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Aging Services
of Minnesota

LEADING CHANGE ■ CHANGING LIVES

Celebrating 45 Years

Aging Services of Minnesota

2012 Institute

February 8 - 10 • Hyatt Regency Minneapolis

Institute is Going Social

Enhance your experience by connecting with Aging Services and fellow attendees before, during and after Institute. This year, we're offering exclusive updates, links to special content, photos and contests for people who connect with Aging Services on Facebook and Twitter.

Follow or Like us today to be eligible to win a free registration to Institute or an iPad2.

Contest details will be shared on our social media channels in the coming weeks!



Twitter

Follow @AgingServicesMN for breaking news and unique insights from our staff, Institute presenters and other attendees. During Institute, tweets with the #Institute12 hashtag will be entered into a drawing to win an iPad2!



Facebook

Like us on Facebook to receive real-time updates, photos and information to enhance your Institute experience. Connect with fellow caregivers and leaders in the field of aging services and weigh in on polls and discussions about topics of interest to you.



YouTube

Each year Aging Services receives hundreds of award nominations recognizing the amazing leadership, dedication and caring of professionals like you. Visit the Aging Services YouTube channel for inspiring videos honoring our many award winners.



Visit the AgingExchange Blog

The AgingExchange blog is a place to highlight the people and organizations that are changing the future of aging in Minnesota. Gearing up for Institute, we'll share inspiring stories of the caregivers who truly are Stars Among Us.



Stars Among Us Campaign

Watch your email, Facebook and Twitter for upcoming details about a campaign you won't want to miss. What better way to celebrate the largest gathering of aging services professionals in Minnesota than to share the stories of those who dedicate their lives to serving others. The Stars Among Us campaign will invite you to submit a photo or video and tell us a bit about what inspires you to serve each day. These stories will be shared throughout Institute, on social media and in a dedicated Stars Among Us online gallery. Stay tuned for more info!



Got a smart phone?

QR Codes bring Institute information to you.

Throughout this brochure and in the onsite materials at Institute, you will be able to quickly and easily access a wide variety of detailed information to enhance your Institute experience. All you need to do is download a free QR Code Reader on your smart phone.



Visit the Inspire-Serve-Advocate QR Code Gallery

For the first time this year, Institute will feature the Inspire-Serve-Advocate Gallery - a special onsite installation of large-scale QR codes that will link you to inspiring, thought-provoking, motivating or just plain entertaining web content that embodies the spirit of this year's theme. You won't want to miss this unique Institute feature!

inspire. serve. advocate.



Bob Dahl, Chair
Aging Services of Minnesota
Board of Directors

Three simple words. Three simple, yet powerful words that taken together, convey our promise to you.

As Aging Services of Minnesota celebrates its 45th Anniversary in 2012, we renew our commitment to inspire, serve and advocate on your behalf.

To **inspire** you to transform your work through innovative programs and service models. To be inspired by all that you do to serve our older adults and our communities.

To **serve** you in ways that help advance your missions. To serve one another through professional networks and shared learning.

To **advocate** for you on important issues that impact your organizations and day to day care for older adults. To advocate for a brighter future full of endless possibilities that improve the aging experience.

Welcome to the 2012 Aging Services of Minnesota Institute. In these pages you will find a wealth of opportunities to learn, grow and share. We hope you'll join us in February.



Gayle Kvenvold,
President & CEO
Aging Services of Minnesota



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2012 Annual Sponsors (list as of Nov. 11, 2011)

DIAMOND



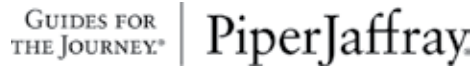
GOLD



Special Thanks...

Aging Services of Minnesota would like to thank the following 2012 Annual Sponsors for helping advance our mission and for supporting important programs and initiatives.

SILVER



BRONZE



Schedule of Events

Tuesday, Feb. 7, 2012

12:30 – 4:45 p.m.
Pre-Conference Intensives

Wednesday, Feb. 8, 2012

7 – 8 a.m.
New Faces Gathering with Coffee

8:30 – 10:30 a.m.
Opening Keynote and Awards

10 a.m. – 12:30 p.m.
Grand Opening of Exhibit Hall

11:15 a.m. – 12:15 p.m.
ALNet/Nurse Managers Networking Lunch

11:15 a.m. – 12:15 p.m.
Housing-with-Services Networking Lunch

11:15 a.m. – 2 p.m.
Marketing and Sales Networking Lunch
and Program

12:30 – 2 p.m.
Concurrent Sessions

12:30 – 4 p.m.
Exhibit Hall Open

2:30 – 3:30 p.m.
Concurrent Sessions

4 – 5 p.m.
Twilight Concurrent Sessions

5 – 6 p.m.
Stars Among Us Awards Reception

8:30 – 11:30 p.m.
Opening Night Celebration Featuring the
Johnny Holm Band

Thursday, Feb. 9, 2011

7 – 8 a.m.
MN-DONA Nursing Leadership Breakfast

8:30 – 10 a.m.
General Session and the 20th Annual
Interfaith Celebration

10 a.m. – 2 p.m.
Exhibit Hall Open

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

10:15 a.m. – 3:30 p.m.
Minnesota Adult Day Services Programs

11:15 a.m. – 12:30 p.m.
Snacks on the Exhibit Floor

11:20 a.m. – 12:20 p.m.
HUD Networking Lunch

11:20 a.m. – 1:30 p.m.
Independent Housing Networking Lunch
and Program

11:20 a.m. – 1:30 p.m.
Fund Development Networking Lunch and
Program

11:30 a.m. – 5 p.m.
Leadership Intensive

12:30 – 1:30 p.m.
Concurrent Sessions

2 – 3:30 p.m.
Concurrent Sessions

4 – 5 p.m.
Twilight Concurrent Sessions

5 – 6 p.m.
Culture Change and SAGE Reception

Friday, Feb. 10, 2012

8:30 – 10:30 a.m.
General Session and Awards

10:45 a.m. – 12:15 p.m.
Concurrent Sessions

12:15 p.m.
Conference Adjourns

Participant Registration Desk Hours

Tuesday, Feb. 7 • 4 – 7 p.m.

Wednesday, Feb. 8 • 7 a.m. – 5 p.m.

Thursday, Feb. 9 • 7:30 a.m. – 5 p.m.

Friday, Feb. 10 • 7:30 a.m. – 12:15 p.m.

Exhibitor Registration Desk Hours

Tuesday, Feb. 7 • Noon – 7 p.m.

Wednesday, Feb. 8 • 7 a.m. – 4 p.m.

Thursday, Feb. 9 • 9 a.m. – 2:30 p.m.

PAC Silent Auction Hours

Wednesday, Feb. 8 • 9 a.m. – 3:45 p.m.

Thursday, Feb. 9 • 9 a.m. – 3:45 p.m.

Bookstore and Cyber Café Hours

Wednesday, Feb. 8 • 7 a.m. – 5 p.m.

Thursday, Feb. 9 • 7:30 a.m. – 5 p.m.

Friday, Feb. 10 • 7:30 a.m. – 12:15 p.m.





Robyn Benincasa

Wednesday, February 8

8:30 – 10:30 a.m.

“The brightest stars don’t create the greatest teams. The greatest teammates create the greatest teams.”

~ Robyn Benincasa



Keynote
Opening

Ordinary People Inspired to Extraordinary Results: The 8 Essential Elements of Human Synergy

Kick off the 2012 Institute with an amazingly visual and viscerally thrilling look into the world’s most remarkable extreme teams that will leave you inspired to do great things in your work!

Each of us plays a crucial role in our collective work to care for older adults; yet none of us can do it alone. We must continually work together to deliver the highest level of care and compassion. The success of any team lies in the bond and commitment of individuals, and the world’s most successful teams have mastered the ability to elevate each other to reach greater heights together. Learn how to develop the skills that will transform your work team from ordinary to extraordinary.

Robyn Benincasa accepts full blame for inspiring people to do insane things like climb Mount Kilimanjaro, run their first triathlon, or start their own business. In our opening session, Robyn shows you how to get into the mindset of a team builder through eight simple and easily applied skills that will allow you to build collaboration with all the teammates in your life, whether colleagues, friends or family.

Master these 8 Essential Elements of Human Synergy – total commitment, empathy and awareness, adversity, management, mutual respect, “we” thinking, ownership of the project, relinquishment of ego and kinetic leadership – and you will have mastered the keys that allow your group of ordinary people to accomplish truly extraordinary things together.

Robyn Benincasa is a professional adventure racer, two-time Eco-Challenge Adventure Racing World Champion and full-time San Diego Firefighter. In her presentations, Robyn imparts the attitude and mindset that allows groups of ordinary people to accomplish truly extraordinary things together. She is the founder of World Class Teams, Flashover Seminars and the Project Athena Foundation which provides scholarships and coaching to help survivors of serious medical or traumatic setbacks live their adventure dreams.

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A short, four-minute walk from the Hyatt through the Minneapolis skyway.



20th Annual Interfaith Celebration

Thursday, Feb. 9

Music: 7:45 – 8:30 a.m.

Service: 8:30 – 9 a.m.

The Historic Wesley United Methodist Church

For the 20th Anniversary of the Interfaith Celebration, we've pulled out all the stops!

Join us to celebrate who you are and who you serve. New this year, this very special event is at the Wesley United Methodist Church – a distinctive and historic landmark built in 1891 and listed in the National Historic Registry; simply beautiful inside and out. Special musical guest is Minnesota's own Jearlyn Steele, a popular local musician with national recognition as a solo artist and as a member of The Steeles. Join your extended Aging Services family to celebrate the incredible service you provide and to renew your spirit. Regardless of your faith background, you'll start the day with a powerful reminder of your mission in serving the elderly.

Come early to enjoy fellowship, complimentary hot beverages and live music by **Jearlyn Steele** – starting at 7:45 a.m.



