240, 241, 242, 243
- 303, 305, 306

Pastoral Care

- Pre-institute Intensive Session A
- 104, 107

Social Services

- Pre-institute Intensive Session A
- 104, 105, 107, 108, 110, 117, 118, 131
- 205, 210, 212, 218, 227, 231, 233, 234, 240, 242, 243
- 303, 308

Staff Development

- Pre-institute Intensive Sessions A & B
- 127
- 233

Trustee/Board

- Leadership Intensive
- 120, 122, 125, 129, 130
- 207, 238



**Confident Choices for Senior Living is an initiative of
Aging Services of Minnesota designed to:**

- Improve quality in senior living settings;
- Increase public trust and consumer confidence; and
- Inform consumer decision-making.

Show your demonstrated commitment to quality improvement, ethical practice and elevating the consumer experience in senior living.

For an application, go to the Aging Services web site at www.agingervicesmn.org and click on Quality Initiatives or contact Mary Youle at myoule@agingervicesmn.org.



***Bringing the Exam
to the Patient***



**CHANGING the present by bringing you the future NOW...
Experience the difference in Mobile diagnostic services you can SEE!**

An opportunity to present our innovative services is always a cause for excitement. We WELCOME the opportunity to take your call today. Your local Customer Service Representative can be reached at:

**952-915-9779 or 866-895-2119
Contact us: www.ppxray.com**



Aging Services of Minnesota is excited to announce the formation of the second class of fellows for the Leadership Academy – a unique leadership development program designed to cultivate high potential leaders in the field of aging services.

12-Month Curriculum includes:

- ✓ In-person collaborative learning experiences;
- ✓ Site visits showcasing visionary leadership and innovation;
- ✓ Mentorship support through personal coaching teams;
- ✓ Individual action learning projects;
- ✓ Self-exploration through assigned readings and exercises; and
- ✓ Group discussion forums.

"The Leadership Academy has given me the confidence to embrace who I am and to continuously learn how to leverage my strengths to be a more effective leader. The learning environment is very encouraging yet also challenging. It stretches the mind to think about things in new ways and how we can take what we've learned, bring it back to our organizations, and make our care and services even better."

**Sara Sterling, Associate Administrator
Saint Therese of New Hope Care Center
2010 Leadership Academy Fellow**

"The Leadership Academy has made me slow down and become more aware and reflective of my own leadership practices. This experience has been extremely motivating and inspiring and I have been able to come back to the facility and put my learning into action, not just a file!"

**Jody Barney, Campus Administrator
Martin Luther Care Center
2010 Leadership Academy Fellow**

Sponsored by



PointClickCare®



Applications for the 2011 class will be available soon on the Aging Services website at www.agingservicesmn.org.

Continuing Education Information

Activity Professionals:

Credit hours are being applied for through the National Certification Council for Activity Professionals.

Dietary/Food Service:

Credit hours are being applied for through the Dietary Managers Association and the Commission on Dietetic Registration.

LTC Administrators:

Clock hours are being applied for through the Minnesota Board of Examiners for Nursing Home Administrators.

Minnesota Licensed CPAs:

See following information on how you may submit information to earn CEUs from the Minnesota Board of Accountancy.

Nursing:

The Institute has been designed to meet the Minnesota Board of Nursing continuing education requirements for licensed nurses.

Senior Housing Professionals:

The Institute has been designed as a project eligible expense for HUD facilities.

Social Services:

Aging Services of Minnesota is an approved provider of continuing education by the Minnesota Board of Social Work.

For other aging services professionals not listed:

Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-pre-approved programs and/or accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information Aging Services of Minnesota already and routinely collects like the title of the course, learning objectives, date/time of presentations, agendas, faculty bios, number of hours earned, etc. If you require information for this purpose, please contact Heidi Simpson in advance of the Institute for assistance.

Information on the status of approved credits will be made available in future issues of *Monday Mailing*, on www.agingservicesinstitute.org and onsite at the Institute.

For questions on the status of CEU applications:

Contact Heidi Simpson at 651.645.4545, 800.462.5368 or hsimpson@agingservicesmn.org.

When CEU approval is received it will be posted on the Aging Services of Minnesota Institute Web page at www.agingservicesinstitute.org.

CERTIFICATES OF ATTENDANCE

CEUs for Institute attendance are available online after the conference concludes. You will receive a scorecard and instructions in your Learning Journal. The process is simple:

- Keep track of the sessions you attend on the scorecard and save it with your program materials.
- After the conference, log onto www.agingservicesmn.org and record your session attendance on an easy-to-use online form. Then simply print your personalized CEU certificate from your computer!

Celebrate Age



Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

Tuesday, Feb. 8, 2011

Noon – 4:45 p.m.

**Pre-Conference Institute
Intensives**

(Pre-registration and separate fee required. See pages 16 and 56 for more information and to register.)



Wednesday, February 9

8:30 – 10:30 a.m.

**Opening Keynote and Awards
sponsored by Professional
Portable X-Ray Inc.**

**An Attitude of Excellence:
5 Simple Steps for 5 Star Success**
(See page 6 for more information.)

10 a.m. – 12:30 p.m.

Grand Opening of Exhibit Hall

11:15 a.m. – 2 p.m.

**Marketing and Sales Networking
Lunch and Program**

(Pre-registration and a separate fee required. See pages 14 and 56 for more information and to register.)

11:30 a.m. – 3:45 p.m.

**CFO Intensive sponsored by
Ziegler Capital Markets Group**

(Pre-registration and a separate fee required. See pages 17 and 56 for more information and to register.)

12:30 – 2 p.m.

Concurrent Sessions

**#100 – 2011 Update from the
Minnesota Department of Human
Services (DHS)**

- Become familiar with the budget proposals DHS anticipates bringing before the 2011 Legislature.

- Discuss the impact of the Customized Living tool and its rates on Elderly Waiver clients and providers including any issues related to access.
- Describe the progress for PEPSI, COMPASS, CS/SD grants, PIPP scholarships and other initiatives.
- Learn about the latest developments in the transition to RUGs IV Medicaid Payment and the Moratorium project.
- Take home information on other timely topics before DHS and the aging services provider community at the time of the Institute.

Alex E. Bartolic, Health Care Program Senior Manager; Bob Held, Continuing Care Program Manager; and Jean K. Wood, Health Care Senior Manager, Minnesota Department of Human Services, St. Paul

**#101 – Leadership Development
Strategies for Aging Services
Professionals**

- Learn 10 leadership qualities to help polish your skills and emerge as a leader in your organization regardless of your current position.
- Understand the concept of a leadership vision and how to develop your own.
- Discover leadership competencies and techniques to help you obtain support in your work whether leading others, working in a team setting or meeting with management.

Lori Porter, Co-Founder and CEO, National Association of Health Care Assistants, Joplin, Miss.

Brought to you by



Part of Fairview Health Services

**#102 – Expanding Home and
Community-Based Services**

- Gain an understanding of several home and community-based models and the strategic advantages and disadvantages of each including financial, operational and marketing expectations to determine which option is best suited to your organization's culture.
- Assess the marketing and management differences between a campus delivery system and one that takes place at home.
- Explore a variety of ways to enter the home and community-based services market and learn how to overcome the inevitable challenges that can occur in the process.

Sarah Lentz Spellman, Director, ThirdAge a division of LarsonAllen LLP, Exton, Pa.

**#103 – Person-Directed Staffing:
The Key to Stability, Consistency
and Success**

- Learn how your organization could succeed in census, staff retention and budgets through a person-directed management philosophy.
- Identify staffing schedules that create consistent staff, consistent care and balanced lives.
- Discover how balanced schedules lead to reduced turnover while increasing morale.
- Understand how vital consistent staffing is to resident directed care.

KJ Langlais, CEO; and Linda Kettles, CNO, Evergreen Community of Johnson County/ GERTI - Education & Resource Innovations for the Advancement of Aging Services, Olathe, Kan.

#104 – Improving Care for Older Adults: The Gift of True Presence

- Explore how being truly present when visiting with and caring for an older adult enables you to connect on a deeper level that is both therapeutic and positive.
- Strengthen your skills in being present and truly “in the moment” so you can really slow down and listen more effectively to get a better sense of their well-being.
- Build confidence in your ability to be a good visitor with an older adult by equipping yourself with listening and communication skills you will practice during this session.
- Take home exercises and resources to help enhance your own skills and those of your staff to improve care through presence.

Daniel Osborne, Chaplain, Princeton Elim Care and Rehab Center, Princeton

#105 – Inside or Out: Play is Ageless

- Explore the therapeutic and life-changing benefits of intergenerational play for both elders and children.
- Examine funding strategies for intergenerational programming, activities and equipment and how to engage your local community.
- Share strategies, struggles and solutions for providing meaningful and successful intergenerational care.

Christine Stark, Director/Pre-School Teacher St. John's GrandKids/V.I.K. Club, Springfield; and Mary Pauluk, Chaplain, St. John Lutheran Home, Springfield

#106 – Responding to Medicare and RUG IV and Preparing for the Future

- Learn how you can provide services more efficiently by analyzing the cost of Medicare covered services.
- Calculate how your organization's revenues and expenses may be impacted by the transition from Medicare RUGs III to RUGs IV.
- Understand how SNF Medicare payments may be impacted by the Patient Protection and Affordable Care Act of 2010.

Deborah Elsey, Principal, Larson-Allen LLP, Minneapolis

#107 – Strategies for Assessing and Improving Quality of Life in Care Center Settings

- Identify key concerns care center staff face in assessing and improving residents' quality of life.
- Learn assessment protocols you can utilize to achieve measurable improvement in quality of life indicators.
- Find strategies that have been successfully applied by staff to improve the quality of life of residents.

Jim Tift, Community Services Director; and Janine McQuillan, Council Services Director, ElderCare Rights Alliance, Bloomington

#108 – Getting to Know VA Benefits: Become an Advocate for Veterans

- Understand State and Federal VA benefits, how they are applied and who they affect.
- Differentiate between Social Security disability and VA disability and how benefits are assigned for each.

- Be empowered to advocate for veterans by knowing what to ask them, which benefits to share and how to make referrals to other agencies that may provide additional services.

Aundrey Sanchez, Outreach Division Supervisor; and Jonell Wilson, Outreach Coordinator/Claims Representative, Minnesota Department of Veterans Affairs, St. Paul

#109 – Strategic Capital Planning: Real Answers for Real Problems

- Learn why it's important for executives and board members to initiate and execute strategic capital replacement planning as buildings and campuses age to remain positioned for the future and competitive in the marketplace.
- Understand the strategic implications of long-term capital planning as it relates to building lifecycles versus funding depreciation.
- Examine methodologies for long-term capital replacement planning including integrated facility assessments to evaluate future capital needs.

Tom Doyen, Director of Sales & Business Development, zumBrunnen Inc., Atlanta, Ga.

#110 – Break the Roller Coaster Cycle of Re-Hospitalization

- Identify two or more factors that contribute to the current re-hospitalization rate among older adults, the financial impact to health care providers and the personal impact this pattern has on seniors, their families and our society.
- Explore three barriers of breaking the roller coaster cycle of health care crisis and re-hospitalization.

(con't p. 32)

Over 85 Sessions to choose from...

Audience Tracks

All Attendees

Care Centers

Adult Day Services

Wednesday, February 9

Thursday, February 10

12:30 - 2 p.m.
Concurrent Sessions

2:30 - 3:30 p.m.
Concurrent Sessions

4 - 5 p.m.
Twilight Concurrent Sessions

10:15 - 11:15 a.m.
Concurrent Sessions

#100 – 2011 Update from the Minnesota Department of Human Services (DHS)

#101 – Leadership Development Strategies for Aging Services Professionals

#102 – Expanding Home and Community-Based Services

#103 – Person-Directed Staffing: the Key to Stability, Consistency and Success

#104 – Improving Care for Older Adults: The Gift of True Presence

#105 – Inside or Out: Play is Ageless

#106 – Responding to Medicare and RUG IV and Preparing for the Future

#107 – Strategies for Assessing and Improving Quality of Life in Care Center Settings

#108 – Getting to Know VA Benefits: Become an Advocate for Veterans

#109 – Strategic Capital Planning: Real Answers for Real Problems

#110 – Break the Roller Coaster Cycle of Re-Hospitalization

#111 – Transforming the Dementia Journey

#112 – Improve Resident Care, Quality of Life Through Innovative Falls Prevention

#113 – Seven Rules of Conflict Resolution

#114 – Fair Housing Basics for Senior Housing: What You Need to Know!