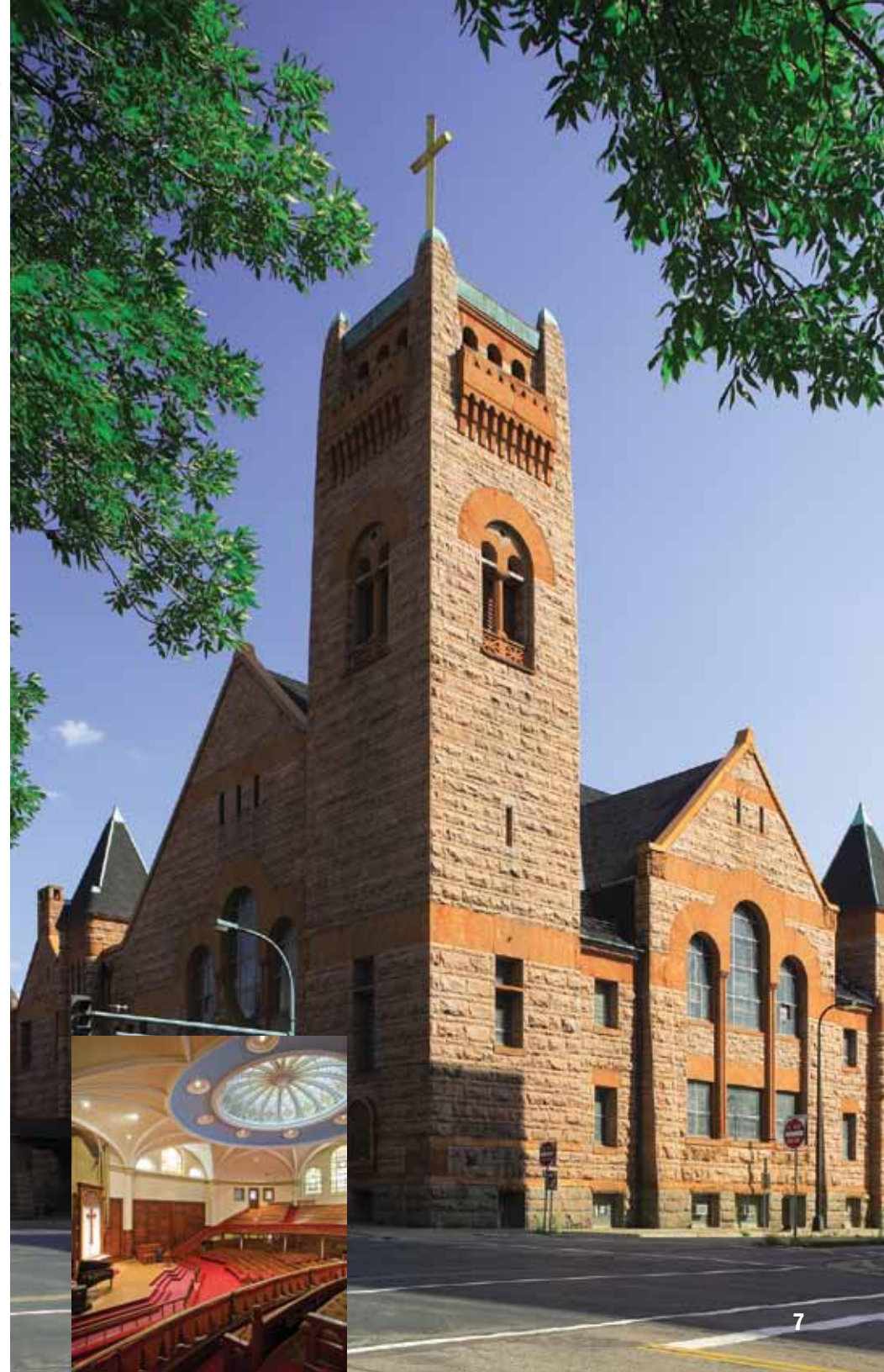
Jearlyn Steele

This morning's keynote presentation by **Jody Urquhart** immediately follows the Interfaith Service in the church.

Sponsored by



Registration brochure sponsored by 





Jody Urquhart

Thursday, February 9

9 – 10 a.m.

**Location: The Historic Wesley
United Methodist Church**

“Don’t let your passion for your work get lost in the day-to-day trivialities of work.”

~ Jody Urquhart



General Session

The Nerve to Serve Finding the Joy in Your Work

We have chosen a profession of service to others, and our work is not for the faint of heart. To be successful in our profession requires a selfless spirit, compassion and an endless supply of energy. Daily, we muster the nerve to serve in a complex and challenging environment, often for lower pay than our counterparts in other areas of health care.

According to the website health.com, workers in older adult care settings experienced among the highest level of stress and depression, with nearly 11% reporting a bout of major depression.

Yet, we also know that this is some of the most meaningful and rewarding work we can do. In order to effectively care for others, the first rule is to care for ourselves. We can develop tools to both energize our staff and coworkers and to keep our own fires of hope burning. Through a humorous and fun approach, Jody Urquhart inspires us to be focused and productive by nourishing the meaning, fun and joy of our work. The ability to laugh at life helps health care professionals deal with daily disappointments and setbacks.

Join us this morning as Jody demonstrates how humor helps you stay in control, stay positive and maintain balance and perspective. Learn how to bring more JOY to the workplace and create a fun culture of service excellence. When we can create excellence through humor, ultimately we can feel upbeat instead of beaten up.

Jody Urquhart is author of the book All Work & No SAY and writes a syndicated column called The Joy of Work, which is published in over 40 magazines and trade journals. Jody is passionate about spreading the message of the importance of fun at work and her mission is to help motivate people to derive more meaning and satisfaction from their work. Jody is a featured guest speaker for the GE Healthcare Tip-TV program, broadcast in over 2,600 health-care facilities. Her insights and expertise earned her the 2008 Bronze Award in the 29th Annual Telly Awards for excellence in programming.

Ms. Urquhart will be signing copies of her book in the church immediately following her presentation.

serve.

Appreciation: Your Best Advocate

Genuine appreciation is one of the most authentic and effective things you can do to create a positive and supporting environment where people feel empowered and motivated to perform at their best. As we begin the final day of Institute, we hear from Mike Robbins, a former professional baseball player who turned the lessons he learned as a pro athlete into a successful business as a trainer, consultant, coach and author.

True champions are the type of people who in the midst of adversity find something that's working. They look for the positive things and acknowledge people for what they do and for who they are. When you focus your attention more on what is good and what is working than on what is not working, you encourage winning behavior and empower your teams to be successful.

Mr. Robbins unpacks this concept of authentic appreciation to demonstrate how each of us has the ability to motivate our team, ourselves, and even those who lead us, regardless of the role we serve in our organization. Learn specific tools and techniques to improve communication and cooperation, enhance productivity and help people effectively deal with adversity and overcome obstacles. Use simple techniques of appreciating each other and communicating in a supportive, positive way to help your team reach new levels of success.

Mike Robbins is the author of two bestselling books, Focus on the Good Stuff and Be Yourself, Everyone Else is Already Taken. His business consulting and training business helps people and organizations to work together effectively and be more successful. Prior to his business career, Mike was a standout pitcher at Stanford University and led his team to the Pac-10 Conference Championship and the College World Series, and played three seasons of professional baseball with the Kansas City Royals before injuries ended his playing career.

Mr. Robbins will be signing copies of his books in the Aging Services Bookstore and Resource Center immediately following his presentation.

advocate.

General Session



Mike Robbins

**Friday, February 10
8:30 – 10:30 a.m.**

“Appreciation and authenticity are fundamental to the success and fulfillment of individuals, teams and organizations.”

~ Mike Robbins



Special Features

Stars Among Us

Stars Among Us Recognition

Get your first look at Aging Services' new Stars Among Us recognition program celebrating those who dedicate their lives to serving older adults.

Stars Among Us has a new look – a new theme for our annual awards program – and new recognition products available for purchase at the Institute. Pick up items to take back for "show and tell," or choose something special for yourself and wear it during the Institute! Information about ordering items to celebrate your annual events and using the Stars Among Us brand for your Homes for the Aging Week celebrations will also be available. Look for a new Stars Among Us Resource Center as part of our new web launch in 2012.

Stop by the Bookstore and Resource Center in the Nicollet Promenade and register for free prizes!



Aging Services Group

Managing: Value First, Alliance Purchasing, ASG Insurance Solutions and Clinical Consulting Services



Aging Services of Minnesota has a rich history of providing value added services to its members in a variety of ways since 1989.

Today, Aging Services Group has expanded our services to include ASG Insurance Solutions, exceptional Clinical Consulting, and two great options for Group Purchasing – Value First and Alliance Purchasing.

The Aging Services Group Board of Directors, comprised of Aging Services providers, has stepped up to the challenge of working to continue to expand our service offerings while strategically monitoring the success of existing programs. When you succeed, we succeed.

Please visit us in the Nicollet Promenade.

EduCare Training: An eLearning or DVD Solution

Stop by the **Nicollet Promenade** to learn how more than 350 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 fun and easy. EduCare is the exclusive on-demand training partner of Aging Services of Minnesota.

"The EduCare training information is great! I receive good feedback from my staff. The modular approach offers short sessions that fit into their schedules and keeps their attention. I also love that we continually get new modules and guaranteed compliance - what great benefits!"

**EduCare User, Nancy Churchill, RN,
Saint Therese of New Hope**



Fifth Annual Aging Services PAC Silent Auction

Going, going ... SOLD to the highest bidder! The PAC Silent Auction returns for its fifth exciting year with a hundred or more unique items for purchase. Plan to visit the auction on Wednesday and Thursday (Feb. 8-9) during the Institute and place your progressive bids on the items of your choice. Different items are offered each day. Contact Alecia Crumpler at acrumpler@agingservicesmn.org for more information or to donate an item. Proceeds will go to the Aging Services of Minnesota PAC to support your association's advocacy efforts, as no dues dollars are ever used for this purpose. As of Nov. 10, the following items have been donated for the silent auction:



**Auction is open from
9 a.m. to 3:45 p.m.
on Feb. 8 and 9.**

**There's
something
for everyone!**

Category/Description	Donor Name
Clothing Ready for the Rain Package: 1 Windbreaker & 1 Umbrella w/Misc. items	Kathryn Roberts
Electronics Portable DVD Player	Judy Killian
Entertainment/Dining 2 Hour Horseback Ride Guthrie Theatre Tickets	Carol Raw Louis Lentmeier
Getaway-Vacation Men's Night Out and Golf for 3 Guys	Jon Riewer
Gift Basket Tastefully Simple Gift Box Tastefully Simple Basket: Ultimate Seasonings & Spice Rack Wine Country Basket Northwoods Gift Basket Gift Basket Williams Sonoma Gift Basket Project Athena Foundation Adventure Gear Gift Basket	Mark Anderson Chere Rikimoto Patricia Vincent Kurt Hansen Eric Worke Jon Lundberg Robyn Benincasa
Gift Card \$150 Spalton Montage Gift Card \$100 Visa Gift Card \$100 Visa Gift Card \$100 visa Gift Card	Kim Algoo Jenni Hermann Dane Carsen Pat McCullough
Hobbies/Books Vintage O Gauge Train Set: Marx electric train set model #4040 - Era 1960s	Trent Carlson
Home Goods Wild Wings Print Handmade Table Centerpiece	Larry Palmer Alecia Crumpler
Other 24" x 48" Elevated Garden Bed with Fabric Liner, 100% Western Red Cedar Hand carved working spearing fish decoy Coach purse w/wallet Coach purse Hand woven ladies scarf	Mike Rivard Brian Bangston Barbara Landeen Nancy Stratman Lois Cary
Professional Development 2012 LeadingAge Conference registration for Denver, October 21-24, 2012	Leslie Knight
Sporting Event Tickets Four Minnesota Wild Tickets for Tuesday, March 13 and parking pass Gopher Hockey Package: 2 tickets to Saturday, Feb. 18 game and basket full of Gopher tailgating gear Four Minnesota Twin Tickets behind home plate anytime between April 11 - April 15, 2012	Ted Kronschnabel Chuck Hofius Dennis Anderson
Wine Midwestern Wine Set: 1) 2009 Stones Throw Winery Zinfandel (WI) 2) 2009 Woodland Hill LaCrescent (MN) 3) 2008 Shady Lane Cabernet Franc (MI) 4 Bottles of homemade wine: 2 Washington Rieslings and 2 Chianti	Mike Warden Charles Kronschnable

Bookstore and Resource Center

The expanded Institute Bookstore and Resource Center returns to the Nicollet Promenade to serve you better! 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, plus books authored by Institute keynote speakers. We thank Medbooks Stat in Minneapolis for hosting the Institute's one-stop resource center.

Cyber Café sponsored by Piper Jaffray & Company

The popular Cyber Café returns to the Nicollet Promenade! Computer stations will be available for use during Institute hours to check your e-mail, Facebook or Twitter accounts. 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 facility in order to access it while you are at the Institute.

Check these out!

Wednesday, February 8

NEW! **New Faces Gathering**
Wednesday, Feb. 8;
7 – 8 a.m.

Just added for 2012 – here's your opportunity to meet new people and learn some helpful tips for making the most of your first (or second) Institute. We invite you to gather with other newer attendees over coffee for an informal overview of educational sessions, activities and networking opportunities available throughout the week. We will gather in the Greenway Promenade on the second floor.

Grand Opening of Exhibit Hall
Wednesday, Feb. 8;
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!

ALNet/Nurse Managers
Networking Lunch
Wednesday, Feb. 8;
11:15 a.m. – 12:15 p.m.

Connect with your colleagues from across the state for a delicious meal and 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.

Housing-with-Services
Networking Lunch sponsored
by Herbert J. Sims & Company
Wednesday, Feb. 8;
11:15 a.m. – 12:15 p.m.

Connect with your colleagues from across the state for a delicious meal and 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.

Marketing and Sales
Networking Lunch
and Program

sponsored by SCA Personal Care
Wednesday, Feb. 8;
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.

The Art of Internet Marketing and Social Media

- Discover the essential elements of a successful website.
- Identify low cost ways to promote your organization on the Internet.
- Explore the five "Ps" of social media.
- Learn how to use social media as a complement to your present marketing techniques.

Bill Shell, CEO and President, Legacy Market Services, Burnsville; and Dick Fisher, Founder/Owner, E-Merge Online Marketing, Roseville



Opening Night Celebration
Featuring the Johnny Holm
Band

Wednesday, Feb. 8;
8:30 – 11:30 p.m.

Get your dancin' shoes on and come out for a night of fun with the Johnny Holm Band! Johnny Holm is the most entertaining entertainer performing today – a veritable human jukebox. For over four decades, he has been packing Upper Midwest venues, churning out music of all genres, all eras and all hits – from country, alternative, pop, hip-hop and of course, Rock 'n' Roll! Want to sing or dance with the band on stage – no problem! You won't want to miss this fabulous event!



Stars Among Us Awards Reception
sponsored by Dougherty & Company LLC
Wednesday, Feb. 8; 5 – 6 p.m.

2012 Aging Services Award recipients and their guests will gather for a special recognition reception to help celebrate their accomplishments. *Invitation required.*

Thursday, February 9

MN-DONA Nursing Leadership Breakfast

Thursday, Feb. 9; 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 MN-DONA or potential MN-DONA members are welcome to attend the event. To participate, RSVP required by Jan. 31, 2012 to info@mndona.org, 800.958.8875 or 952.858.8875. 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.

Snacks on the Exhibit Floor

Thursday, Feb. 9;

11:15 a.m. – 12:30 p.m.

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

Independent Housing Networking Lunch and Program

Thursday, Feb. 9;
11:20 a.m. – 1:30 p.m.

Connect with your colleagues from across the state for a delicious meal and 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.

Today's Real Estate Market and Your Senior Housing Project

- Receive the latest information on critical real estate market trends that are impacting seniors' ability to sell and move into your building.
- Know how to develop partnerships with knowledgeable real estate agents who specialize in working with seniors so that together you can make moves happen.
- Recognize your important role as "remover of obstacles" to help seniors move into a new housing setting they want and need.

Lisa Dunn, Sales Executive, RE/MAX Results, St. Paul and Founder, The Senior Housing Search.com, St. Paul

HUD Networking Lunch

Thursday, Feb. 9; 11:20 a.m. – 12:20 p.m.

Connect with your colleagues from across the state for a delicious meal and 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.

Fund Development Networking Lunch and Program

Thursday, Feb. 9;
11:20 a.m. – 1:30 p.m.

Connect with your colleagues from across the state for a delicious meal and 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.

Giving in Minnesota: Is There a Place for Aging Services?

- Become familiar with research conducted by the Minnesota Council on Foundations about the state of philanthropy in Minnesota.
- Gain insights about the current and very competitive environment in which your organization must operate when seeking outside funding from granting sources.
- Compare and contrast your organization's needs with current funding trends to evaluate potential opportunities and increase your chance of success in finding them.

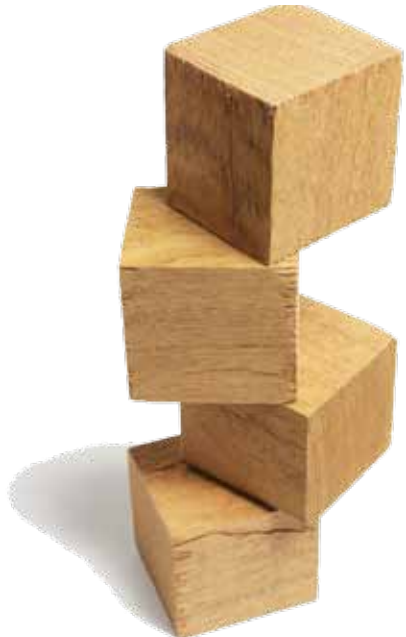
Staff, Minnesota Council on Foundations, Minneapolis



Culture Change and SAGE Reception

Thursday, Feb. 9; 5 – 6 p.m.

Start your evening with conversation, snacks and hors d'oeuvres. Connect with your peers on strategies to advance person-directed living, or socialize with colleagues on changes to the design environment. Network with old friends and make some new ones. Don't miss it!





Aging Services' EXPO

Delivering Business Solutions to You!

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

Walk the aisles and talk with more than 500 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/Value First display in the Nicollet Promenade to talk about solutions to your purchasing needs.

Aging Services meets you where knowledge meets the market. We deliver more than just products and services – **we deliver solutions.**

Wednesday, Feb. 8

10 a.m. - 12:30 p.m. – Exhibit Hall Grand Opening

10 a.m. - 4 p.m. – Exhibit Hall Open

Thursday, Feb. 9

10 a.m. - 2 p.m. – Exhibit Hall Open

11:15 a.m. - 12:30 p.m. – Snacks on the Exhibit Floor

Friday, Feb. 10

Exhibit Hall Closed

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.

Check out the list of exhibitors!

(list as of Nov. 7, 2011)

2012 Annual Sponsors

Alliance Purchasing/Aging Services Group/Value First
Dougherty & Company LLC
Eide Bailly LLP
Elim Preferred Services Inc.
Health Dimensions Group
Herbert J. Sims & Company
LarsonAllen LLP
McKesson Medical Surgical
Merwin LTC Pharmacy
Northland Securities Inc.
Pathway Health Services Inc.
Piper Jaffray & Company
Professional Portable X-ray Inc.
SCA Personal Care
Thrifty White Pharmacy Services
Welsh Construction/Genesis Architecture
Wipfli LLP

Alliance Purchasing/ Aging Services Group Vendors

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

Business Partners

AdvaCare Systems
Aegis Therapies
Alliance Purchasing/Aging Services Group/Value First
American HealthTech
American Indian O.I.C.
American Medical Technologies
Apollo Corporation
Arrowhead Medical Resources, LLC
Aufderworld Corporation
A'viands Food and Services Management
Best Bath Systems
Careworx Inc.
CenterPoint Energy
Communications Mid-America
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Augustana Therapy Services
Central MN Council on Aging
LeadingAge (formerly AAHSA)
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2012 Pre-Conference Institute Intensives

Tuesday, February 7

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. See page 56.

SESSION A

From Good to Great: The Role of the Nurse Leader/Manager

Being a nurse leader means you possess exemplary leadership skills, keen clinical knowledge and unsurpassed technical expertise. The role of the nurse leader/manager is a demanding one; yet great nurses are often promoted to management without receiving the training and skill development necessary to help them be successful in their new roles. It is important to understand how your management style impacts how you will lead. You need essential skills in managing conflict, performance improvement and effective communication. This lively and highly interactive session will help you assess your strengths and emotional intelligence as it applies to leadership and management.

- Identify successful leadership strategies you can adopt as your own and the six steps necessary to fully engage your employees.
- Describe the styles and strengths of an effective manager.
- Explore successful time management strategies that will help you focus on accomplishing your goals.
- Gain insight into effective methods of delegation and how to empower your staff to work more independently.
- Get practical information, tools and resources to become a successful nurse leader in the aging services field.

Linda M. Shell RN, BSN, MA, Corporate Director of Education, Volunteers of America Eden Prairie; and Michelle Stober, RN, BSN, Corporate Director of Clinical Programs, Pathway Health Services, White Bear Lake

SESSION B

High Performance Team Building: An Interactive Workshop to Improve Your Team's Productivity

Does this sound familiar? Companies expect employees to do more with less in today's challenging economic environment. Of course it does, and aging service providers are not immune to this expectation!

Gather your team and attend this afternoon's Intensive session – and discover proven methods to improve collaboration, communication and productivity. Guaranteed!

Effective communication, recognizing different work styles and having fun are key components to achieving quality resident services and improving outcomes while watching the bottom line.

Communication between team members in the workplace can be one of the greatest sources of frustration and yet the most effective teams agree that great communication contributes to improved productivity and outcomes and overall job satisfaction. Successful and happy teams work hard to enhance communication by recognizing that every person brings a different and unique work style and personality to their role.

Bring your team* to this intensive session to learn how to do more with less by working more cohesively together and have fun while doing it. This interactive, adventure-style workshop for you and your interdisciplinary team focuses on:

- Understanding how unique, individual work styles affect how each team member approaches their work, how they perform in different situations and how outcomes are achieved.
- Learning basic communication skills including listening and responding to others – whether it's during meetings or from one shift to another.
- Exploring the components of a successful team, unique work styles and personalities of your team and get proven strategies to work with people like you and people who are not like you.

***This session is an interactive process with your team – register your team of four or up to 20 individuals to attend together.**

Linda Isaacson, Director of Training & Development; and Jennifer Anderson, President & CEO, Mirabelle Management, Mound

Value First Leadership Intensive

Thursday, February 9 • Registration: 11:30 a.m. • Lunch: Noon • Program: 12:30 – 5 p.m.

Strategic Positioning for a New Era of Health Care Payment and Delivery (12:30 p.m.)

As more details emerge, efforts are ramping up on both the national and state levels to deliver and pay for health care services differently. This timely program is designed to build on our previous leadership programs devoted to preparing Aging Services' members for health care reform. Aging services organizations will need to further their plans to secure a place at the table as well as strategically position themselves for success in this new era.

- Assess your organization's readiness to participate in future integrated care delivery models.
- Hear about an effective planning process to help position your organization for success under Health Care Reform.
- Learn how to evaluate the organizational structures, business models and performance metrics of potential acute care alliances/partnerships.
- Examine the leadership roles you will need to take to successfully advance a strategic position for your organization this new era.

Scot Park, CPA, Principal, Artower Advisory Services, Mentor, Ohio

Minnesota's Hospitals and Health Systems Strategic Positioning for Health Care Reform: An Update (2:30 p.m.)

Minnesota's hospitals and health systems are rapidly evolving and experimenting to adapt to multiple changes in federal, state and commercial health care initiatives. Each of these initiatives depends upon robust collaboration with providers across the care continuum.

- Hear what Minnesota's hospitals and health systems are doing to adapt to these changes and opportunities presented by them.
- Evaluate some of the specific operational changes hospitals and health systems are making (becoming ACOs, reducing avoidable re-admissions, etc.) in light of potential partnership opportunities.
- Recognize how collaborations across providers, settings and time will play a substantial role in sustaining health care access and quality throughout Minnesota.

Matt Anderson, Vice President, Regulatory and Strategic Affairs, Minnesota Hospital Association, St. Paul



*“A good hockey player plays where the puck is.
A great hockey player plays where the puck is going to be.”*
Wayne Gretsky

The Fine Art of Collaboration in the Healthcare Reform Environment (3:30 p.m.)

The organizations that look beyond competition, individual agendas and learns to forge collaborative partnerships will take on leadership roles in affecting large-scale change across the healthcare delivery system. However, moving ideas about collaboration into successful formation requires focused and incredibly challenging work. Often, the realities of executing collaboration are buried in theory and the initial enthusiasm produced by bringing people together to work in a new way. This presentation will explore what you can do to sustain your collaborative endeavors under health care reform and beyond.