#115 – Blending Roles to Maximize Resources and Create Efficiency in Culture Change Settings

#116 – Boomers in Minnesota and Moving Toward 2030: Key Trends and What They Mean for Your Organization

#117 – Can an Alternative Decision Maker Really Do That?

#118 – Let's Chat: Strategies for Conducting QIS and MDS Resident Interviews

#119 – Do Your Employees Have the Credentials They Need?

#120 – Preparing for Health Care Reform

Mini Intensive Session

Wednesday, Feb. 9, 2011
2:30 - 5 p.m.

Further information found on page 34.

#122 – Longfellow Aging in Place Project

#123 – Managing Change So It Doesn't Manage You

#124 – Senior Housing in Challenging Times: 2011 Housing Market Outlook

#125 – Liberalized Medication Pass and Diets – One Size Does Not Fit All

#126 – Prepare Your Organization for Important Changes in Workplace Law

#127 – Where Does It Hurt? Helping Reduce Pain in Residents with Dementia

#128 – Sorting Through Technology - What is Right for Us?

#129 – Small Projects, Big Changes to Support Culture Change Environment

#130 – Ethical and Legal Strategies for Social Services

#131 – Effective Healthcare Technology Management for the Non-Technical Person

#132 – Elder Justice Act: Federal Protections for Vulnerable Adults

#200 – Innovative Design Creates Comfortable and Supportive End-of-Life Care

#201 – Getting the Most Out of Hospice and Adult Day Partnerships

#202 – Creating a Vibrant Service Culture

#203 – Why Can't I Go Home? Working with Clients and Their Families to Successfully Transition Settings

#204 – Your Brain on Exercise

#205 – A Person-Centered Approach to Late Life Depression

#206 – Around the World in Many Flavors: Exploring Global Cuisine

#207 – Financing Senior Living Projects: Market Update

#208 – Fire and Life Safety Code Updates for Care Centers

#209 – Fighting State and Federal Audits and Paybacks Under 2010 Federal Health Care Reform

#210 – Take Action – Recognize and Combat Financial Exploitation

#211 – Corporate Compliance Plan – Gotta Have It!

#212 – The Community Living Assistance Services and Support (CLASS) Act

Pre-Conference Institute Intensives
Tuesday, Feb. 8, 2011.
Further information found on page 16.

CFO Intensive
Wednesday, Feb. 9, 2011.
Further information found on page 17.

Minnesota Adult Day Health Services Association Programs
Thursday, Feb. 10, 2011
Further information found on page 21.

Leadership Intensive
Thursday, Feb. 10, 2011
Further information found on page 18-19.

Thursday, February 10

12:30 - 1:30 p.m.
Concurrent Sessions

#213 – Now That You Have Your Adult Day License...How Do You Get Paid?

#214 – Mirror Moments: The Most Meaningful and Lasting Performance Tool

#215 – Fire Safety Code Update for Housing-with-Services Providers

#216 – Movement That Matters

#217 – Understanding the Gluten-Free Diet

#218 – Difficult Behaviors? A Lawyer and Geriatric Psychologist Team Up to Answer Your Toughest Questions

#219 – Modest Home Makeover: Practical, Low Cost Strategies to Transform Care Center Environments and Improve Quality of Life

#220 – A New Approach to Health Promotion for Frail Elders

#221 – How to Build an Effective and Compliant Wound Care Program

#222 – Social Networking and the Work Place: What Employers Want and Need to Know

2 - 3:30 p.m.
Concurrent Sessions

#223 – 2011 Update from the Minnesota Department of Health (MDH)

#224 – Let's Dance! The Surprising Benefits of Dance and Storytelling for Older Adults

#225 – Becoming an Exceptional Adult Day Program: Starting with Meeting the Basic Requirements of Charting

#226 – 90 Minutes to a Leaner, Hungrier Leader!

#227 – Do You Know POLST? Advance Care Planning and Physician Orders for Life Sustaining Treatment

#228 – Beyond Soup and Sandwiches: Adding Catering Services to the Mix

#229 – Improve Your Bottom Line by Strategically Fine Tuning Your Operational Process

#230 – Help Minnesotans Stay Right Side Up

#231 – Integrating Person-Centered Technology into Your Dementia Programming

#232 – An Interdisciplinary Approach to Strategic Planning Retreats

#233 – Rethinking the Use of Alarms: Are They Noisy Restraints?

#234 – Preventing Hospital Readmissions Related to Congestive Heart Failure (CHF)

4 - 5 p.m.
Twilight Concurrent Sessions

#235 – Reduce Legal Liability from Resident Accidents and Injuries

#236 – Smart Moves: A Wellness Program for Assisted and Independent Living Communities

#237 – Practical Solutions to Staffing Schedule Barriers

#238 – Measuring What Matters

#239 – Getting Your Money's Worth from an MDS Audit – Your Responsibility

#240 – Reduce Admission Time and Expense with LEAN

#241 – Pioneer Link: Collaboration Brings Technology Home

#242 – Creating Opportunities for Household Life

#243 – How Did Your Residents Sleep Last Night? Help Them Sleep and Improve Their Quality of Life

#244 – An (Aging Services) Employer's Guide to Employee Insurance Under Health Care Reform

Friday, February 11
11 a.m. - 12:30 p.m.
Concurrent Sessions

#300 – From the Fun House to the Smart House – Integrating Adaptive and Smart House Technologies into Your Community

#301 – Operationalizing and Managing Under Minnesota's EW (including Customized Living) and GRH Programs

#302 – ARRA-HITECH and What You Need to Know to Comply

#303 – Minnesota's Return to Community Initiative and MDS Section Q Working Together

#304 – A Target on Your Back: The New Reality of the False Claims Act

#305 – Fact or Fiction: What Does the Nurse Practice Act Really Require of a Nurse?

#306 – Get Ready for Another Magic Rehab Carpet Ride on RUGS-IV and MDS 3.0

#307 – Managing Employee Medical Issues, Leave Laws, Risks and Costs

#308 – Transform Your Accounts Receivable into Cold Hard Cash

#309 – How to Demonstrate Value Under New Payment Models to Maximize Reimbursement



Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

- Identify seven key factors to break the pattern and gain practical ideas that you can begin to implement today to improve the aging experience of seniors.

Joel Theisen, CEO, AgeWell, Edina

2 – 2:30 p.m.

Break

2:30 – 3:30 p.m.

Concurrent Sessions

#111 – Transforming the Dementia Journey (Excellence and Innovation Award Presentation)

- Learn how this award-winning program helps people in the early stages of dementia plan for their future through expert information, planning tools, education and community services.
- Appreciate how a multi-faceted program improves individuals' creative self-expression, memo-

ry, observation skills and interaction with others.

- Explore how your organization might duplicate all or part of this program to help your residents and clients with early stages of dementia navigate their futures and get the highest quality of life possible.

Sue Ryan, Coordinator, Wilder Adult Day Health/Memory Loss Program; and Kathryn Ringham, Coordinator, Wilder Memory Club, Amherst H. Wilder Foundation, St. Paul

#112 – Improve Resident Care, Quality of Life Through Innovative Falls Prevention (Excellence and Innovation Award Presentation)

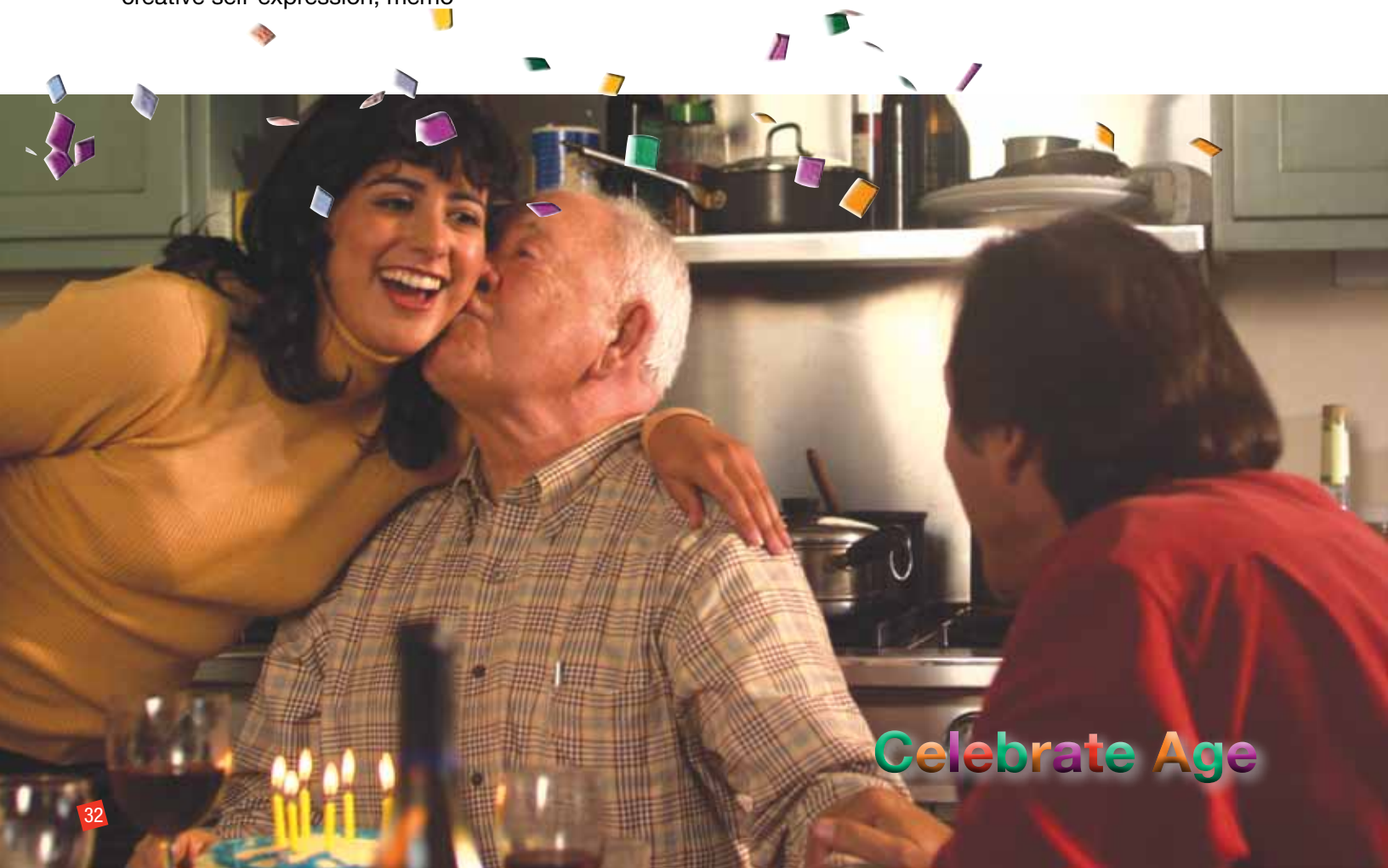
- Learn how this award-winning falls reduction program was designed, funded and implemented.

- Gain insights from lessons learned by staff across departments about the challenges, opportunities and unexpected rewards they experienced and to help you in considering your organization's own launch of an interdisciplinary falls reduction program.
- Describe the outcome data related to Quality Indicators this program addressed including falls, worsening room movement, assistance with daily living and depression.

Panel of staff from Park View Care Center, Buffalo

#113 – Seven Rules of Conflict Resolution

- Understand the basis of conflict in human interaction, some potential causes and why not all conflict is negative.



Celebrate Age

- Learn how to approach conflict resolution by addressing the causes, potential reactions and possible solutions.
- Discuss the seven rules of conflict resolution (S.U.C.C.E.S.S.) and examine peer mediation as one potential technique.

Lori Porter, Co-Founder and CEO, National Association of Health Care Assistants, Joplin, Miss.

Brought to you by



#114 – Fair Housing Basics for Senior Housing: What You Need to Know!

- Refresh your knowledge about the essential elements of fair housing laws.
- Recognize the challenges fair housing laws pose for professionals working with tenants in senior housing and realize how easy it is to inadvertently violate them.
- Take home strategies for balancing professional responsibilities with fair housing law realities.

Barbara J. Blumer, Attorney, Barb Blumer Law, PA, Eagan

#115 – Blending Roles to Maximize Resources and Create Efficiency in Culture Change Settings

- Learn how blending roles and departments can significantly improve resident care and save money.
- Discover creative budget formulas that pool resources to create a culture change organization.
- Learn how empowering staff stabilizes your organization.

KJ Langlais, CEO; and Linda Kettles, CNO, Evergreen Community of Johnson County/ GERTI - Education

& Resource Innovations for the Advancement of Aging Services, Olathe, Kan.

#116 – Boomers in Minnesota and Moving Toward 2030: Key Trends and What They Mean for Your Organization

- Understand how work and retirement will likely be redefined by Boomers and how to accommodate their needs as well as your own.
- Describe how respite is unique to each caregiving situation and how your organization might develop or structure respite programs that better meet their needs.
- Explore the essential physical features that make a home more livable for a lifetime and what your role could be in providing services to those settings or even building them.
- Discuss long-term care financing reform including the CLASS Act as a proposed model, encouraging personal responsibility and the level of public funds we can afford to spend on this issue.
- Consider your role in helping to educate consumers about assistive technology to increase its use and help them make informed decisions about health and long-term care.

Larhae Knatterud, Director, Aging Transformation, Minnesota Department of Human Services, St. Paul

#117 – Can an Alternative Decision Maker Really Do That?

- Understand Minnesota's law regarding the role and duties of a guardian, conservator, power of attorney and health care agent and his/her responsibility to the resident and the provider organization.

- Identify when it is appropriate to have an alternative decision maker and your organization's role in appointment and removal.
- Get helpful strategies to help resolve issues that may arise concerning alternative decision makers.

April Boxeth, Attorney; and Kara Brieze, Paralegal and Social Worker, Voigt, Klegon & Rodé, LLC, St. Paul; Anna Lockrem, Professional Guardian, Conservator, Power of Attorney and Health Care Agent, Minneapolis; and an Aging Services provider member

#118 – Let's Chat: Strategies for Conducting QIS and MDS Resident Interviews

- Build your skills in conducting QIS and MDS resident interviews that give you high data integrity.
- Examine how integrating the interview process into the quality of life and quality of care outcomes results in higher regulatory compliance.
- Get strategies to analyze the data so your residents increasingly drive their own care.

Diane Vaughn, Director of Quality Initiatives, Pathway Health Services Inc., White Bear Lake

#119 – Do Your Employees Have the Credentials They Need?

- Review the difference between health care worker credential requirements for nursing home licensure and Medicare/Medicaid certification programs.
- Know how to ensure your employees' credentials are accurate and up to date before combining or eliminating positions during a transformation.
- Understand the licensing and certification requirements for

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

performance evaluation and continuing education of professionals working in care centers.

Susan Schaffer, Attorney at Law, P.A., St. Paul

#120 – Preparing for Health Care Reform

- Explore the key health reform initiatives and how they are impacting senior living organizations.
- Identify what you need to do and information to gather to proactively negotiate with other health care providers.
- Examine a case study of how one organization has changed in preparation for the implementation of the many aspects of Health Care Reform.

Jeff Vrieze, Principal, LarsonAllen LLP, Minneapolis

2:30 – 5 p.m. Philanthropy Mini Intensive Session

(You must register to attend the whole session)

#121 – Creating a Culture of Philanthropy (Part I)

- Recognize the importance of the CEO's role as a leader in creating a culture where philanthropy is an integral part of how the organization carries out its mission.
- Describe how a CEO models philanthropy and ensures that staff at all levels are trained in it.
- Discuss the role of the board of directors – individually and corporately – in fund development on behalf of your organizations.
- Identify the key elements or measures of an organization

which has successfully created a culture of philanthropy and what that culture has brought to it.

Barb Rode, President and CEO, Saint Therese, New Hope; Jan Malcolm, CEO, Courage Center, Golden Valley (invited); and another provider CEO

Planned Giving 101: Long Term Fundraising to Build Financial Strength (Part 2)

- Recognize the important role of fundraising in the financial strength of an aging services organization.
- Become familiar with basic, but effective strategies to encourage grateful family members to include your organization in their wills or other forms of estate and deferred giving.

DOUGHERTY & COMPANY LLC

IS A FULL-SERVICE INVESTMENT BANKING FIRM OFFERING A WIDE ARRAY OF INVESTMENT PRODUCTS AND SERVICES TO INSTITUTIONS AND INDIVIDUALS NATIONWIDE.

In conjunction with its affiliates, Dougherty Funding, Dougherty Mortgage, Dougherty Equipment Finance Lease we are uniquely positioned to meet the debt financing needs of a wide variety of banking clients.

The common thread that runs through every aspect of Dougherty & Company and sets us apart from the competition is a consistent focus on market niches in which we can distinguish ourselves.

90 SOUTH SEVENTH STREET | SUITE 4300 | MINNEAPOLIS, MN 55402-4108
MAIN 612.376.4000 | TOLL FREE 800.328.4000 | FAX 612.673.0584
www.doughertymarkets.com

**Healthcare reform:
Are you ready?**

We are.

The aging services and post-acute care industry is undergoing a major transformation.

- How does health care reform impact you?
- Are you ready to serve the growing senior population?
- What about your reimbursement systems, regulatory compliance, and financial management?

Health Dimensions Group has answers. Our experienced senior care industry leaders will create customized approaches and provide specific solutions based on your unique needs.

Find out why we're a national leader and trusted advisor. Call 763.537.5700 or visit www.healthdimensionsgroup.com.

HEALTH DIMENSIONS GROUP
Managing. Consulting. Caring.

ph 763.537.5700 | fax 763.537.9200 | 4400 Baker Road, Suite 100 | Minneapolis, MN 55343
www.healthdimensionsgroup.com

- Take home a simple plan and checklist of activities to get started.

John LeBlanc, Director of Development, Saint Therese Foundation, New Hope

3:30 – 4 p.m.

Break

4 – 5 p.m.

#122 – Longfellow Aging in Place Project (Excellence and Innovation Award Presentation)

- Become familiar with a unique partnership between a provider organization and community group that funds and provides services that allow older adults to age in place in their homes.
- Explore the types of services elders might need to assess their homes for safety and mobility and make modifications that allow them to stay.
- Consider whether your organization has the capability and funding source to replicate this program in your community.

Alissa Boroff, Accessibility Specialist, Access Solutions, Minneapolis; and Kristy Brown, Executive Director, Augustana Therapy Services, Minneapolis

#123 – Managing Change So It Doesn't Manage You

- Discuss the positive and negative effects change can have on your organization, your work team and your residents.
- Learn how taking a systematic approach when responding to change can result in smooth operations, calm emotions and the maximum benefits to your residents.
- Discover helpful techniques for managing change based on individual responses.

Lori Porter, Co-Founder and CEO, National Association of Health Care Assistants, Joplin, Miss.

Brought to you by



Part of Fairview Health Services

#124 – Senior Housing in Challenging Times: 2011 Housing Market Outlook

- Review the economic factors relating to seniors' desire to downsize in a soft housing market and whether the market has hit bottom or is still in decline.
- Analyze data from a variety of local and national sources to get an outlook for the housing market in 2011 and understand the challenges still ahead for senior housing.
- Discuss incentives, sales tools and new ways of working with seniors who are hesitant to sell their homes in a soft housing market.

Tom Melchior, Director of Market Research, LarsonAllen LLP, Minneapolis

#125 – Liberalized Medication Pass and Diets – One Size Does Not Fit All

- Discover how to implement a liberalized medication pass that supports your residents' natural sleeping and eating patterns.
- List options for customizing medication pass based on your community's needs, while honoring resident preferences.
- Discuss ways to provide flexible dining options for your community, and how liberalized diets can actually improve resident health.

KJ Langlais, CEO; and Linda Ketles, CNO, Evergreen Community of Johnson County/ GERTI - Education & Resource Innovations for the Advancement of Aging Services, Olathe, Kan.

#126 – Prepare Your Organization for Important Changes in Workplace Law

- Get up to date on anticipated changes to employment law related to leaves of absence, independent contractor status and exempt and non-exempt employees.
- Understand what changes are coming to the workplace for both union and non-union employees.
- Identify current practices and policies that are likely to be problematic in the future and proactively implement changes to avoid liability.

Karen Schanfield, Attorney, Fredrikson & Byron, P.A., Minneapolis

#127 – Where Does It Hurt? Helping Reduce Pain in Residents with Dementia

- Appreciate that pain is complex, multifaceted and unique to the person experiencing it and that those who work with them every day are the first line of defense against pain.
- Define what pain is and describe the different types of pain.
- Learn how to identify pain in residents with dementia.
- Discuss strategies to prevent pain and improve resident comfort.

Marsha Berry, MA, CAEd, Education Manager, Alzheimer's Association Minnesota-North Dakota, Minneapolis

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

#128 – Sorting Through Technology – What is Right for Us?

- Hear about the latest technology advances in long-term care and emerging technologies that may have valuable applications in older adult services – think gadgets, software, online services and organizational tools.
- Discover how the decision making and implementation process for new technologies can be streamlined and not as overwhelming as you might think.
- Learn how technological advances will improve quality of care, reduce human error, increase efficiency and ultimately lead to increased profits for your organization.

Joel Moyer, President, Datalink, LLC, Middleton, Wis.

#129 – Small Projects, Big Changes to Support Culture Change Environment

- Discover financially feasible ways to use small projects, all under the \$1.4 million reimbursement threshold, to create significant changes in your building that support culture change.
- Find specific ideas for transforming the physical environment of your building to better support culture change models and effect positive changes in the lives of your residents and staff.
- Discuss strategies for identifying aspects of your buildings that can be renovated to optimize both resident care and reimbursement.

Alanna Carter, Associate Principal; and Michelle Juneau, Director of Marketing, Horty Elving, Minneapolis

#130 – Ethical and Legal Strategies for Social Services

- Hear from an attorney and a social worker to examine the social service regulations in the long-term care setting and best practices for implementing them.
- Review case scenarios to learn ways to resolve difficult admission and discharge issues, understand your legal obligation to ensure a safe environment, and what the law and your licensing board expect.
- Discover practical ways to meet the needs of a changing demographic in long-term care including difficult behaviors, mental issues and the inability to pay.

Susan Voigt, Attorney and Partner, Voigt, Klegon & Rodé, LLC, St. Paul; and Janna Kovach, Social Services Director, Cerenity Residence and Healthcare Center – Marian Campus, St. Paul

#131 – Effective Healthcare Technology Management for the Non-Technical Person

- Gain a layperson's understanding about managing healthcare information technology effectively and explore the tools and metrics available to help you do so.
- Learn helpful strategies to address common issues in selecting, implementing, deploying and supporting technology in your senior services organization.
- Explore ways to make technology more affordable for your organization.

Janice Ahlstrom, CPHIMS, RN, Wipfli LLP, Milwaukee, Wis.

#132 – Elder Justice Act: Federal Protections for Vulnerable Adults

- Discuss the provisions and implementation issues of the 2010 Elder Justice Act.
- Briefly review the key elements of the Act that relate to the work of service providers on a national and statewide level, including reporting requirements, workforce development and training provisions, and best practices.
- Identify what is expected of providers while federal guidance is being developed.

Iris Freeman, Associate Director, Center for Elder Justice and Policy, William Mitchell College of Law, St. Paul; and Deb Holtz, State Ombudsman for Long Term Care, Minnesota Board on Aging, St. Paul

8:30 – 11:30 p.m.

Opening Night Celebration
Featuring Belladiva sponsored by Dougherty & Company LLC and Northland Securities Inc.

(see page 14 for more information.)



Thursday, February 10

7 – 8 a.m.

MN-DONA Nursing Leadership Breakfast

(Pre-registration required. See page 14 for more information.)

8:30 – 10 a.m.

General Session and the 19th Annual Interfaith Celebration
Interfaith sponsored by Wipfli LLP
The Simple Truths About Service
(See page 8 for more information.)

10:15 – 11:15 a.m.