- Examine the drivers of integration between acute, post acute and long-term care, as well as opportunities and considerations for post-acute/ long-term care and community based providers.
- Identify the structural elements that may apply to your collaborative initiatives.
- Learn how to conduct an internal and external partnership assessment.
- Consider messaging around core capabilities from your client’s point of view.
- Take home ideas and a process for starting and sustaining collaborative partnerships – ingredients of success as well as potential obstacles to collaboration.

Lori Peterson, MA, Founder, Collaborative Consulting, Mill Valley, Calif.

Value First Leadership Intensive sponsored by



Lunch sponsored by



Registration Fee:

\$150 for members; \$190 for prospective members

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

The fee includes handouts, light lunch and afternoon refreshments.

Pre-registration is required; see page 56 to register.

2012 Minnesota Adult Day Services Association Programs

Thursday, February 9

#411 – Adult Day Programs for Each Stage of Dementia

(10:15 – 11:15 a.m.)

- Become familiar with evidence-based practices for structuring programs within the three stages of dementia.
- Learn how a creative arts focus promotes client success, how dining programs enhance social skills and the many benefits of exercise and movement throughout all the stages of dementia.
- Appreciate how the small group model works for adults with dementia and how multi-sensory stage appropriate programs help meet person centered care goals.

Susan Ryan, OTR/L, Amherst H. Wilder Foundation, Adult Day Health, St. Paul

#509 – Minnesota’s EHR Mandate: What Does it Mean for Adult Day Programs? (12:30 – 1:30 p.m.)

- Review Minnesota’s Electronic Health Record Mandate and discuss the types of organizations the mandate covers, including adult day programs.
- Recognize the impact EHR will have on your organization.
- Understand what your organization will need to do to prepare for this transition.

Rebecca Johnson, Minnesota Department of Health, St. Paul

#616 – How the Veteran Administration’s Aid and Attendance Pension Can Help Your Adult Day Clients (2 – 3:30 p.m.)

- Become familiar with the Aid and Attendance Pension offered by the Veterans Administration.
- Learn how veterans or their spouses can receive tax free supplemental income to pay for health care costs in adult day settings.
- Review the financial and health criteria that would make these individuals eligible for this additional income so you can be a resource to clients who might benefit from it.

Mary Frances Price, Elder Law Attorney, Maser, Amundson and Price, P.A., Minneapolis



4 – 5 p.m.

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:

#701 – No More Elderspeak! Eliminating a Symptom of Ageism in Older Adult Services

#702 – Team Leaders in the Making: Encourage Cooperation, Build a Winning Team

#703 – Transforming Caregiver Services: Reaching and Engaging Caregivers Before the Crisis

#704 – Top Ten Tips for Effectively Communicating with Surveyors and Investigators

Registration fee: \$75 per person – MADSA members

Pre-registration is required, see page 55.

Registration is for one day only, Thursday, February 9. The fee includes the interfaith service and general session from 8:30 – 10 a.m., each of the concurrent sessions in the MADSA track listed above and one during the 4-5 p.m. “Twilight Education” hour. There are a number of concurrent sessions recommended for MADSA members and participants are welcome to attend any others of interest. MADSA members may also visit the exhibit hall during show hours on Thursday for no additional fee.

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.

inspire



Excellence and Innovation Award Winners

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

Meet the award winners during the Institute and attend the concurrent sessions to learn more about these innovative initiatives.

****PIPP Grant Program****

Fit 4 Life Ventures

**Category: Programming and Life Enrichment
Care Ventures Cooperative**

Care Ventures Cooperative is a network of 15 senior care organizations: Knute Nelson, Alexandria; Augustana Lakeside Health Care Center, Dassel; Long Prairie Hospital & Home, Long Prairie; Talahi Senior Campus, St. Cloud; Galeon, Osakis; Annandale Health & Community Services, Annandale; Minnewaska Community Health Services, Starbuck; Assumption Community, Cold Spring; Mother of Mercy Campus of Care, Albany; PioneerCare, Fergus Falls; Glenwood Retirement Community, Glenwood; Cokato Manor, Cokato; Belgrade Nursing Home, Belgrade; Fair Oaks Lodge, Wadena; and Traverse Care Center, Wheaton.

The Fit 4 Life Ventures Program is a comprehensive wellness program originally designed to balance the traditional medical model of entitled care and rehabilitation services with empowering wellness opportunities. It was designed to improve strength and balance, and subsequently extended to incorporate a falls prevention program. Coordinated in 15 different organizations that maintain their autonomy but work toward a common goal of improving individuals' health and independence, this award winning program has helped older adults strengthen their physical capabilities, gain a sense of confidence and accomplishment and maintain or improve their level of independence. Additional, unexpected outcomes were seen in social and emotional improvements. Three years of data shows a reduction in both the number and frequency of people experiencing falls, and an increase in program participation by care center and community residents.

Session #210, Wed., Feb. 8, 2:30 – 3:30 p.m.

ATS Wheelchair Solutions

**Category: Direct Care
Augustana Therapy Services**

Augustana Therapy Services, a division of Augustana Care, developed its Wheelchair Solutions program to enhance the quality of client care and the quality of life for individuals who use mobility devices such as wheelchairs and power chairs. The program utilizes pressure mapping technology to determine the optimal seat cushion and positioning to maximize comfort and reduce the occurrence of skin breakdown, pressure sores and muscle atrophy. The clinical assessment is coupled with physical and occupational therapy to teach pressure relief techniques. The program has helped to eliminate guesswork and trial-and-error in providing proper cushioning, reduce costs related to wound management, infections and hospitalizations and a measurable improvement in balance and stability for clients.

Session #307, Wed., Feb. 8, 4 – 5 p.m.

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, 200's and 300's are on Wednesday, 400's, 500's, 600's and 700's are on Thursday and 800'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:

- Pre-Institute Intensive Session B
- Morning general sessions, Interfaith Celebration
- Concurrent Sessions 510, 513, 806

OF SPECIAL INTEREST TO:

Activity/Therapeutic Recreation

101, 103, 106, 110, 202, 210, 302, 308, 514, 604, 606, 614, 701, 807, 809, 812

Adult Day Services

110, 302, 411, 509, 616, 703

CEO/Administrator

- Leadership Intensive (Thursday – separate fee)
- Fund Development Networking Lunch and Program – Thursday, Feb. 9; 11:20 a.m. – 1:30 p.m. – “Giving in Minnesota: Is There a Place for Aging Services?” (separate fee)
- 102, 107, 108, 109, 111, 112, 201, 203, 204, 206, 207, 208, 209, 210, 211, 302, 303, 304, 306, 307, 308, 401, 402, 405, 407, 410, 502, 504, 507, 508, 512, 603, 604, 605, 606, 607, 609, 610, 611, 613, 615, 701, 702, 703, 705, 706, 707, 708, 802, 803, 804, 805, 808, 809, 810, 811, 813, 814

CFO/Finance

- Leadership Intensive (Thursday – separate fee)
- Fund Development Networking Lunch and Program – Thursday, Feb. 9; 11:20 a.m. – 1:30 p.m. – “Giving in Minnesota: Is There a Place for Aging Services?” (separate fee)
- 102, 109, 205, 303, 304, 408, 502, 504, 506, 507, 512, 609, 611, 615, 706, 708, 803, 805

Dietary/Food Services

• 203, 301, 812

Environmental Services/Maintenance

• 403, 605, 706

Fund Development

- Fund Development Networking Lunch and Program – Thursday, Feb. 9; 11:20 a.m. – 1:30 p.m. – “Giving in Minnesota: Is There a Place for Aging Services?” (separate fee)
- 606, 615

Housing and Community-Based Services

- Independent Housing Networking Lunch and Program – Thursday, Feb. 9; 11:20 a.m. – 1:30 p.m. – “Today's Real Estate Market and Your Senior Housing Project” (separate fee)
- 105, 108, 109, 112, 202, 204, 205, 206, 209, 210, 211, 302, 306, 307, 401, 402, 403, 404, 406, 409, 411, 501, 502, 505, 507, 509, 511, 601, 607, 610, 612, 616, 703, 704, 705, 707, 708, 802, 808, 810, 811, 813, 814

HUD Housing Managers

- 501, 601

Human Resources

- 204, 208, 402, 514, 603, 611, 705, 804

Marketing/PR

- Independent Housing Networking Lunch and Program – Thursday, Feb. 9; 11:20 a.m. – 1:30 p.m. – “Today's Real Estate Market and Your Senior Housing Project”
- Marketing and Sales Networking Lunch and Program – Wednesday, Feb. 8; 11:15 a.m. – 2 p.m. – “The Art of Internet Marketing and Social Media” (separate fee)
- 515, 801

MDS Coordinator

- 111, 201, 308, 408, 506, 604, 805

Medical Records/Health Information Management

- 102, 408, 506, 509

Nurse Manager/Home Care Staff

- 101, 102, 105, 107, 109, 110, 207, 208, 209, 210, 211, 302, 303, 305, 307, 308, 401, 406, 409, 410, 411, 508, 504, 505, 508, 509, 511, 514, 608, 612, 613, 616, 702, 704, 807, 809, 812

Nursing (Care Center)

- Pre-Institute Intensive Session A
- 101, 102, 103, 104, 105, 106, 109, 110, 111, 201, 203, 207, 208, 210, 303, 304, 305, 307, 308, 401, 405, 406, 407, 408, 410, 503, 504, 505, 506, 508, 514, 602, 604, 608, 612, 613, 702, 704, 803, 805, 807, 809, 812

Pastoral Care

- 404, 602

Physical Therapy

- 108, 111, 201, 210, 307, 308, 503, 608

Social Services (Care Center)

- 103, 105, 106, 112, 205, 305, 406, 505, 602, 607, 610, 612, 701, 807, 813

Social Services (Home and Community-Based Services)

- 103, 105, 107, 112, 205, 305, 406, 501, 505, 607, 610, 612, 701, 703, 807, 813

Staff Development

- 405, 503, 603, 702, 704, 811

Trustee/Board

- Leadership Intensive (Thursday – separate fee)
- 207, 404, 502, 508, 609, 808, 810

Volunteer Directors

- 202, 701, 703

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Confident Choices is a program that helps consumers identify providers committed to Quality Improvement, Ethical Practice and Elevating the Consumer's Experience in Senior Living.



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

Confident Choices designees are now identified on the Minnesota Board on Aging's MinnesotaHelp.Info website, which is the resource used by the Senior LinkAge Line® to assist consumers.



Aging Services of Minnesota is excited to announce that we are now accepting applications for the third class of fellows for the Leadership Academy – a unique leadership development program designed to cultivate high potential leaders in the field of aging services. Over the course of twelve months, Leadership Academy Fellows will embark on a rigorous journey of self reflection, leadership study, critical skill development and action learning.

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.



Look for Session #802, Fri., Feb. 10, 10:45 a.m. – 12:15 p.m. For further information, see page 47.

From the class of 2011:

“The first session was life-changing. It gave me renewed excitement and energy about my job and all that I can do to be a great leader!”

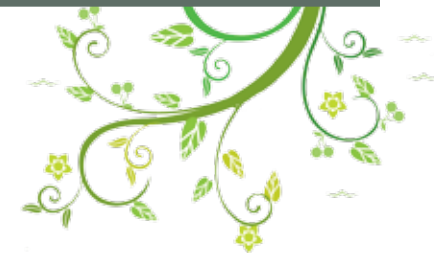
“I understand now how the Leadership Academy can be the catalyst to creating truly exceptional leaders in our field. It offers the missing ingredients that so many people are hungry for: time for self reflection, cutting-edge leadership theory and practices, not to mention a cohort of trusted colleagues and supportive coaches. I can’t wait to see what comes from this year’s class.”