Concurrent Sessions

#200 – Innovative Design Creates Comfortable and Supportive End-of-Life Care (Excellence and Innovation Award Presentation)

- Become familiar with a forward-thinking hospice program that incorporates cutting-edge building design elements to create a comfortable and supportive environment for residents and their families to experience the end-of-life journey.
- Learn the pre-construction process the senior community undertook including market research, competitive analysis, securing funding, payment sources and architectural building design.
- Gain important insights from lessons learned including what worked well and what the provider community would have done differently.

Patricia Vincent, CEO/Administrator, Three Links Care Center, Northfield; and Ken Rivera, President, Rivera Architects, St. Paul

#201 – Getting the Most Out of Hospice and Adult Day Partnerships

- Appreciate how hospice and adult day partnerships can help your organization increase choice and preserve dignity for program participants and their families.
- Discuss the benefit of collaborating with a hospice program.
- Identify specific ways to collaborate with hospice and use “Model Collaborations of Hospice and Adult Day.”

Lynn Buckley, LPN/Caring Connection Adult Day Health Coordinator, Adult Day Health Program, Redwood Area Hospital, Redwood Falls;

and President of Minnesota Adult Day Services Association, South St. Paul

#202 – Creating a Vibrant Service Culture

- Examine strategies and tools that bring customer service goals to life in a way that encourages greater staff engagement, accountability, effective communication and leadership.
- Consider how the customer service approaches and successes of other industries can be adapted by aging services providers.
- Take home quality ideas for developing internal and external customer service skills.

Christopher Ridenhour, Director, Core Competency Training, Liberty Lutheran Services, Philadelphia, Pa.

#203 – Why Can't I Go Home? Working with Clients and Their Families to Successfully Transition Settings

- 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 client's strengths and available resources at discharge to determine whether services are available to meet their needs - whether it is within or outside your continuum of services.
- Make sure you have adequate contingency plans for placement when a client 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

#204 – Your Brain on Exercise

- Learn what happens to your brain during exercise and why recent research supports the need for regular physical activity for a healthy brain.
- Understand how exercise can stimulate and improve brain health to enhance cognition.
- Participate in a series of chair exercises designed to promote better brain health.

Terry Eckmann, Professor, Minot State University, Minot, N.D.

#205 – A Person-Centered Approach to Late Life Depression

- Explore the unique factors that contribute to depression late in life and how traditional assessment and treatment protocols aren't always the most appropriate for older adults.
- Discover surprising current research findings regarding the effectiveness of anti-depressants in the treatment of depression in elders.
- Through case studies, learn about holistic, non-pharmacological treatment practices that include nutrition, exercise, counseling or psychotherapy, meditation and complementary and alternative medicine (CAM).

Dr. Ruth Staus, Adult Nurse Practitioner and Assistant Professor, College of Nursing and Health Sciences, Metropolitan State University, Maplewood

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

#206 – Around the World in Many Flavors: Exploring Global Cuisine

- Travel the world with your palate and discover culinary techniques and flavors specific to regions in the Mediterranean, India, France, Latin America and Tuscany/Italy.
- Learn how to add flavor and ethnic flare to your global cuisine meals with various styles of cooking.
- Gain valuable insight on introducing or using ethnic influences in your menus that will tantalize and tempt the older adults living in your community.

Don Hensley, Corporate Chef, Martin Brothers Distributing Company Inc., Cedar Falls, Iowa

#207 – Financing Senior Living Projects: Market Update

- Get an overview of current capital market conditions in light of the economic recession and how the landscape has changed in general and for older adult services providers contemplating a financing.
- Review some new financing options along with existing programs, some of which have been inactive in the last two years.
- Learn about the changing requirements to provide investors with ongoing financial information and other disclosure requirements to investors.

Mark Landreville, Managing Director; and Eric Lunde, Senior Vice President, Piper Jaffray & Company, Minneapolis; and Bruce Glanzer, President & CEO, Good Shepherd Community, Sauk Rapids

#208 – Fire and Life Safety Code Updates for Care Centers

- Review how the Minnesota Department of Health and the State Fire Marshall Division work together on these two important codes that interact with each other.
- Take home the latest information on current and near future hot topics on fire and life safety codes so you can remain in compliance.
- Discuss with faculty and your colleagues what challenges your organization might be facing with either or both of these two codes.

James P. Loveland, P.E., Program Manager, Engineering Section, Minnesota Department of Health, St. Paul; and Patrick Sheehan, Fire Safety Supervisor, Minnesota State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul

#209 – Fighting State and Federal Audits and Paybacks Under 2010 Federal Health Care Reform

- Learn what new audit initiatives by the federal Office of Inspector General (OIG), Medicare fiscal intermediaries and Minnesota's Department of Human Services mean for providers.
- Explore the impact the Transparency and Program Integrity Provisions of the 2010 Federal Health Care Reform are likely to have on aging services providers.
- Analyze when an overpayment may trigger the need for a Provider Self-Disclosure with the OIG and learn how the OIG evaluates and processes these disclosures.

- Understand what constitutes a good defense to a payback or audit claim through study of two cases: Minnesota administrative law judges denied a \$300,000 SIRS claim against a waiver provider and denied a nearly \$700,000 claim leveled by DHS against a Medicaid mental health residential provider.

Sam Orbovich, Attorney, Fredrikson & Byron, Minneapolis

#210 – Take Action – Recognize and Combat Financial Exploitation

- Learn to recognize the red flags and common schemes in financial exploitation of elders and the impact it has on residents, families and provider organizations.
- Explore best practices to effectively work with law enforcement and social services and the court system by appropriately documenting, reporting and assisting with investigations.
- Get practical guidance on steps you can take to protect your clients, their families, loved ones and your organization from financial exploitation.

Robert Rodé, Attorney, Voigt, Klegon & Rodé, LLC, St. Paul

#211 – Corporate Compliance Plan – Gotta Have It!

- Review the requirements for an effective corporate compliance plan under the new federal health reform bill and whether your current plan meets the new requirements.
- Identify your next steps: develop a plan, decide what needs to be monitored, implement staff education and incorporate RAC reviews.

- Get guidance on how to create or update your corporate compliance plan, demonstrate how it is being implemented and how it is preventing compliance issues (also a requirement of health care reform).

Terry Mahar, Healthcare Consultant, RN, MS, Eide Bailly, LLP, Sioux Falls, S.D.

#212 – The Community Living Assistance Services and Support (CLASS) Act

- Learn how the CLASS Act might affect payment and available resources for long-term care.
- Review the implementation timelines and their implications for your organization's operations.
- Understand what the CLASS Act means for aging services organizations as employers.

Representatives from the Citizens League, the Chamber of Commerce, AARP and an Aging Services of Minnesota member provider will participate

11:15 a.m. – 12:30 p.m.

Lunch on the Exhibit Floor

sponsored by Evercare and Martin Brothers Distributing Company Inc. (See page 14 for more information.)

11:20 a.m. – 12:20 p.m.

ALNET/Nurse Managers Networking Lunch

(Pre-registration and separate fee required. See pages 14 and 56 for more information and to register.)

11:30 a.m. – 4:30 p.m.

Leadership Intensive

sponsored by Alliance Purchasing/Aging Services Group

Lunch sponsored by Piper Jaffray Health Care Reform: Strategic Implications for CEOs and Boards

(Pre-registration and separate fee required. See pages 18 and 56 for more information and to register.)

12:30 – 1:30 p.m.

Concurrent Sessions

#213 – Now That You Have Your Adult Day License....How Do You Get Paid?

- Know that whether it is private or waiver, billing can be a complicated process for adult day programs.
- Understand the essential elements of the billing process and outcomes (good or bad) of a billing department.
- Learn how to prepare for and respond to non-payment by private pay individuals.
- Examine service agreements, just how long it can really take to get a waiver participant service agreement and what to do next once you get it.

NancyLee Dahlin, Executive Director, Common Sense Services, South St. Paul; and other presenters to be announced

#214 – Mirror Moments: The Most Meaningful and Lasting Performance Tool

- Recognize your potential to model your organizations' highest aspirations and help transform its culture.
- Consider how you can help others manage change without responding with aggressive or passive resistance with a daily choice to share "gifts and grace."
- Interact with other attendees in this program that includes shared laughter, gut checks, best practices, skill building and affirmation.

Christopher Ridenhour, Director, Core Competency Training, Liberty Lutheran Services, Philadelphia, Pa.



Celebrate Age

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

#215 – Fire Safety Code Update for Housing-with-Services Providers

- Gain critical information on the safe use and storage of oxygen in HWS settings.
- Review the general fire safety requirements for HWS settings and discuss current trends in compliance.
- Discuss emergency procedures such as evacuation for fires and how you can enhance staff training on expectations for keeping residents safe.

Patrick Sheehan, Fire Safety Supervisor, Minnesota State Fire Marshal Division, Minnesota Department of Public Safety, St. Paul

#216 – Movement That Matters

- Identify age-related changes that occur with and without exercise.
- Discover the effects of exercise on arthritis, brain health and balance.
- Identify and participate in movement that fosters better brain health, improves arthritis symptoms and prevents falls.

Terry Eckmann, Professor, Minot State University, Minot, N.D.

#217 – Understanding the Gluten Free Diet

- Gain a basic understanding of Celiac Disease, how it is diagnosed and the food limitations involved.
- Identify gluten-free products by using food labels and learn how to prevent cross contact when preparing and serving meals.
- Discover how tasty gluten-free foods can taste and how easily this very special diet can be accommodated.

Renee Arbogast, Director of Nutrition and Wellness; Steve Patterson, District Manager – Healthcare; and

Brad Hinz, Director of Culinary Services, A'viands Food and Services Management, Roseville

#218 – Difficult Behaviors? A Lawyer and Geriatric Psychologist Team Up to Answer Your Toughest Questions

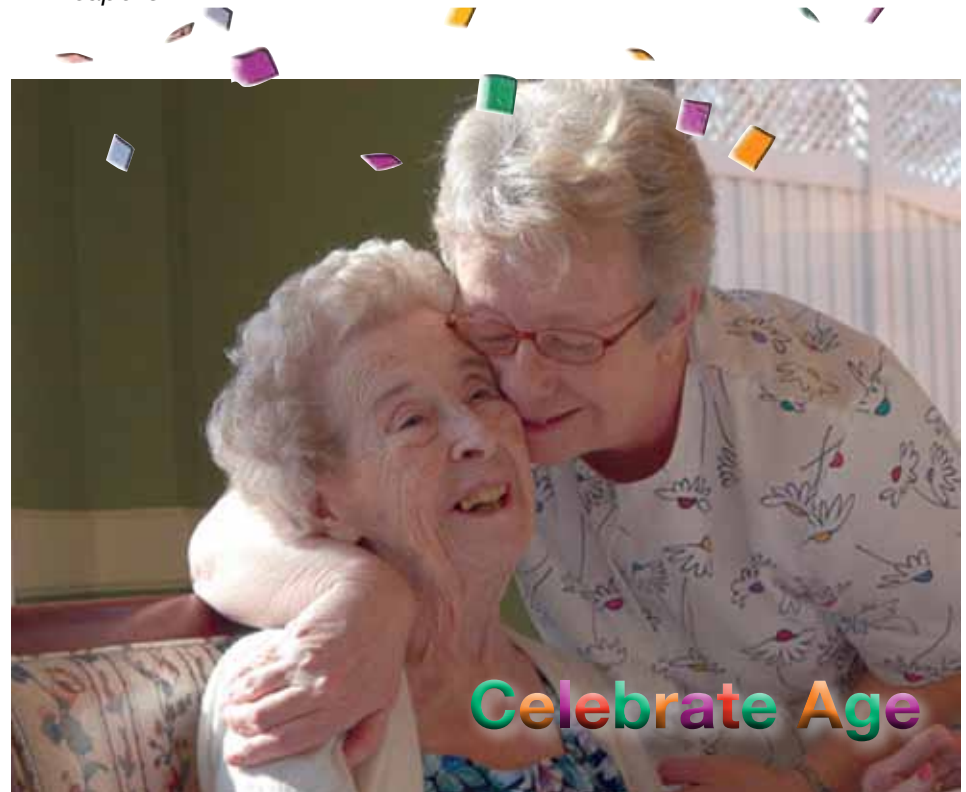
- Bring your toughest resident behavioral issues to the session and get practical interventions, creative strategies and legal guidance to help you resolve the issues while meeting the resident's needs.
- Discuss strategies to solve staffing difficulties in providing quality care for demanding residents and their families.
- Review your organization's policies and procedures regarding behavioral interventions and discharge.