“I have never felt myself grow so infinitely in such a short period of time...this program paid for itself in the first day!”

From the class of 2010:

“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!”

“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.”



Applications for the 2012 class are available on the Aging Services website at www.agingervicesmn.org.

Sponsored by the following 2012 Annual Sponsors:





Last year, a sub-committee of members serving on the Aging Services Culture Change Steering Committee founded a Minnesota Chapter of the *Society for the Advancement of Gerontological Environments (SAGE)*.

This year, Aging Services is pleased to invite you to learn more about SAGE by attending a special program showcasing some of the most innovative design ideas currently transforming our communities and learn how you can get engaged in our shared work advancing built environments that maximize the individual potential of every older adult.

THURSDAY, 4 - 5 p.m.

#708 – SAGE Innovations Design Showcase

- See innovative, award-nominated designs in senior living environments that will inspire you to explore what is possible for your organization.
- Describe trends in renovation and remodeling that offer potential for updating your building to benefit your residents and customers.
- Discover new construction trends that take senior living environments to a whole other level.

Explore award-nominated designs through an interactive poster session with SAGE members available to answer questions and discuss their projects.

Culture Change

Aging Services has long been your trusted partner in bringing you sessions designed to accelerate your culture change journey. This year, be sure to look for the many sessions guided by our value for person-directed living, including:

- #110** – The Equation for Positive Dementia Care: Engagement + Interaction = Well-being
- #202** – Make Your Activity Program More Person-Centered Using Performance Indicators
- #204** – Health Support Specialist: The Future of Excellence and Innovation
- #305** – How is POLST Working for You and Your Residents?
- #514** – Small but Powerful Culture Change Initiatives that Really Pack a Punch
- #806** – From Front Page News to Promoting Dignity and Respect: Do We Have the Strength to Listen?
- #812** – YES We Can! Change the Culture of Your LTC Organization Without Rebuilding!

THURSDAY, 5 - 6 p.m.

CULTURE CHANGE AND SAGE RECEPTION

A gathering of Minnesota's leaders in person-directed living

You're invited to attend a special networking reception co-hosted by members of the Aging Services Culture Change Council and SAGE Minnesota. This event is open to all members. Join us and:

- Discover a network of colleagues and stakeholder organizations actively engaged in advancing culture change throughout the state;
- Explore ways you can get engaged in transforming the future of older adult service practice and design; and
- Share recent challenges or solutions from your experiences in a relaxed social atmosphere.

Co-sponsored by Aging Services of Minnesota Culture Change Council and the Minnesota Chapter of the Society for the Advancement of Gerontological Environments (SAGE)

Serve



To BEGIN YOUR JOURNEY, please visit us at the 2012 Aging Services of Minnesota Institute Feb. 8-10, 2012 at booth 303.

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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.



**Look for Session #204, Wed., Feb. 8, 2:30 – 3:30 p.m.
Health Support Specialist: The Future of Excellence and Innovation
For further information, see page 36.**

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

www.healthsupportspecialist.org

Over 100 Sessions to choose from...

Audience Tracks

 All Attendees

 Care Centers

 Adult Day Services

 Housing, Home and Community-Based Services

Wednesday, February 8

12:30 - 2 p.m.
Concurrent Sessions

- #101 - Fitness Options to Fit Each Resident
- #102 - Selecting the Best Electronic Health Records System for Your Organization
- #103 - Dealing with Challenging Behaviors of Residents and Clients
- #104 - Partnership for Mutual Success: Designing a Clinical Learning Experience for Nursing Students
- #105 - We Need to Talk: Strategies to Make Tough Conversations Easier
- #106 - Awakenings: Changing the Culture of Medication Use and Dementia Care
- #107 - Long-Term Care Options Counseling at Your Service
- #108 - Hidden Benefits of Active Aging Communities: Combining Rehabilitation and Wellness for Financial Results
- #109 - Health Reform: The Next Steps on the Road to Value
- #110 - The Equation for Positive Dementia Care: Engagement + Interaction = Well-being
- #111 - RUG-IV: Strategies to Ensure Compliance and Enhance Revenue
- #112 - Innovative Service Model + Technology = Independence Solutions

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

- #201 - The New Quality Measures: Digging Beneath the Data
- #202 - Make Your Activity Program More Person-Centered Using Performance Indicators
- #203 - Teamwork in the Kitchen for Successful Infection Control
- #204 - Health Support Specialist: The Future of Excellence and Innovation
- #205 - Veteran's Benefits - How to Identify Who is Eligible and What Resources are Available
- #206 - Harassment, Protection Orders and Lease Violations: New Strategies for Landlords
- #207 - Improving and Preventing Hospital Readmissions
- #208 - Medication Thefts: Prevention, Investigation, Reporting and Best Practices
- #209 - DHS Home and Community Based Services (HCBS) Re-Design: Progress to Date
- #210 - Fit 4 Life Ventures: A Coordinated Wellness Program That Has Transformed 15 Minnesota Communities
- #211 - Tenant Handbooks: Why You Want Them, Need Them and Will Love Them

4 - 5 p.m.
Twilight Concurrent Sessions

- #301 - The Sodium Dilemma - Strategies for Adhering to the New Dietary Guidelines
- #302 - M.A.P. (Memory, Adventure, Purpose): A Breakthrough Model for Early Memory Loss Programs
- #303 - Facilitating Your Customers' Aging in Place
- #304 - Know Your Costs - Healthcare Reform Demands It!
- #305 - How is POLST Working for You and Your Residents?
- #306 - Overview of Minnesota's Medical Assistance Reform Waiver
- #307 - ATS Wheelchair Solutions: Innovative Pressure Mapping Improves Comfort and Well-being for Mobility Device Users
- #308 - Rehabilitation Services and MDS 3.0: How to Maximize Care and Revenues

Thursday, February 9

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

- #401 - Partnering to Avoid Hospital Re-admissions
- #402 - Strategic Planning Made Waaaay Easier: Chainsaw Planning
- #403 - Fire Safety Code Update for Housing-with-Services Providers
- #404 - Preserving Spiritual Dignity by Planning One's Good-byes
- #405 - Sharpen Your Assessment and Critical Thinking Skills to Better Serve Residents
- #406 - Addiction and Elder Elders: How to Recognize a Problem and How You Can Help
- #407 - QAPI: A Proactive and Practical Approach to Improving Performance in Your Skilled Care Center
- #408 - Implementing the ICD-10-CM: Prepare for the Conversion
- #409 - Creating a Culture of Trust in Your Senior Housing Community
- #410 - Update on Minnesota's Level of Care (LOC) Initiative
- #411 - Adult Day Programs for Each Stage of Dementia

**Pre-Conference
Institute Intensives**
Tuesday, Feb. 7, 2012
Noon - 4:45 p.m.
Further information found on page 17.



**Minnesota Adult
Day Health Services
Association Programs**
Thursday, Feb. 9, 2012
Further information found on page 20.

Session Planner

<p>12:30 - 1:30 p.m. Concurrent Sessions</p>	<p>Thursday, February 9 2 - 3:30 p.m. Concurrent Sessions</p>	<p>4 - 5 p.m. Twilight Concurrent Sessions</p>	<p>Friday, February 10 10:45 a.m. - 12:15 p.m. Concurrent Sessions</p>
<p>#501 - Keeping it Legal: How to Handle the Eviction Process in HWS, AL and HUD Buildings</p> <p>#502 - Focus on Net Operating Margin (NOM): Best Practices to Improve Bottom Line</p> <p>#503 - Understanding Pain Management</p> <p>#504 - Reducing Fall Injuries through Design and New Technology</p> <p>#505 - Advocate for the Resident: Alternative Decision-Makers and Your Organization's Role</p> <p>#506 - Implementing ICD-10-CM: Prepare for the Conversion</p> <p>#507 - Creating a Center of Excellence in Transitional Care</p> <p>#508 - Regulatory Changes That Promote Culture Change and Home Environments</p> <p>#509 - Minnesota's EHR Mandate: What Does it Mean for Adult Day Programs?</p> <p>#510 - Professionalism: Practicing from the Inside Out</p> <p>#511 - How to Develop Accurate Tenant and Client Records</p> <p>#512 - Time to Get Started on Your SNF Corporate Compliance Plan</p> <p>#513 - The New Reporting Requirements Under the Federal Elder Justice Act</p> <p>#514 - Small but Powerful Culture Change Initiatives that Really Pack a Punch</p>	<p>#601 - HUD Hot Topics and Updates: What You Need to Know About Your 202 and Section 8 Projects</p> <p>#602 - Responding to Bioethical Challenges in Long Term Care</p> <p>#603 - Working Successfully with Challenging and Resistant Employees</p> <p>#604 - Improve Care by Merging Resident Care Systems with the MDS 3.0 Processes</p> <p>#605 - Fire and Life Safety Code Updates for Care Centers</p> <p>#606 - The Future is Now! How Adaptive Computer Technologies Will Transform Your Residents' World</p> <p>#607 - Slam the Door on Scammers!</p> <p>#608 - Pain: The Fifth Vital Sign</p> <p>#609 - Senior Living: Today, Tomorrow and Scenarios for the Future</p> <p>#610 - About Lesbian, Gay, Bisexual and Transgender Aging</p> <p>#611 - Driving Wellness - How to Reduce Expenses and Empower a Healthier Workforce</p> <p>#612 - Ethics, Law and Family Dynamics - Lessons Learned from the Barnes Case</p> <p>#613 - Improve Sleep Quality to Improve Wellness: Solutions for Your Residents</p> <p>#614 - Lights, Camera, Action! Playing with Memories</p> <p>#615 - Effective and Efficient Investment Management for Foundations and Endowments</p> <p>#616 - How the Veteran Administration's Aid and Attendance Pension Can Help Your Adult Day Clients</p>	<p>#701 - No More Elderspeak! Eliminating a Symptom of Ageism in Older Adult Services</p> <p>#702 - Team Leaders in the Making: Encourage Cooperation, Build a Winning Team</p> <p>#703 - Transforming Caregiver Services: Reaching and Engaging Caregivers Before the Crisis</p> <p>#704 - Top Ten Tips for Effectively Communicating with Surveyors and Investigators</p> <p>#705 - The New Landscape of the ADA: Employee Disabilities and Accommodation</p> <p>#706 - Improve the Energy Efficiency in Your Building and Save Big Bucks</p> <p>#707 - RACs, the New OIG and DHS: Updates and Definitions</p> <p>#708 - SAGE Innovations Design Showcase</p>	<p>#801 - Using Social Media to Engage and Educate Potential Customers: Lessons Learned from the Mayo Clinic</p> <p>#802 - Leadership Development through Action Learning: Stories from Aging Services of Minnesota's Leadership Academy</p> <p>#803 - The Juggling Act: Managing Current Revenue Sources and Preparing for Change Under Health Care Reform</p> <p>#804 - Successful Supervision Using the Employee Life Cycle Model</p> <p>#805 - RUGs, RUGs, RUGs: Manager's Nightmare, or Best Friend?</p> <p>#806 - From Front Page News to Promoting Dignity and Respect: Do We Have the Strength to Listen?</p> <p>#807 - Stepping into the World of Dementia: A Holistic Approach</p> <p>#808 - Sales Incentives in Senior Housing: The Benefit and The Legacy</p> <p>#809 - Aging in Place vs. ACO - How to Sustain Accountable Aging in Place Philosophies</p> <p>#810 - Go LEAN and Start Saving Money and Resources</p> <p>#811 - Rethink Your Employee Wellness Initiatives: Creating a Culture of Well-Being and Engagement</p> <p>#812 - YES We Can! Change the Culture of Your LTC Organization Without Rebuilding!</p> <p>#813 - Thwart Abusive Visitors! Best Practices for Serving and Protecting Your Clients and Staff</p> <p>#814 - Strategies to Positively Motivate and Retain Your Talented Employees</p>
<p>Value First Leadership Intensive Thursday, Feb. 9, 2012 11:30 a.m. - 5 p.m. Further information found on page 18-19.</p>		<p>#617 - Marketing Mini Intensive Session Thursday, Feb. 9, 2012 2 - 4:15 p.m. Further information found on page 46.</p>	

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 information that follows on how to 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 in the process of renewing its approved provider status for continuing education by the Minnesota Board of Social Work. An update will be posted on the web site prior to the Institute.

For other aging services professionals not listed above:

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 routinely

collects such as the title of the course, learning objectives, date/time of presentations, agendas, faculty bios, number of hours earned. If you require information for this purpose, contact Heidi Simpson in advance of the Institute for assistance.

When CEU approval is received it will be posted on the Aging Services of Minnesota Institute Web page at www.aging-services-institute.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.aging-services-mn.org and record your session attendance on an easy-to-use online form. Then simply print your personalized CEU certificate from your computer!

For questions on the status of CEU applications, contact Heidi Simpson at 651.645.4545, 800.462.5368 or hsimpson@aging-services-mn.org.

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



Tuesday, Feb. 7, 2012

12:30 – 4:45 p.m.

Pre-Conference Intensives

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

Wednesday, Feb. 8, 2012

7 – 8 a.m.

New Faces Gathering with Coffee

(See page 12 for more information.)

8:30 – 10:30 a.m.

Opening Keynote and Awards Ordinary People Inspired to Extraordinary Results: The Eight Essential Elements of Human Synergy

(See page 6 for more information.)

10 a.m. – 12:30 p.m.

Grand Opening of Exhibit Hall

(See page 12 for more information.)

11:15 a.m. – 12:15 p.m.

ALNet/Nurse Managers Networking Lunch

(Pre-registration required. See pages 12 and 56 for more information and to register.)

11:15 a.m. – 12:15 p.m.

Housing-with-Services Networking Lunch sponsored by Herbert J. Sims & Company

(Pre-registration required. See pages 12 and 56 for more information and to register.)

11:15 a.m. – 2 p.m.

Marketing and Sales Networking Lunch and Program sponsored by SCA Personal Care

(Pre-registration required. See pages 12 and 56 for more information and to register.)

12:30 – 2 p.m.

Concurrent Sessions

#101 – Fitness Options to Fit Each Resident

- Review six types of fitness program, the differences and benefits of each and how to custom design a program best suited to each resident across all levels of care and diagnoses.
- Appreciate the important benefits of an interdisciplinary approach to fitness programs and receive a helpful communication plan to use in your organization.
- Understand positive outcomes of a new approach to senior fitness that include fall prevention, reduced medication management, higher resident retention, ACO fulfillment, workers comp cost reduction and improved job satisfaction.

Nicole Rennie, PT, GCS, Physical Therapist and Owner, Senior Abilities Unlimited, LLC, Edina

#102 – Selecting the Best Electronic Health Records System for Your Organization

- Discover a unique, simplified approach that is proven to help identify your organization's electronic health records (EHR) needs before beginning the purchasing process.

- Develop a project management process for successfully evaluating and selecting the right EHR management software and vendor for your organization.
- Discuss real life experiences and issues about implementing EHR and get helpful tools to make your system work successfully.

Andrea Cottrell, Principal, Consultant and Owner, TruEfficiency Inc., Minneapolis

#103 – Dealing with Challenging Behaviors of Residents and Clients

- Review your organization's policies and procedures regarding behavioral interventions and discharge.
- Learn practical interventions and approaches to dealing effectively with difficult behavior issues while continuing to meet your resident's needs.
- Discuss creative strategies and legal actions with a geriatric psychiatrist and an attorney to help you solve staffing difficulties in providing quality customer services for demanding residents and families.

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

#104 – Partnership for Mutual Success: Designing a Clinical Learning Experience for Nursing Students

- Discuss how your organization can build a mutually beneficial partnership with nursing schools to provide exemplary clinical experiences for students.

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

- Identify successful strategies to provide innovative learning experiences for nursing students in your care center that help create enthusiasm about caring for older adults as a career path.
- Examine the pivotal role of your nursing staff in developing such a program, becoming a learning site and teaching nursing students.

Christine Mueller, Professor, University of Minnesota, School of Nursing, Minneapolis; Libby Lindberg, Director of Nursing, Jones-Harrison; and Laura Schoonover, Associate Diploma Nursing Instructor, Central Lakes College, Brainerd

#105 – We Need to Talk: Strategies to Make Tough Conversations Easier

- Discuss the three most prominent barriers that cause tough conversations with your clients and families about care and services to be challenging, delayed or never held.
- Demonstrate three proven tactics for starting tough conversations, often the most difficult step of the process.
- Learn about the SPIKE framework for holding effective tough conversations and preparing for a positive outcome.

Monica Mahon, Life Care Navigator, AgeWell, Edina

#106 – Awakenings: Changing the Culture of Medication Use and Dementia Care

- Learn about the Awakenings program that has successfully decreased unnecessary medications for residents with dementia.
- Hear how 15 skilled care centers have implemented this program to improve residents' quality of life through an integrated, comprehensive approach to care.
- Discover how changing an organization's core culture of care has improved the quality of care of its residents.

Laurel Baxter, MA, RN, Awakenings Project Manager; and Shelley Matthes, RN-BC, BSN, RAC-CT, Director of Quality Improvement, Ecumen, Shoreview

#107 – Long-Term Care Options Counseling at Your Service

- Understand the recent Long-Term Care Consultation Expansion Initiative which implemented on October 1, 2011 including the roles of the counties and the Senior LinkAge Line®.
- Review the results of evaluation and quality assurance related to the effort.
- Discover how registered Housing-with-Services can benefit from the work of the Minnesotahelp Network™, including access to the new Uniform Consumer Information Guide, a quality report card for home and community based services and other developments.

Krista Boston, Director, Consumer Assistance Programs; and Tom Gossett, Minnesotahelp Network (ADRC) Team Leader, Minnesota Board on Aging/ Department of Human Services, St Paul

#108 – Hidden Benefits of Active Aging Communities: Combining Rehabilitation and Wellness for Financial Results

- Discuss how wellness and rehabilitation programming will benefit your residents, lead to excellent customer satisfaction scores and improve occupancy rates.
- Explore how combining wellness and rehabilitation can generate revenues, improve financial performance and grow your business.
- Review a number of current programs, gain guidance on how to implement a wellness program combined with rehabilitation and take home a “getting started” checklist.

My linda Barisas-Matula, Regional Education and Compliance Coordinator, RehabCare, Sheboygan, Wis.

#109 – Health Reform: The Next Steps on the Road to Value

- Understand the implications of the final Medicare Accountable Care Organization (ACO) rules for older adult service providers, including financial modeling that shows how the Shared Savings payments really work.
- Learn about the federal plan submitted to Congress on how CMS plans to transition skilled nursing facilities and home health agencies to value-based payment.
- Review quality metrics that your organization should be tracking to be successful in both the Medicare ACO program and the Medicare Value Based Purchasing Program and facilitate a discussion with the

group on how they might approach two to three possible situations that arise in a reformed environment.

Nicole Fallon, Manager Consultant; and Jay Pizinger, Manager, LarsonAllen, Minneapolis

#110 – The Equation for Positive Dementia Care: Engagement + Interaction = Well-being

- Take home proven strategies for program implementation, training exercises and evaluation methods related to forming a positive dementia care language.
- Consider the equation for positive dementia care that includes meaningful and interactive engagement built on the philosophy of person-centered care.
- Practice strategies and techniques for building relationships with residents, participants and staff and how these form personal interactions resulting in improved well-being for your residents with dementia.

Beth Meyer-Arnold, RN, MS, Director of Luther Manor Adult Day Services, Wauwatosa, Wis.; and Lyn Geboy, PhD, Independent Research and Planning Consultant, Milwaukee, Wis.

#111 – RUG-IV: Strategies to Ensure Compliance and Enhance Revenue

- Review the RUG-IV reimbursement system – including the 66 RUG categories and criteria.
- Identify RUG leveling in relation to the MDS and be able to determine Medicare coverage criteria/skilled care.

- Discuss useful strategies to help your organization and staff succeed in insulating Medicare Part A revenue for services provided.

Jennifer Pettis, Director of Program Development, Harmony Healthcare International Inc., Topsfield, Mass.

#112 – Innovative Service Model + Technology = Independence Solutions

- Study a successful model used by The Lutheran Home Association for the past three years that has successfully utilized creative ADL monitoring technology paired with innovative service systems to reduce the cost of care while reducing nursing home placement, reducing hospital readmissions and increasing independence of older adults including those with dementia.
- Analyze the research data which validate the effectiveness of the unique combination of technology and services designed to successfully address chronic conditions including dementia.
- Participate with a panel of professionals, both locally and from a nationally recognized pilot in New Courtland, Pa., to evaluate viable solutions and innovative systems to address the long-term care crisis.

Michael R. Klatt, President and Chief Executive Officer; and Catherine Berghoff, Director of Grant Resource Development, The Lutheran Home Association, Belle Plaine

2 – 2:30 p.m.

Break

2:30 – 3:30 p.m.

Concurrent Sessions

201 – The New Quality Measures: Digging Beneath the Data

- Review the Quality Measures (QMs) – including MDS items impacting the measures.
- Articulate the basic calculation and the three risk adjustments used in the new Quality Measures (QMs) to be used on the CMS Nursing Home Compare web site.
- Explain how three key QMs are calculated.
- Identify key strategies to ensuring accuracy of the QMs.

Jennifer Pettis, Director of Program Development, Harmony Healthcare International Inc., Topsfield, Mass.

#202 – Make Your Activity Program More Person-Centered Using Performance Indicators

- Recognize the benefits of a person-centered activity program and identify the key characteristics that distinguishes it from generic activity programs.
- Discuss effective strategies for building relationships with residents and participants and how these translate to activity programming.
- Learn about various methods for evaluating your activity program and become familiar with person-centered performance indicators for activity programming.

Beth Meyer-Arnold, Director, Home and Community Based Services, Luther Manor, Wauwatosa, Wis.; and Lyn Geboy, Research and Planning Consultant, Fox Point, Wis.

#203 – Teamwork in the Kitchen for Successful Infection Control

- Discuss the role of all interdisciplinary team members in developing and maintaining an effective Infection Control Program in your organization.
- Review survey findings trends in two of the most frequently cited tags, F441 infection control and F371 sanitary conditions, and how your team can work together on the day to day operations of prevention, equipment cleaning/disinfection and surveillance programs.
- Receive effective tools and resources to ensure that your Infection Control Program is in compliance with federal, state and local regulations.

Michelle Stober, Regional Director, Pathway Health Services Inc., White Bear Lake

Audience Tracks

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Gold Titles = Adult Day Services

#204 – Health Support Specialist: The Future of Excellence and Innovation

- Examine key work force trends that led to a partnership with the Minnesota State Colleges and Universities System (MNSCU), the Minnesota Department of Labor (DOLI) and pioneering Aging Services of Minnesota members to develop a new career specifically for and to meet the unique needs of the field of aging services.