Susan Voigt, Attorney and Partner, Voigt, Klegon & Rodé, LLC, St. Paul; and Dr. John Brose, Psychologist, Associated Clinic of Psychology, Minneapolis

#219 – Modest Home Makeover: Practical, Low Cost Strategies to Transform Care Center Environments and Improve Quality of Life

- Discover how networking with the larger community can bring in talent and resources that your organization cannot otherwise provide.
- Describe five essential tasks you can do yourself to transform care center environments toward a better quality of life.
- Identify no- and low-cost resources that will help create home for your residents.
- Become familiar with the "Design on a Dollar" project being launched after the first of the year by the Pioneer Network and based on the extensive work of two Minnesota researchers.

Lois Cutler, Research Associate, Director of Graduate Studies, Gerontology Minor, Division of Health



Celebrate Age

Policy and Management, School of Public Health, University of Minnesota, Minneapolis

#220 – A New Approach to Health Promotion for Frail Elders

- Examine the effectiveness of current health promotion efforts on frail elders in light of the unique treatment needs of this population.
- Explore potential problems related to the use of current health promotion guidelines for frail elders and factors to consider when deciding if a guideline is relevant for use or not.
- Through case studies, learn about a new model of health promotion for frail elders that focuses on both the big picture of health care delivery and the person-centered holistic care that includes nutrition, exercise, creative activities and mental health treatment.

Dr. Ruth Staus, Adult Nurse Practitioner and Assistant Professor, College of Nursing and Health Sciences, Metropolitan State University, Maplewood

#221 – How to Build an Effective and Compliant Wound Care Program

- Identify the necessary policies, procedures and documentation systems to ensure your wound care program meets F314 regulations.
- Learn how to create a skin care prevention and treatment program along with effective wound care teams and meetings.
- Develop practical monitoring programs to evaluate your wound care program and make sure it is on track and stays on track.

Jeri Lundgren, Director of Wound and Continence Services, Pathway Health Services Inc., White Bear Lake

#222 – Social Networking and the Work Place: What Employers Want and Need to Know

- Become familiar with the emerging legal issues playing out in the workplace surrounding the use of social networking sites by employees and employers.
- Study real life examples and identify the benefits and risks of using social networking sites by the employer as well as the employee.
- Learn best practices to monitor and control the use of social networking sites in the workplace and how to train employees to think about on-line etiquette and consequences.
- Take home practical tools, information and advice for developing electronic use policies for your organization.

Karen Schanfield, Shareholder and Attorney; and Teresa Thompson, Shareholder and Litigator, Employment and Labor Group, Fredrikson and Byron, Minneapolis

**1:30 – 2 p.m.
Break**

**2 – 3:30 p.m.
Concurrent Sessions**

#223 – 2011 Update from the Minnesota Department of Health (MDH)

- Become familiar with the budget proposals MDH anticipates bringing before the 2011 Legislature.
- Discuss the transition status of MDS 3.0 and RUGs IV, and MDS 3.0 and case mix.

- Review the latest survey trends and issues for care centers, non-Medicare Class A and Class F providers.
- Understand the changes to the home care requirements and the HWS Uniform Consumer Information Guide.
- Take home information on other timely topics before MDH and the aging services provider community at the time of the Institute.

Mary Absolon, Program Manager, Licensing and Certification, Compliance Monitoring Division; Stella French, Senior Health Program Manager, Compliance Monitoring Division; James P. Loveland, P.E., Program Manager, Engineering Section; Marci Martinson, RAI Coordinator, Division of Compliance Monitoring Division; Darcy Miner, Director, Compliance Monitoring Division; and Susan E. Winkelmann, Assistant Division Director, Compliance Monitoring Division, Minnesota Department of Health, St. Paul

#224 – Let's Dance! The Surprising Benefits of Dance and Storytelling for Older Adults

(Excellence and Innovation Award Presentation)

- See a performance of dance and storytelling by residents of a local care center and dance instructors specially trained and experienced in working with elders.
- Analyze the data that supports this program as being effective in improving strength, gait and mobility, reducing depression and stimulating cognition for the residents who participate.
- Explore the possibility of introducing such a program to residents of your community.

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

Erin Hilligan, Campus Administrator, Ebenezer Ridges, Burnsville; and Kairos dance instructors and residents

#225 – Becoming an Exceptional Adult Day Program: Starting with Meeting the Basic Requirements of Charting

- Discover why simply recording that a participant showed up for day services is not adequate documentation.
- Become familiar with what the Minnesota Department of Human Services expects of adult day programs.
- Learn how to provide outstanding staffing and follow-through in serving your participants and responsible parties.
- Get helpful tools that will equip you to run an exceptional day program.

Lynn Buckley, LPN/Caring Connection Adult Day Health Coordinator, Adult Day Health Program, Redwood Area Hospital, Redwood Falls; President of Minnesota Adult Day Services Association, South St. Paul; and NancyLee Dahlin, Executive Director, Common Sense Services, South St. Paul

#226 – 90 Minutes to a Leaner, Hungrier Leader!

- For seasoned leaders, new managers and everyone who aspires to increase your responsibility – attend this session for a “Cliff Notes” (“Spark Notes” to you Gen-Yers) of the latest and greatest management and human performance improvement theories authored by today’s most studied experts.
- Test your knowledge and skills against the best practices of Kouzes and Posner, Goleman, Lencioni, Maxwell, Collins,

Drucker, Dr. Suess and many others. And if Dr. Seuss is the only familiar author on the list, this session is mandatory!

- Participate in a health self-assessment, energetic dialogue and numerous researched management technologies.
- Leave this session a better leader or manager, with a refreshed perspective, concrete tools and immediate solutions to improving accountability, communication, motivation and commitment at your organization.

Christopher Ridenhour, Director, Core Competency Training, Liberty Lutheran Services, Philadelphia, Pa.

#227 – Do You Know POLST? Advance Care Planning and Physician Orders for Life Sustaining Treatment

- Become familiar with the advance care planning opportunities available for professionals working with tenants in senior housing, assisted living and memory care.
- Identify the tools available to document advance care planning decisions, health care directives and POLST orders.
- Understand the Minnesota POLST order form that is being developed for widespread use throughout Minnesota.

Barbara J. Blumer, Attorney, Barb Blumer Law, PA, Eagan

#228 – Beyond Soup and Sandwiches: Adding Catering Services to the Mix

- Discuss how a structured catering program operates, why your organization might need one and the challenges and opportunities to consider before beginning.
- Identify the key elements of a successful catering program and how to design it to meet

the needs of your internal and external customers.

- Learn how to calculate a cost/benefit analysis to determine the feasibility of a catering program, what you will need to equip and market the program and how to price your services appropriately.

Dee Legvold; and Kristi Salisbury, Resource Management, dk Food-service Solutions, LLC, Mendota Heights

#229 – Improve Your Bottom Line by Strategically Fine Tuning Your Operational Process

- Recognize the balance that exists between sound clinical processes and effective reimbursement management and how the MDS affects reimbursement.
- Identify specific operational work processes, what efficient processes look like and some external benchmarks you can use to monitor progress.
- Discuss the change process and the critical aspects required in order for change to occur in your organization.

Terry Mahar, Healthcare Consultant, Eide Bailly, LLP, Sioux Falls, S.D.

#230 – Help Minnesotans Stay Right Side Up

- Discover why Minnesota has the third highest unintentional fall death rate in the country.
- Hear about Minnesota’s efforts to increase fall prevention awareness and implement “A Matter of Balance,” an evidence-based group intervention designed to reduce the fear of falling and increase the activity levels of older adults.
- Learn from professionals implementing “A Matter of Balance” in Minnesota about their chal-

lenges and successes so you can be better equipped for fall prevention efforts in your independent senior housing setting.

Emily Farah-Miller, MS, Matter of Balance Statewide Coordinator, Metropolitan Area Agency on Aging, North St. Paul; and Carla Tocko, DPT, Rehab Director/Clinical PT, Augustana Therapy Services, Minneapolis

#231 – Integrating Person-Centered Technology into Your Dementia Programming

- Dispel the myths that persons with dementia can't participate in computer based technology and discover how easy and beneficial it really is.
- Hear the stories of one multi-site organization that has implemented this technology in dementia programs and the resulting benefits including increased engagement in daily activities, decreased agitated behaviors and improved physical and physiological well-being.
- Review the evidence-based research that proves demonstrable, measurable benefits and see hand-on examples of the technology in action.

Jack York, Founder/CEO, It's Never 2 Late, Englewood, Colo.; and Wayne Olson, Senior Vice President – Health Care Operations, Volunteers of America, Eden Prairie

#232 – An Interdisciplinary Approach to Strategic Planning Retreats

- Understand why strategic planning retreats are most effective when involving interdisciplinary leadership including direct staff.
- Learn how to plan and execute a successful strategic goal planning retreat around a theme,

learning activities, the venue and food to get all participants interested, involved and invested in the process.

- Hear best practices and useful guidance to keep the momentum of the planning retreat strong in the weeks and months that follow.

Tammy Nelson, Associate Clinical Neighborhood Director; Charles Jensen, Director of General Services/Senior Division; and Noralee Siems, LPN, Neighborhood Staff Nurse, Neilson Place, Bemidji

#233 – Rethinking the Use of Alarms: Are They Noisy Restraints?

- Discuss the appropriateness of using personal alarms, pros and cons of using them and their impact on the safety and well-being of residents.
- Explore the data that suggests eliminating alarms lead to a decrease in falls and helps create a more tranquil, homelike environment.
- Debate the significant change in the clinical practice to eliminate personal alarms as a restraint/control tool and use them instead as a diagnostic tool to identify the underlying reason the resident is moving.

Sue Ann Guildermann, Director of Education, Empira Inc., Eden Prairie

#234 – Preventing Hospital Readmissions Related to Congestive Heart Failure (CHF)

- Learn about a successful cooperative program between a hospital, assisted living facility and a care center that is achieving positive outcomes for patients with congestive heart failure.

- Study how the organizations implemented this program and the critical elements they focused on including education of all providers and improved communication between venues.
- Understand the important role Health Information Technology (HIT) can and is playing to reduce readmissions.
- Take home practical strategies and tools you can use to implement a similar program in your own community.

Facilitator: Callie Larson, MS, RN, RAC-Ct, Director of Quality Assurance, Elim Care, Eden Prairie.

Panel: Val Enter, RN, BSN, Manager, Quality and Risk, Buffalo Hospital, Buffalo; and staff, Park Terrace Assisted Living and Memory Care, Buffalo

3:30 – 4 p.m. Break

4 – 5 p.m.

Twilight Concurrent Sessions

#235 – Reduce Legal Liability from Resident Accidents and Injuries

- Recognize the difference between preventable injuries that may lead to punitive liability or regulatory deficiencies and those unavoidable negative outcomes that are beyond your staff's control.
- Look at case examples involving falls and elopements to determine whether safeguard interventions such as warning alarms, assistive devices and attendance checklists are effective.
- Learn strategies for managing and defending claims from families, residents and regulatory agencies and get tools for managing negative media resulting from such claims.

Sam Orbovich, Attorney, Fredrikson & Byron, P.A., Minneapolis

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

#236 – Smart Moves: A Wellness Program for Assisted and Independent Living Communities

- Learn how coupling a wellness program with rehabilitation/therapy services can elevate your competitive positioning, increase your bottom line, improve clinical outcomes and boost the independence and quality of life of your residents.
- Identify wellness needs within your organization based on resident needs and find cost effective solutions to make it happen.
- Review wellness resources available to your community and get specific tools to assess your current wellness program or implement one.

My linda Barisas-Matula, Program Services Consultant, RehabCare, Sheboygan, Wis.

#237 – Practical Solutions to Staffing Schedule Barriers

- Discuss the challenges of creating a staffing schedule that accommodates time-off requests, union contracts or other barriers and explore possible solutions.
- Learn the difference between a staffing pattern and an actual schedule and how the former might be a workable solution for your organization.
- Design a staffing pattern for your organization and explore options that address or accommodate typical staffing barriers.

Dee Legvold; and Kristi Salisbury, Resource Management, dk Food-service Solutions, LLC, Mendota Heights

#238 – Measuring What Matters

- Understand the science behind how measuring key indicators that leads to improvement initiatives.

- Identify the key indicators, information and trends your organization needs to measure and how to interpret them to inform strategic and operational initiatives and decisions.
- Examine a case study of the process one organization took to determine the right items to monitor, develop a dashboard specific to their needs and how they use it to take corrective action when needed.

Jeff Vrieze, Principal, LarsonAllen LLP, Minneapolis; and John Huhn, COO, Walker Methodist, Minneapolis

#239 – Getting Your Money's Worth from an MDS Audit – Your Responsibility

- Understand why conducting a formal MDS audit periodically is important, key areas to focus on and what you should expect to get out of it.
- Realize the potential financial impact to be realized if your organization makes the necessary operational changes identified in the audit.
- Study case examples to learn how MDS audits have affected other organizations operationally and financially.

Terry Mahar, Healthcare Consultant, Eide Bailly, LLP, Sioux Falls, S.D.

#240 – Reduce Admission Time and Expense with LEAN

- Learn the basics of LEAN Health Care as a way to streamline work and reduce unnecessary time, expense and movement.
- Identify areas in your own organization where waste can be eliminated and how you might implement LEAN.
- Examine the case study of Mahanomen Health Center's LEAN approach to the admission process that cut admission time by 50% or more.

Rita Moen, LSW; and Rachel Tuege, Director of Nursing, Mahanomen Health Center, Mahanomen

#241 – Pioneer Link: Collaboration Brings Technology Home

- Hear about the Pioneer Link Emergency Call and Home Monitor Program, a collaborative effort of PioneerCare in Fergus Falls with local service providers to offer affordable, innovative home monitoring technology and locally managed emergency call service to individuals in their homes.
- Learn how the program was designed from surveying for community needs and a feasibility study to identifying collaborative partners and securing financing.
- Gather information, resources and lessons learned to assess whether this program can be replicated in your community.

Karen Wulfekuhle, Director of Home and Community Services; Nathan Johnson, Administrator; and Steve Guttormson, Director of Marketing, PioneerCare, Fergus Falls

#242 – Creating Opportunities for Household Life

- Discover the positive effect on residents' lives when all staff in a Household model are invested in providing individualized care honoring their preferences.
- Understand the difference between planned activities and spontaneous activities and the benefits of each.
- Learn how to coach your staff to be more spontaneous in their interactions with residents.

Karen Laughin, Household Coordinator/Activities Director, Perham Memorial Hospital and Home, Perham

Celebrate Age



Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

#243 – How did Your Residents Sleep Last Night? Help Them Sleep and Improve their Quality of Life

- Explore the importance of adequate sleep in older adults and its affect on cognition, mood and falls risk.
- Identify factors that cause sleep deprivation such as lighting, noise, physical inactivity and diet and learn simple changes you can make to improve residents' sleep.
- Consider the benefits of implementing a sleep program such as "Let Them Sleep" and study the evidence of less daytime

sleepiness, decreased confusion, improved mood, higher cognitive ability and an overall improvement in quality of life.

Linda Shell, Corporate Director of Education and Learning, Volunteers of America, Eden Prairie

#244 – An (Aging Services) Employer's Guide to Employee Insurance Under Health Care Reform

- Review the employee health insurance provisions passed as part of the health care reform with which you will need to comply over time.
- Evaluate whether or not your organization should maintain its

"grandfathered" status under your current health insurance carrier and if the smaller employer tax credit makes sense.

- Take home information you can use to work with your insurance providers and employees as you implement the new changes.
- Join your colleagues in speculating what may be done (or not!) with insurance exchanges in Minnesota and across the country.

Kathi J. Wright, Principal, Gray Plant Mooty, Minneapolis

KNOWLEDGEABLE, ACCESSIBLE, RESPONSIVE.

You'll develop a personal connection with our senior living team—people dedicated to using their skills and resources to create a noticeably different client experience.

Contact Jeffery Vrieze at 612-376-4682.

Follow our blog for current discussions on health care.

 www.larsonallen.com/blog

LarsonAllen
LLP

CPAs, Consultants & Advisors
www.larsonallen.com

Audit, accounting, and tax | Reimbursement
Strategic capital planning | Operations and performance
improvement | Feasibility studies and market research
Long-term care demand analysis

Noticeably Different.

Thank you Minnesota!

We'd like to take this opportunity to thank all of our loyal customers in Minnesota for helping to make us the market-leading EHR platform for long-term care.

We couldn't have done it without you.

PointClickCare

www.pointclickcare.com



Friday, February 11

8:30 – 10:30 a.m.

General Session and Awards

sponsored by **Merwin LTC Pharmacy**

You Unstuck: Cultivating Risk Taking and Success

(see page 9 for more information.)

10:30 – 11 a.m.

Break

11 a.m. – 12:30 p.m.

#300 – From the Fun House to the Smart House – Integrating Adaptive and Smart House Technologies into Your Community

- Discover a variety of adaptive and multimedia technologies designed for older adults with physical and cognitive disabilities, particularly dementia.
- Become familiar with outcome-based research which demonstrates the benefits of using “smart house” technologies in senior living and home based environments.
- Gain important insights from a national aging services provider’s experiences as they integrated these technologies into their continuum of care.

Jeff Noce, CEP, WellAWARE™ Systems, Glen Allen, Va.; and Jack York, It’s Never 2 Late, Centennial, Colo.

#301 – Operationalizing and Managing Under Minnesota’s EW (including Customized Living) and GRH Programs

- Gain an in-depth understanding of how senior living providers are affected by participation in EW (including Customized Living) and GRH programs.
- Identify best practices to help you capture appropriate levels of reimbursement for the valuable services you provide to seniors.
- Find out how to establish and enforce limits on public assistance program participation if required to maintain the long term viability of your senior living program.

Mark E. Anderson, Walker Plaza, Anoka; and Barbara J. Blumer, Attorney, Barb Blumer Law, PA, Eagan

#302 – ARRA-HITECH and What You Need to Know to Comply

- Refresh your knowledge of ARRA-HITECH, HIPAA and FTC regulations so you can remain in compliance with them while maintaining privacy and security program operations more efficiently.
- Identify game-changing regulations in HIPAA’s provisions to accounting of disclosures.
- Understand the new Office of Civil Rights rules and how they uphold consumer rights.
- Discuss the new proposed requirements for minimum necessary and de-identification.
- Determine if EHRs have imbedded technology that will account for disclosures and other HITECH requirements.

Joel H. Jensen, Jensen Law Firm, LTD, Minneapolis

#303 – Minnesota’s Return to Community Initiative and MDS Section Q Working Together

- Learn about the Minnesota Return to Community Initiative, the purpose of the legislation and the service delivery model developed.
- Understand how the Minnesota Return to Community Initiative and the new MDS 3.0 Section Q are related.
- Examine the roles of providers, Senior LinkAge Line® and the Department of Human Services so you can operate effectively and in compliance with the mandates.

Valerie Cooke, Project Director-Nursing Facility Rates and Policy Division, Minnesota Department of Human Services, St. Paul; and Darci Buttke, Return to Community Program Coordinator, Minnesota Board on Aging/DHS, St. Paul

#304 – A Target on Your Back: The New Reality of the False Claims Act

- Understand new initiatives the government is bringing to enforcement actions and where aging services organizations fit into those overall strategies.
- Understand why revisions were made to the False Claims Act as part of the federal Health Care Reform Legislation passed earlier in 2010.
- Understand why the Minnesota state legislature made its own revisions to the state’s False Claims Act and what they were designed to accomplish.
- Compare the federal and state requirements to understand what is expected of your organization to be in compliance.
- Gain insights on the safe harbor provisions available to care centers in the event of an investigation.

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and
Community-Based Services

Gold Titles = Adult Day Services

Education Sessions

- Explore what your organization can do to improve its documentation of services provided and reduce the potential for incurring risk for a false claims filing.

Jesse A. Berg, Attorney; and Kathryn Bergstrom, Attorney, Gray Plant Mooty PA, Minneapolis

#305 – Fact or Fiction: What Does the Nurse Practice Act Really Require of a Nurse?

- Explore some common issues that nurses continue to question regarding the Nurse Practice Act including the scope of practice for a licensed practical nurse.

- Learn what conduct may be a violation of the NPA, your responsibility to comply with the Act and how to use your nursing skills to maximize your contribution to resident care.
- Determine whether your job description accurately describes your job responsibilities and credentials to be consistent with the NPA.

Susan Schaffer, Attorney at Law, P.A., St. Paul

#306 – Get Ready for Another Magic Rehab Carpet Ride on RUGS-IV and MDS 3.0

- Gain important knowledge of RUGS IV assessment changes for planning, coordinating and delivering therapy in conjunction with the interdisciplinary team.
- Study clinical examples from the first three months of MDS 3.0 to fully understand changes related to concurrent therapy and how to properly report different modes of therapy and impact on earned RUGS.
- Learn essential strategies for nursing and rehab partnership to effectively plan and execute PPS schedules based on your residents' needs that result in

Celebrate Age



quality outcomes following regulatory guidelines.

Barbara Sowell, Vice President of Clinical Resources, Orthopedic & Neurological Rehabilitation, Austin, Texas

#307 – Managing Employee Medical Issues, Leave Laws, Risks and Costs

- Review the various laws that govern employer medical inquiries of employees, the legitimate uses and protection of employee medical information and when and whether employees are entitled to leaves of absence from work; and get an update on recent changes in the laws and how they work (or don't work) together.
- Consider the risk analyses and business choices organizations face on an almost daily basis regarding leave rights and duties including the risks and choices involved in deciding when to allow injured or disabled employees to return to work.
- Examine challenging case scenarios and employer choices in managing applicant and

employee medical inquiries and medical leaves.

Mark Mathison, Attorney; and Carl Crosby Lehman, Attorney, Gray Plant Mooty, Minneapolis

#308 – Transform Your Accounts Receivable into Cold Hard Cash

- Gain valuable legal and practical guidance to prevent and solve aged accounts receivable problems including Minnesota's "admission agreement law" and what it means for payment.
- Identify the warning signs of non-payment and develop policies and procedures you can implement to avoid aging accounts receivable.
- Learn updated strategies to avoid and resolve non-payment issues including discharge and transfer, discharge planning, eviction, liens, settlements, negotiations and payments.

April Boxeth, Attorney, Voigt, Klegon & Rodé, LLC, St. Paul; Kim Odden, Director of Social Services, Augusta Health Care Center, Apple Valley; and Nancy Weinand, Business Office Manager, Highland Chateau Health Care Center, St. Paul

#309 – How to Demonstrate Value Under New Payment Models to Maximize Reimbursement

- Get an overview of payment reform initiatives from the Patient Protection and Affordable Care Act such as Accountable Care Organizations (ACOs), episodes of care, bundled payments and penalties for hospital readmissions and the impact they will have on how older adult service organizations will deliver care in the future.
- Learn from other providers about which metrics your organization will need to track, monitor and report on to maximize your reimbursement under new payment models.
- Identify industry benchmarks, tools and resources to help you measure and compare your organization's value in relation to peers.

Nicole Fallon, Manager Consultant; and Jay Pizinger, Manager, Larson-Allen LLP, Minneapolis; and an Aging Services provider member

www.healthsupportspecialist.org

The Health Support Specialist (HSS) Registered Apprenticeship program is quickly becoming the new standard of excellence – redefining how leading organizations and communities are preparing their workforce to serve older adults. HSS is guided by an understanding that the deep culture transformation we seek in older adult services starts with investments in a highly-trained and supported direct care workforce.

HSS represents a breakthrough in the traditional system of care delivery, creating opportunities for highly capable caregivers to advance in their lives and careers through cutting-edge skill training, rich on-the-job experiences, redesigned job descriptions, improved working environments, accessible career pathways and meaningful wage increases.

After all, a career in aging services isn't just a job, it's a calling – and each day thousands of dedicated caregivers are called by a mission of service to provide compassionate care to older adults.



Explore this site and join us in implementing this innovative career model and training curriculum in your community!