- Become familiar with the core elements of this new caregiving career – from its seven core competencies, on-the-job mentoring and other services for early adopting participants.
- Consider how your community could use this exciting new curriculum and apprenticeship program to accelerate your culture change journey and formalize your use of blended workers in a household model of care.

Adam Suomala, Director of Member Relations, Aging Services of Minnesota, St. Paul

#205 – Veteran’s Benefits – How To Identify Who Is Eligible and What Resources are Available

- Gain a basic understanding of veterans’ eligibility requirements for benefits and entitlements from the VA medical system, the Federal VA and the State.
- Learn the various types of benefits and entitlements available to veterans, their dependents and surviving spouses including the State Soldiers Assistance Program and State Veterans’ Homes.
- Get a list of valuable resources of programs and services available to assist the veterans in your area.

Deb Kaiser, Veterans Claim Representative, Minnesota Department of Veterans Affairs, St. Paul

#206 – Harassment, Protection Orders and Lease Violations: New Strategies for Landlords

- Explore how changing demographics in senior housing impact the occurrence of individuals harassing

tenants, residents and staff, orders for protection and lease violations.

- Review state laws and requirements to define the legal strategies and protect against such situations, and get practical legal and other problem solving approaches to proactively deal with them before they require legal action.
- Discuss case studies in which landlords were successful and/or required legal action to deal with this type of situation.

April Boxeth, Partner and Attorney, Voigt, Klegon & Rodé, LLC, St. Paul; and Lauri Mitchell, Housing Administrator, Sholom Community Alliance, St. Louis Park

#207 – Improving and Preventing Hospital Readmissions

- Understand the legislative authority and goals for hospital Readmission Measurement and Prevention and what it means for your organization.
- Explore how to implement a more transparent and efficient method to monitor discharge and readmission to the hospital during the critical 7, 15 and 30 day post admission period.
- Review what some other organizations are doing with electronic health records to prevent readmissions, improve care and lower the cost per episode of illness.

John Sheridan, President, eHealth Data Solutions, Cleveland Heights, Ohio

#208 – Medication Thefts: Prevention, Investigation, Reporting and Best Practices

- Get strategies to investigate if you believe a medication theft has occurred in your building, where to

report the crime (police, state agencies, Board of Pharmacy, DEA) and how to work with the police.

- Learn how to handle employment issues and manage media/public relations if a theft is committed by an employee.
- Analyze best practices in medication handling policies, procedures and training to ensure that thefts by employees do not reoccur.

Kathryn Bergstrom, Attorney; Abigail Crouse, Attorney; and Susan Gaertner, Attorney and former Ramsey County Attorney, Gray Plant Mooty, Minneapolis

#209 – DHS Home and Community Based Services (HCBS) Re-Design: Progress to Date

- Briefly review the 2010 Minnesota Legislature’s charge to DHS to review MA waived services and receive an update on the agency’s progress to date.
- Discuss the potential HCBS benefit sets for EW participants and best practices for complex and/or high cost participants in the program.
- Identify the common entry points for information about services provided.
- Describe the size and setting of residential services where participants will be directed that have been identified as appropriate to their need.
- Become familiar with the work of the Continuing Care Partners panel in this effort.

Jean Wood, Executive Director, Minnesota Board on Aging and Director, Division of Aging and Adult Services, Minnesota Department of Human Services, St. Paul

#210 – PIPP Grant Program – Fit 4 Life Ventures: A Coordinated Wellness Program That Has Transformed 15 Minnesota Communities

****Excellence & Innovation Award Winner****

- Hear about a ground-breaking wellness program designed to increase strength and balance, reduce falls and improve overall quality of independence that was coordinated in fifteen senior care communities through a PIPP grant.
- Discover how 15 senior care communities joined forces to offer a comprehensive program that now extends to 30% of the community population with proven results in increased independence and reduced falls.
- Consider how your organization might replicate this program to benefit your residents and community.

Racey Gasior, Care Ventures Cooperative Project Coordinator, Cold Spring; and Chere Rikimoto, Project Manager, Care Ventures Cooperative, Wheaton

#211 – Tenant Handbooks: Why You Want Them, Need Them and Will Love Them

- Explore the benefits of having a tenant handbook, essential elements to include and how this document can result in a smooth running building and fewer headaches for you.
- Identify the important differences between a lease as a legal document and a tenant handbook as a guide for living in a senior housing building.

- Take home strategies to effectively and legally address tenant behaviors that run afoul of your handbook but may or may not violate your lease.

Michelle Klegon, Attorney and Partner, Voigt, Klegon & Rodé, LLC, St. Paul

3:30 – 4 p.m.

Break

4 – 5 p.m.

Twilight Concurrent Sessions

#301 – The Sodium Dilemma – Strategies for Adhering to the New Dietary Guidelines

- Review the new 2010 Dietary Guidelines and what important changes are recommend for sodium intake.
- Become familiar with the new dining practice standards from the leading organization advocating culture change, Pioneer Network, how to combine them with the 2010 guidelines to improve the health of your residents and customers.
- Discover cooking techniques designed to add flavor and texture to meals including fresh or dry spices, herbs and other ingredients.

Don Henley, Corporate Chef; and Christine Link, MBA, RD, LD, Marketing Dietician, Martin Brothers, Cedar Falls, Iowa

#302 – M.A.P (Memory, Adventure, Purpose): A Breakthrough Model for Early Memory Loss Programs

- Identify a gap in current program offerings for early stage memory loss and recognize new opportunities that have been developed to

provide a meaningful experience for participants.

- Hear about an exciting new program for early memory loss using memory loss strategies, poetry and art that supports self esteem, provides social connection, reduces the stigma of memory loss, and helps develop a support network for individuals.
- Participate in an honest evaluation of the lessons learned in creating and implementing a pilot program.

Patty Crawford, Day Center Manager/ MAP Program Manager, Augustana Open Circle Adult Day Center, Hopkins

#303 – Facilitating Your Customers' Aging in Place

- Discuss the negative impacts a change in environment can have on seniors, such as the person becoming disoriented, agitated, angry or sad, whether the change is in their own home or in a congregate living situation.
- Identify the regulatory and other barriers that can get in the way of aging in place, what might be done to reduce or remove such barriers, and brainstorm possible changes to allow a senior who needs increased level of care to stay in their current, comfortable surroundings.
- Explore new design trends that support aging in place in a variety of settings.

Alanna Carter, LEED-AP, RSP Architects, Minneapolis

#304 – Know Your Costs – Healthcare Reform Demands It!

- Discuss current cost tracking methodologies and the barriers to improving cost tracking, and

develop an action plan to deal with your top three barriers.

- Discover ways to motivate staff to track costs more specifically by specialty unit, resident or diagnosis code to build a powerful database of information that is needed to understand costs and effectively communicate with your busy partners, ACOs and health plans.
- Identify useful cost tracking tools and methods that will allow improved cost identification and help you identify which improvement areas to focus on for the greatest impact.

Jay Pizinger, CPA, Consulting Manager, LarsonAllen LLP, Minneapolis; and an Aging Services provider member TBA

#305 – How is POLST Working for You and Your Residents?

- Reinforce your understanding of POLST order forms and how they can be used in skilled care centers and in home care settings.
- Examine internal policies your organization should have in place that facilitate the proper development and use of POLST.
- Discuss how external emergency responders are recognizing POLST order forms.

Barbara J. Blumer, Barb Blumer Law, P.A. Eagan; and Nancy R. Anderson, VP, Planning & Organizational Development, Fairview Senior Services, Minneapolis

#306 – Overview of Minnesota's Medical Assistance Reform Waiver

- Briefly review the "global waiver" legislation passed in 2011 designed to parallel federal health care reform efforts.

Audience Tracks

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Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

- Discuss the work DHS is doing on a statewide level with various stakeholder groups to incorporate innovation and flexibility into its MA reform efforts – particularly in the area of home and community-based services.
- Recognize that health care delivery demonstration projects will be a part of the state's initiatives and get a sense for the types of things you as an aging services provider organization might get involved in.
- Become familiar with the goals DHS hopes to accomplish through its MA reform efforts such as promoting personal responsibility for health, encouraging the utilization of high quality, cost effective care and HCBS re-design.

David W. Godfrey, State Medicaid Director; Pamela Parker, Manager, Special Needs Purchasing, Managed Care Purchasing and Payment Policy Division; and Marie Zimmerman, Health Care Policy Director, Office of the Assistant Commissioner - Health Care, Minnesota Department of Human Services, St. Paul

#307 – ATS Wheelchair Solutions: Innovative Pressure Mapping Improves Comfort and Well-being for Mobility Device Users

****Excellence & Innovation Award Winner****

- Learn about an innovative program that uses pressure mapping technology to help select the most comfortable and supportive wheelchair or mobility device for residents and clients.
- Study the positive clinical outcomes of this program that include occupational and physical therapy resulting in reduced skin breakdown, pressure sores and muscle atrophy.
- Consider how your organization might replicate this program to enhance the comfort and health of your residents who use mobility devices.

Kristy Brown, Executive Director; and Sue Johnson, Wheelchair Solutions Director, Augustana Therapy Services, Minneapolis

#308 – Rehabilitation Services and MDS 3.0: How To Maximize Care and Revenues

- Discuss MDS 3.0 rules as they relate to therapy services reimbursement including short stay MDS, changes in therapy minute submissions and specific minute recording.
- Learn how to use Assessment Reference Dates (ARD), special assessments, and clinically appropriate provision of therapy services to maximize your revenue.
- Review how to access CMS and other therapy resources regarding MDS 3.0 and receive new information and clarifications from CMS.

Mylinda Barisas-Matula, Regional Education and Compliance Coordinator, RehabCare, Sheboygan, Wis.

5 – 6 p.m.
Stars Among Us Awards Reception (invite only) sponsored by Dougherty & Company LLC
(See page 12 for more information.)

8:30 – 11:30 p.m.
Opening Night Celebration Featuring the Johnny Holm Band
(See page 12 for more information.)

Thursday, Feb. 9, 2012

7 – 8 a.m.
MN-DONA Nursing Leadership Breakfast
(Pre-registration required. See page 13 for more information.)

8:30 – 10 a.m.
General Session and the 20th Annual Interfaith Celebration
Interfaith Celebration sponsored by Welsh Construction
The Nerve to Serve: Finding the Joy in Your Work
(See pages 7 and 8 for more information.)

10:15 – 11:15 a.m.
Concurrent Sessions
#401 – Partnering to Avoid Hospital Re-admissions

- Refresh your understanding of reducing re-hospitalizations as a hallmark goal under the Affordable Care Act.
- Identify some of the stakeholder groups that are coming together to tackle this challenge in Minnesota, what they have accomplished and what is still to be done.
- Learn from a case study example of an aging services provider partnership with a hospital in Greater Minnesota designed to reduce re-admissions related to congestive heart failure and what has been accomplished to date.

Kathy Cummings, Clinical Systems Improvement Facilitator, Institute for Clinical Systems Improvement, Bloomington; Callie Larson, Director of Quality Assurance, Elim Care Inc., Eden Prairie; Mark Sonneborn, Vice President, Infor-

mation Services, Minnesota Hospital Association, St. Paul; and staff from Stratis Health, Bloomington TBA

#402 – Strategic Planning Made Waaaay Easier: Chainsaw Planning

- Learn about the concept of Chainsaw Planning and its four specific, easy planning tools that help reduce confusion and increase participants' commitment to working together through the strategic planning process.
- Understand how to develop consensus regarding history, trends, vision and mission, prioritization of needs and specific goals, and learn methods to increase participants' buy-in.
- Be able to diagnose conflict within your organization and implement decision-making techniques that will reduce conflict among participants.