Thrifty White Pharmacy Services

*Courteous service from a local pharmacy.
Expertise of one of the largest long term care
pharmacy providers in the Midwest.*

**Your choice of
medication systems.**

EasyPak

Opti-Pak

Opus Unit Dose

NexPak Multi-Dose



Proud Silver Sponsor



50 Minnesota locations to serve you.

For more information contact Jeff Lindoo
1-800-816-2887 Ext. 4362

WELSH
DEVELOPMENT

WELSH
CONSTRUCTION

GENESIS
ARCHITECTURE



Providing design, development and
construction services for high style,
quality senior housing



Bill Krake
952.897.7850
wkrake@welshco.com



Adam Cozine
952.829.5229
acozine@welshco.com

952.897.7850 | www.welshconstruct.com

FIERCELY FOCUSED >



**I WANT SOMEONE WHO SHARES
OUR VISION FOR SUCCESS.** Our
senior living professionals have an average of 20
years of experience working with organizations of all
sizes and types. Suffice it to say if you're looking for
someone with a healthy grasp of your organization
and a laser focus on your unique needs and goals, look
no further. For more information on how Wipfli can
help you, visit www.wipfli.com/healthcare.

WIPFLI
CPAs and Consultants

Kim Heller, Partner
715.843.8336

Will Moncrief, Manager
952.548.6728



**MARK YOUR CALENDAR
FOR THESE 2011
AGING SERVICES OF MINNESOTA
EVENTS!**

Midsummer Senior Living Conference
July 20, 2011

Annual Meeting & Leadership Forum
September 20 - 23, 2011

Assisted Living Home Care Conference
(Co-sponsored with MHCA)
October 26, 2011

Parking, Light Rail Transit and Minneapolis Info

Parking During the Institute

Plan ahead! Downtown Minneapolis is a busy place. To make sure you have enough time to get to your first event, plan to arrive about an hour ahead of time. If you're at the Hyatt before 8 a.m., we suggest parking in the Loring Municipal Ramp at the hotel and take advantage of a reduced parking rate. If you arrive downtown after 8 a.m., the Loring Ramp will be full – so seek alternate parking. Aging Services of Minnesota specifically recommends the Plaza Municipal Ramp located on Second Street (across from the Minneapolis Convention Center). Daily parking fees are lower than any other ramp and the ramp is accessible to the Hyatt via the skyway system. Parking downtown costs money. Please be prepared to pay a daily parking fee.

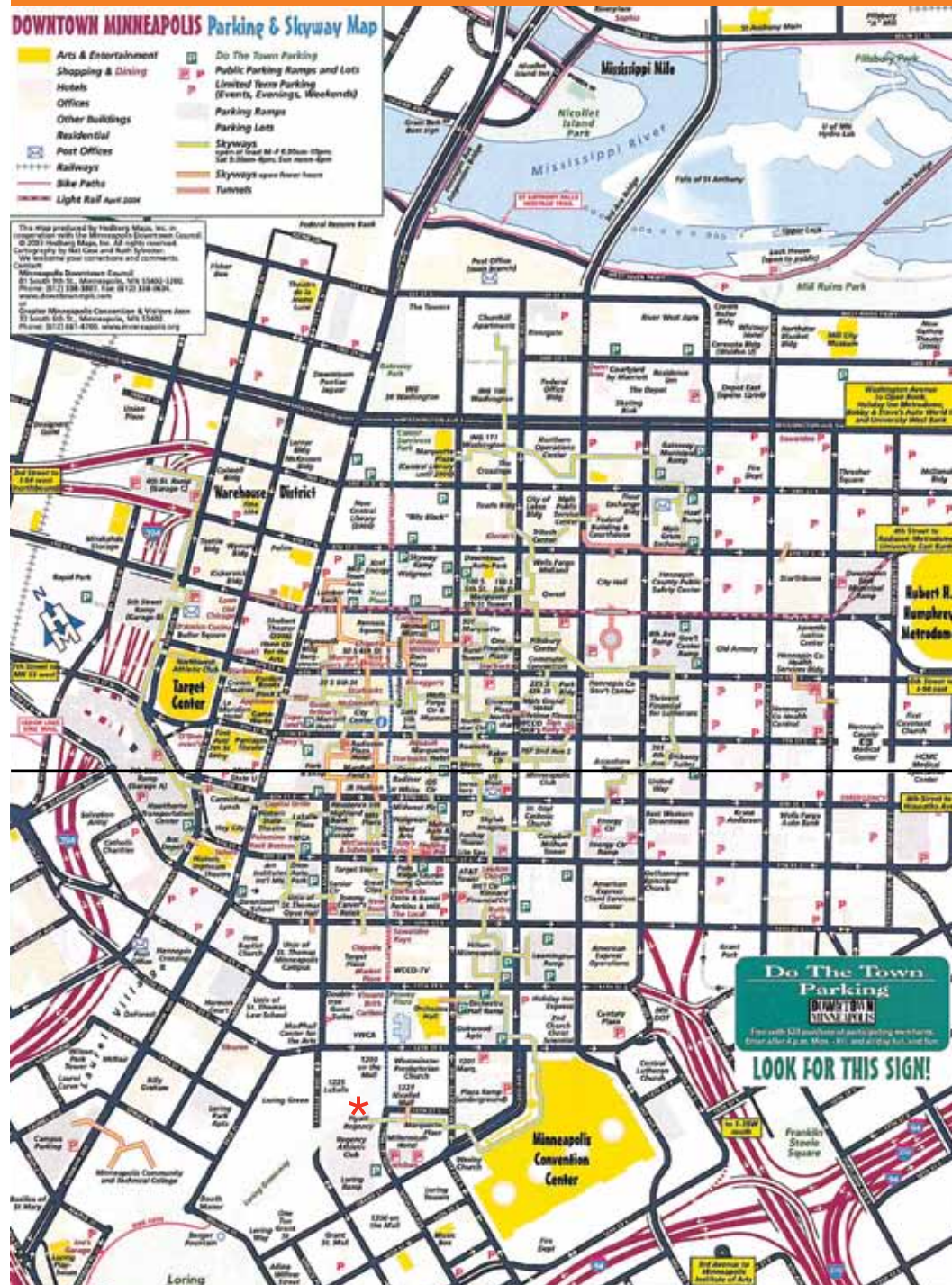
Light Rail Transit Information

Park your car at one of the 17 Hiawatha Line locations and take the Light Rail into downtown Minneapolis to the Nicollet Mall Station. Then hop a city bus to the Hyatt. Cost is \$1.75 to \$2.25 per person each way depending on time of day. Visit www.metrotransit.org for more information.



What's Happening in Minneapolis?

Dinner – shopping – sporting events – or take in a show? Plan your free time before you arrive at the Institute – browse Meet Minneapolis' Web site at www.minneapolis.org.



Moderator Assistance Reply Form

We encourage you to make the most of your Institute experience by moderating one or more educational sessions. **No previous experience is required!** As a moderator, you will be the liaison between Aging Services of Minnesota and a session at the Institute to ensure that the program runs smoothly and that the presenters have everything that they need. Specifically, moderators need to introduce the speakers and make sure that handouts are distributed. Aging Services will provide you with the information and resources you need to do this important job and be successful in doing it. Serving as a moderator is a great opportunity for members to be directly involved in this prestigious event and stand out as a leader among your peers.

Many volunteers are needed for this important duty because there are over 85 sessions that require moderators to help make sessions go smoothly. Exhibitors also are encouraged to serve as moderators. If interested, please return the completed form by **Friday, Jan. 7, 2011**. Hurry – moderator spots fill quickly and sessions are assigned on a first-requested basis!

A moderator confirmation e-mail or fax will be sent at the end of January.

Wanted! 2011 Session Moderators

Tuesday, February 8

Pre-Conference Institute Intensive B

Wednesday, February 9

Sessions 100, 101, 103, 111, 112, 113, 114, 115, 116, 122, 123, 125, 127, 132

Thursday, February 10

Sessions 200, 201, 202, 203, 204, 208, 212, 213, 214, 215, 216, 219, 222, 223, 224, 225, 234, 226, 227, 230, 244

Friday, February 11

Sessions 301, 302, 304

I would like to volunteer to moderate the following sessions:

Session # _____

Session # _____

Session # _____

Session # _____

Session # _____

Session # _____

Name/Title: _____

Organization: _____

Phone Number: _____

Fax Number: _____

E-mail: _____

**PLEASE COMPLETE THIS FORM BY FRIDAY, JAN. 7, 2011
and return it to Heidi Simpson at Aging Services of Minnesota in one of three ways:**

1. Fax Heidi Simpson at 651.645.0002
2. E-mail Heidi Simpson at hsimpson@agingservicesmn.org
3. Call Heidi Simpson at 651.645.4545 or 800.462.5368

Registration and General Information

Registration fees

Care Centers, CCRCs and Housing & Community Services are charged fees based on the number of beds or units. Corporate Offices are charged fees based on the number of provider sites owned/managed. **Even if facilities share a campus, each entity must register and pay separately.** Registration categories are care centers & CCRCs, housing & community services, corporate office, associate member, non-exhibiting vendors and individuals. All employees that appear on that organization's payroll may attend the Institute for that fee. Individual registration fees apply only when one person from an organization is attending. Refer to the Institute registration fee structure section of this brochure for a full listing of registration fees.

What your registration fee includes

Registration fees include course materials for all educational programs offered on Wednesday, Thursday and Friday (except for single-day registrations), access to the exhibit hall and evening events. Other food and beverages are not covered. The Hyatt Regency provides discounted lunch and dinner specials in Taxxi's and Spike's restaurants, and cash sales in common areas. NOTE: Parking fees are not included with your Institute registration. A list of parking locations will be sent with your company's confirmation letter.

No soliciting except registered exhibitors

Institute participants agree to refrain from marketing products or services during the course of the Institute. Registered exhibitors or non-exhibiting vendors that are registered are the exceptions.

Payment

All registration fees should accompany the registration form. Members may be invoiced. **NON-MEMBER FEES ARE DUE AT THE TIME REGISTRATION IS RECEIVED.**

Sending payment through your corporate office

To guarantee that your registration reaches Aging Services of Minnesota by the deadline, please fax a copy of your completed registration form along with all participant names, titles and session numbers to 651.645.0002 and mail the original along with payment when your corporate check arrives. We will hold your registration space.

Fees for board members and trustees

Your board members can attend the Institute under your organization's registration for no extra cost! There is an additional fee per person to attend a Pre-Conference Institute Intensive, Networking Lunch, CFO Intensive or Leadership Intensive.

One more note about fees

The individual member fees listed are for providers only. The individual fee is reserved for only one person from an organization to attend the Institute. If registering more than one person please refer to the organizational fees listing. Individuals employed by companies that supply products or services to providers fall under the "Business Partner" or "Prospective Business Partner" fee structure.

Registration deadline

Early bird registration deadline is **Friday, Jan. 7, 2011.**

Registrations received after Jan. 7, 2011, will be charged the regular rate. To receive the early bird registration fee, your registration must include the names, titles, e-mails and sessions of your attendees. Mail your registration form with payment to: Aging Services of Minnesota, Attention: Accounting #6061, 2550 University Avenue West, Suite 350 South, St. Paul MN 55114-1900, FAX to 651.645.0002 or register online at www.aging-servicesmn.org.

Pre-registration for concurrent sessions

For your comfort, please register all attendees for concurrent sessions and any special events to avoid overcrowding in session rooms and to guarantee meal functions, availability of handouts and other onsite information. Session numbers are listed by the program number, title and description.

E-mails required for each attendee

It is crucial that each attendee provides an e-mail address as e-mail accounts are needed to have access to the Aging Services of Minnesota Live Learning Center and the Living Tradeshaw site. Make the most of your attendees experience and be sure to provide e-mail addresses!

Cancellations and refunds

Cancellations for organizational registration must be received in writing by Jan. 28, 2011 to receive a refund, less a \$50 processing fee. No refunds will be given for cancellations received after Jan. 28, 2011. Aging Services of Minnesota reserves the right to cancel the Institute or individual sessions.

Sleeping room reservations

The Hyatt Regency is the official headquarters for the Institute. Institute participants are responsible for making their own hotel reservations. Complete the enclosed lodging form and return it to the Hyatt Regency at 1300 Nicollet Mall, Minneapolis MN 55403, call or register online at https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=3095631. The hotel is holding a block of rooms at the rate of \$103/single and \$118/double. **This block will be held until Monday, Jan. 17, 2011.** Be sure to mention the Aging Services of Minnesota Institute to receive the special rate.

For further information

For sponsorship and exhibitor information, contact Jenny Prosser at jprosser@aging-servicesmn.org; for information regarding the Leadership Intensive, Pre-Conference Institute Intensives, CFO Intensive, Networking Lunches, Concurrent Sessions or CEUs, contact Heidi Simpson at hsimpson@aging-servicesmn.org; and for general and registration information, contact the Education Department at education@aging-servicesmn.org, 651.645.4545 or 800.462.5368. You may also fax your registration to 651.645.0002 or register online at www.aging-servicesmn.org.

Special note

If you are disabled, require special services or have special dietary concerns, please describe your needs in writing and send via e-mail to Jenny Prosser at jprosser@aging-servicesmn.org.

2011 Institute Fee Structure

REGISTER ON OR BEFORE JAN. 7, 2011, PAY THE EARLY BIRD RATE
REGISTER AFTER JAN. 7, 2011, PAY THE REGULAR RATE



BONUS – each Institute participant will have access to 34 hours of recorded sessions on Aging Services of Minnesota Live Learning Center – your e-mail is required to access this benefit.

REGISTRATION FEE – CARE CENTERS & CCRCs

Number of Care Center Beds	Member Rate	Member Rate
	Metro* Early Bird / Regular Rate	Greater Minnesota Early Bird / Regular Rate
1-40	\$725 / \$825	\$580 / \$680
41-60	\$995 / \$1,095	\$655 / \$755
61-100	\$1,375 / \$1,475	\$995 / \$1,095
101-150	\$1,540 / \$1,640	\$1,120 / \$1,220
151+	\$1,610 / \$1,710	\$1,150 / \$1,250

Prospective member Care Center & CCRC fee is \$1,725

*Metro area includes Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington counties.

REGISTRATION FEE – HOUSING & COMMUNITY SERVICES

Number of Housing Units	Member Rate
	Early Bird / Regular Rate
1-20	\$375 / \$475
21-40	\$450 / \$550
41-70	\$525 / \$625
71+	\$600 / \$700

Prospective Housing & Community Services fee is \$725

REGISTRATION FEE – CORPORATE OFFICES

Number of Owned and Managed Sites in MN	Member Rate
	Early Bird / Regular Rate
1-5	\$445 / \$545
6-10	\$630 / \$730
11+	\$810 / \$910

Prospective Corporate Office fee is \$925

ASSOCIATE MEMBER COMPANY FEE \$400

INDIVIDUAL REGISTRATION FEES

Provider/Associate Member (one day)*	\$160
Provider/Associate Member (full conference)*	\$315
MADSA Member (2/10 only)	\$75
Prospective Provider (full conference)*	\$445
Full-time Student/Faculty Member	\$75
MDH, DHS, Ombudsman & County Staff	\$75
Expo Only One Day Pass - Provider	\$25
Expo Only One Day Pass - Vendor	\$100

* Individual fees are for one person only from your organization to attend the Institute. If registering more than one person, please refer to the organizational fees above.

NON-EXHIBITING VENDORS

Business Partner	\$675
Prospective Business Partner	\$1,025

Prospective Member?
Join today and save!

Contact Adam Suomala
at 651.603.3530 or
membership@agingservicesmn.org
to explore the value of
membership!

REGISTER ON OR BEFORE JAN. 7, 2011, PAY THE EARLY BIRD RATE
REGISTER AFTER JAN. 7, 2011, PAY THE REGULAR RATE

Complete registration including ALL attendee names and sessions.

FIRST NAME	LAST NAME	TITLE	EMAIL	WED., FEB. 9 SESSIONS	THURS., FEB. 10 SESSIONS	FRI., FEB. 11 SESSIONS

Organization: _____

Address: _____

City/State/Zip: _____

place label from back cover here

Contact Person: _____

Contact's E-mail (required): _____

☐ Member ☐ Prospective Member

PLEASE INCLUDE:

_____ NO. OF BEDS (Care Centers & CCRCs)

_____ NO. OF UNITS (Housing & Community Services)

_____ NO. OF PROVIDER SITES OWNED AND MANAGED (Corporate Offices)

PLEASE MAKE CHECKS PAYABLE TO:

Aging Services of Minnesota, 2550 University Avenue W., Suite 350S, St. Paul MN 55114-1900,

Attn: Accounting #6061

☐ Send Invoice (for members only) ☐ Check Enclosed

☐ Credit Card: Please charge my: ☐ Visa ☐ Mastercard ☐ American Express

Card #: _____ Exp. Date: _____

Cardholder's Phone #: _____

Name as it appears on card: _____

Cardholder's Signature: _____

Fax: 651.645.0002

Registration Form

REGISTER ON OR BEFORE JAN. 7, 2011, PAY THE EARLY BIRD RATE; REGISTER AFTER JAN. 7, 2011, PAY THE REGULAR RATE

BONUS – each Institute participant will have access to 34 hours of recorded sessions on Aging Services of Minnesota Live Learning Center – your e-mail is required to access this benefit.

COMPLETE TO CALCULATE AMOUNT DUE

Organization Registration Fees

Care Center or CCRC Fee \$ _____

Housing & Community Services Fee \$ _____

Corporate Office Fee \$ _____

Associate Member Company Fee (\$400) \$ _____

Non-Exhibiting Vendor Fee \$ _____

Individual Registration Fees

One-day Provider/Associate Member (\$160 per person) \$ _____

Full Conference Provider/Associate Member (\$315 per person) \$ _____

MADSA Member (\$75 per person, 2/10 only) \$ _____

Full Conference Prospective Provider (\$445 per person) \$ _____

Full-time Student/Faculty Member (\$75 per person) \$ _____

MDH, DHS Ombudsman & County Staff (\$75 per person) \$ _____

Expo Only One Day Pass - Provider (\$25 per person) \$ _____

Expo Only One Day Pass - Vendor (\$100 per person) \$ _____

Individual Special Event Fees

Tuesday Intensives (\$70 per person per intensive) \$ _____

Marketing & Sales Networking Lunch & Program (\$25/person) \$ _____

CFO Intensive (\$45 per person) \$ _____

ALNET/Nurse Managers Networking Lunch (\$25 per person) \$ _____

Leadership Intensive (\$150 per person) \$ _____

GRAND TOTAL DUE \$ _____

Individual Special Events Registration Form

PRE-CONFERENCE INSTITUTE INTENSIVES A OR B TUESDAY, FEB. 8

Registration: Noon – 12:30 p.m.
Program: 12:30 – 4:45 p.m.
Fees: \$70 for Institute attendees;
\$110 for members not attending
the Institute; \$160 for prospective
members not attending the Institute

MARKETING AND SALES NETWORKING LUNCH AND PROGRAM – WEDNESDAY, FEB. 9

Lunch and Networking:
11:15 a.m. – 12:30 p.m.
Program: 12:30 – 2 p.m.
Fee: \$25

CFO INTENSIVE – WEDNESDAY FEB. 9

Lunch and Program:
11:30 a.m. – 3:45 p.m.
Fee: \$45

ALNET/NURSE MANAGERS NETWORKING LUNCH – THURSDAY, FEB. 10

Lunch and Networking:
11:20 a.m. – 12:20 p.m.
Fee: \$25

LEADERSHIP INTENSIVE – THURSDAY, FEB. 10

Lunch and Program:
11:30 a.m. – 4:30 p.m.
Fee: \$150/\$75 for board/trustees

I plan to attend the following program/s:

- ☐ Pre-Conference A – “I Already Told You – Don’t You Remember?” A Guide to Excellence in Dementia Communication and Behavior Prevention – \$70/\$110 or \$160
- ☐ Pre-Conference B – Fall Prevention and Reduction: Blueprints for a Successful Program – \$70/\$110 or \$160
- ☐ Marketing and Sales Networking Lunch and Program – \$25
- ☐ CFO Intensive – \$45
- ☐ ALNET/Nurse Managers Networking Lunch – \$25
- ☐ Leadership Intensive – \$150/\$75

Name: _____

Title: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

E-mail (required): _____

**Use one form per person and send with your
company’s registration. Fax is 651.645.0002.**

NOTE: Any cancellations must be received in writing by Jan. 28, 2011 to receive a refund. No refunds for no-shows or cancellations received after Jan. 28, 2011.

Hyatt Regency Registration Form

Aging Services of Minnesota 2011 Institute

Feb. 9-11, 2011

Deadline for sleeping room reservations is Monday, Jan. 17, 2011

Reservations are on a first-come, first-served basis. Please make your reservations as early as possible to ensure a sleeping room at the Hyatt.

I will arrive on: _____

Check in Time: 3 p.m.

I will depart on: _____

Check Out Time: Noon.

Room Rates: Single Occupancy: \$103
 Double Occupancy: \$118

Requested Accommodations:

☐ 1 bed/1 person

☐ 1 bed/2 people

☐ 2 beds/2 people

☐ 2 beds/4 people*

*NOTE: A \$10 charge will be added to the double occupancy rate for each additional adult occupying the room.

YOU CAN RESERVE YOUR SLEEPING ROOM ONLINE AT:

https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=3095631 or complete the following information and mail it in to the Hyatt Regency at the address listed below.

Names: _____

Organization: _____

Address: _____

Daytime Phone Number: _____ Daytime Fax Number: _____

E-mail Address: _____

RESERVATIONS WILL BE HELD WITH ADVANCE DEPOSIT OR CREDIT CARD ONLY!

☐ Advance Deposit (enclosed is one night's deposit) - Deposit is refundable if canceled within 72 hours.

☐ Credit Card

☐ American Express

☐ VISA

☐ Diner's

☐ MasterCard

☐ Carte Blanche

☐ Discover

Card Number: _____ Expiration Date: _____

Cardholder's Name (please print): _____

Cardholder's Signature: _____

Please mail the hotel registration directly to:

Hyatt Regency, 1300 Nicollet Mall, Minneapolis, MN 55403.

For questions regarding Institute accommodations, call the Hyatt Regency at 612.370.1234.

Be sure to mention that you are with the **Aging Services of Minnesota Institute** when contacting or registering with the Hyatt.

Thank you

to the Aging Services of Minnesota Education and Leadership Development Committee!

One of the most rewarding ways to take advantage of your Aging Services of Minnesota membership benefits is to get involved and serve on committees – to help shape the work we do on your behalf.

The following members have given their time and talent – and plenty of their creative energy – to plan this year's Institute.

2011 Aging Services of Minnesota Education and Leadership Development Committee

Roman Bloemke, Chair, Welcome Home Management Company

Sue Ann Guildermann, Vice Chair, Empira

Cathy Clairmont, Roseate Inc.

Barbara Clausen-Hansen, Healthcare Purchasing Connection

Katie Lundmark, Sunnyside Care Center

Brad DeJong, Eide Bailly LLP

Traci McLeod, A'viands Food and Services Management

Elizabeth Meyer, Oak Crest Apartments

David Myren, Volunteers of America Crystal Care Center

Jay Pizinger, LarsonAllen LLP

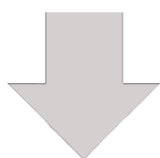
Linda Shell, Volunteers of America National Services

Sally Staggert, Franciscan Health Community

Sylvia Weise, Wipfli LLP

The evolution of **your** Aging Services group purchasing program.

MAHA Service Corporation
(incorporated 1989)



More choices  better **VALUE!**

Aging Services of Minnesota

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

PSRT
FIRST-CLASS MAIL
US POSTAGE PAID
MINNEAPOLIS, MN
PERMIT #29309

Please route to:

- ☐ Activity/Therapeutic Recreation
- ☐ Adult Day Services
- ☐ CEO/Administrator
- ☐ CFO/Finance/Business Office
- ☐ Dietary/Food Services
- ☐ Environmental Services/Maintenance
- ☐ Fund Development
- ☐ Home and Community-Based Services
- ☐ Human Resources
- ☐ Marketing/PR
- ☐ Nurse Manager/Home Care Staff
- ☐ Nursing
- ☐ Pastoral Care
- ☐ Social Services
- ☐ Staff Development
- ☐ Trustee/Board

Don't delay - register by Jan. 7 and SAVE with the Early Bird Discount!



Aging Services of Minnesota
INSTITUTE
February 9-11, 2011 • Hyatt Regency Minneapolis

Celebrate Age