Bruce Miles, Planner and Trainer, Big River Group, St. Cloud

#403 – 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 Marshall Division, Minnesota Department of Public Safety, St. Paul



#404 – Preserving Spiritual Dignity by Planning One’s Good-byes

- Understand the importance of engaging residents and clients early in a formal decision-making process to plan for and document their end-of-life wishes and personal good-byes.
- Appreciate the benefits in preserving both the spiritual dignity of each individual and his/her family, regardless of the person’s faith tradition or spiritual beliefs, by having a plan that addresses such important elements as who needs to be notified upon death, the individual’s choice of a mortuary, burial or cremation, preference for a service (music, readings, participants, etc.) and other details.
- Take home a helpful tool to share with residents and clients and their families to guide them in this aspect of end-of-life planning.

Ron Gerl, Chaplain, Ecumen Parmlly LifePointes, Chisago City

#405 – Sharpen Your Assessment and Critical Thinking Skills to Better Serve Residents

- Identify the red flags of clinical issues that are encountered daily and the ineffective “band aids” often used to treat them.
- Appreciate how improved critical thinking and assessment skills will result in better care for residents and communication with providers.
- Learn how to develop appropriate assessment and critical thinking skills for clinical issues to identify medical conditions and help reduce hospitalizations.

Robert Sonntag, MD, Health Partners, Long Lake

#406 – Addiction and Elder Elders: How to Recognize a Problem and How You Can Help

- Understand the nature of addiction and how to recognize the symptoms of alcohol or substance misuse.
- Define who is considered an “elder elder” and some of the especially negative emotional and physical effects of addiction for them, while exploring the gravity of the problem and its effects and barriers to help.
- Get relevant and practical information and constructive actions you can apply in your personal and professional role to effect positive change and ultimately support individuals, families and communities in leading healthier, more sustainable lives.

Pamela Broz, Program Coordinator, Non-Residential Services, The Retreat, Wayzata; and Marie Manthey, Founder and President Emeritus, Creative Healthcare Management, Minneapolis

#407 – QAPI: A Proactive and Practical Approach to Improving Performance in Your Skilled Care Center

- Review the new nursing home Quality Assessment and Performance Improvement (QAPI) program and define the five key elements of its framework.
- Receive an update on the QAPI Demonstration Project that began in September 2011.
- Identify the next steps for your organization to prepare for QAPI.

Jane Pederson, M.D., Director of Medical Affairs, Stratis Health, Bloomington; and Pamela Lee, RN, BSN, Coordinator, Health Policy

Management, Division of Health Policy Management, University of Minnesota, Minneapolis

#408 – Implementing ICD-10-CM: Prepare for the Conversion (repeated at 12:30 – 1:30 p.m.)

- Become familiar with the organization and structure of this new classification system, explore how ICD-10-CM compares to ICD-9-CM and develop a basic understanding of ICD-10-CM conventions to build essential knowledge and skills.
- Review ICD-10-CM coding and documentation guidelines for diagnosis that affect the MDS 3.0 and gain important insight on implementation and training timelines to promote an organized, successful transition to ICD-10-CM.
- Take home a list of ICD-10-CM resources and references you can use.

Michelle Dick, RHIA, Health Information Management Consultant-Long Term Care, Brainerd

#409 – Creating a Culture of Trust in Your Senior Housing Community

- Define the relationship between the culture in your senior living community and staff attitudes, behaviors and actions.
- Identify specific strategies to engage your staff in building a culture of trust that provides exceptional service and positive experiences for your residents.
- Share methodologies to measure improvement in customer satisfaction and loyalty.

Lores Vlaminc, Principal, Lores Consulting, Rochester

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

#410 – Update on Minnesota’s Level of Care (LOC) Initiative

- Renew your understanding of the Department of Human Services’ new Level of Care (LOC) initiative that requires people to have higher needs in order to qualify for a nursing facility or Elderly Waiver services under MA.
- Discuss the limited benefit set for people needing community services until they qualify for a skilled nursing program.
- Understand how the change in level of care to be paid for by MA will impact your care center or other setting that serves residents on Elderly Waiver.

Jolene M. Kohn, Agency Policy Specialist; and Douglas B. Silverman, MPH State Program Administrative Principal, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul

#411 – Adult Day Programs for Each Stage of Dementia (MADSA Program 1 of 3)

- Become familiar with evidence-based practices for structuring programs within the three stages of dementia.

- Learn how a creative arts focus promotes client success, how dining programs enhance social skills and the many benefits of exercise and movement throughout all the stages of dementia.
- Appreciate how the small group model works for adults with dementia and how multi-sensory stage appropriate programs help meet person centered care goals.

Susan Ryan, OTR/L, Amherst H. Wilder Foundation, Adult Day Health, St. Paul

11:15 a.m. – 12:30 p.m.

Snacks on the Exhibit Floor

(See page 13 for more information.)

11:20 a.m. – 12:20 p.m.

HUD Networking Lunch

(Pre-registration required. See pages 13 and 56 for more information and to register.)

11:20 a.m. – 1:30 p.m.

Independent Housing Networking Lunch and Program

(Pre-registration required. See pages 13 and 56 for more information and to register.)

11:20 a.m. – 1:30 p.m.

Fund Development Networking Lunch and Program

(Pre-registration required. See pages 13 and 56 for more information and to register.)

11:30 a.m. – 5 p.m.

Value First Leadership Intensive sponsored by Value First Lunch sponsored by Piper Jaffray & Company

(Pre-registration required. See pages 18, 19 and 56 for more information and to register.)

12:30 – 1:30 p.m.

Concurrent Sessions

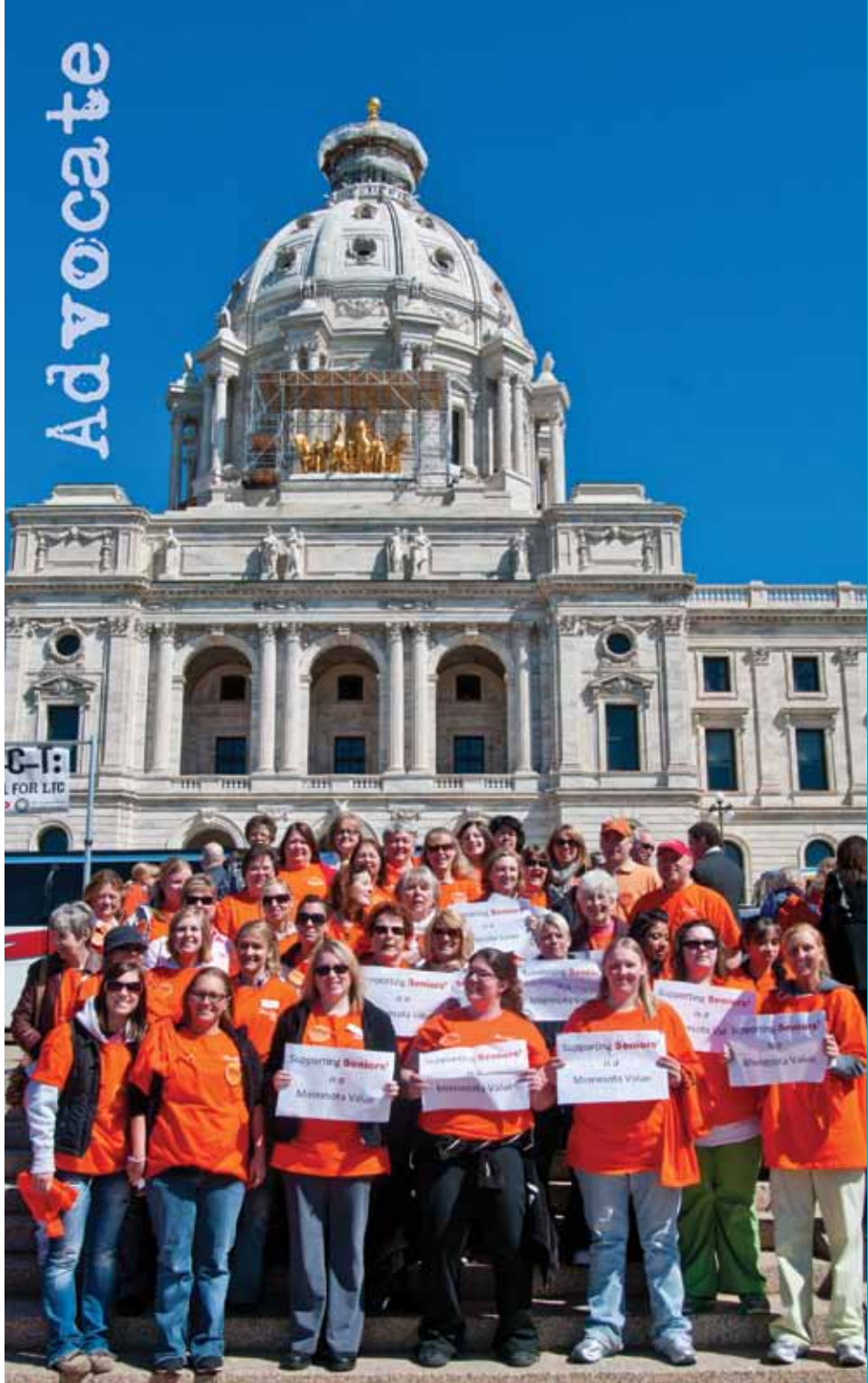
#501 – Keeping it Legal: How to Handle the Eviction Process in HWS, AL and HUD Buildings

- Review the grounds for terminating tenant leases in a variety of senior housing settings and the type of evidence needed to support the termination.
- Describe the technical requirements for drafting and serving the notice of termination of a lease.
- Discuss potential defenses to a termination notice so your organization can anticipate when and how to initiate one – with particular attention paid to special HUD and HWS requirements – and how to proceed with eviction if the tenant does not move out after the lease has ended.

Barbara J. Blumer, Barb Blumer Law, P.A. Eagan

#502 –Focus on Net Operating Margin (NOM): Best Practices to Improve Bottom Line

- Consider the latest thinking and techniques about using the key metric of net operating margin in measuring your organization's financial health; and get practical strategies and real life examples to help identify the diagnostics to



use to avoid financial trouble and enhance operations.

- Recognize the relationship between a healthy net operating margin and your ability to advance your organization's mission, enhance the services for your residents and access the capitol required to reposition for new models of care.
- Analyze, through case studies, how operation reviews (one of today's best practices for senior living providers) can be used to optimize financial performance of your organization, whether it is healthy and well-functioning or struggling to strengthen margins.

Stephen Johnson, Managing Director, Ziegler Capital Markets, Chicago, Ill.; and Romy McCarthy, Director, Ziegler Capital Markets, Milwaukee, Wis.

#503 – Understanding Pain Management

- Refresh your knowledge about the various types of pain, assessment and document processes.
- Gain an understanding of the use of medications to manage pain including opiates and methadone, as well as medication-free measures.
- Review common side effects of medication, issues such as tolerance and addiction.

Robert Sonntag, MD, Health Partners, Long Lake

#504 – Reducing Fall Injuries through Design and New Technology

- Learn the shocking statistics about the impact of falls in the senior environment from both a life safety and financial perspective, and how

changes in Medicare/Medicare reimbursement speak to the fall dynamic.

- Hear a case study from one organization that worked with the architect/designer, researcher and product designer to create a safer environment for both residents and staff.
- Explore new technology in safer flooring available to help reduce the occurrence and severity of falls in your building.

Gail Nash, Vice President of Healthcare Strategy, InterfaceFLOR Inc., Irving, Texas; and representatives from Ecumen, Shoreview and Pope Architects, Minneapolis TBA

#505 – Advocate for the Resident: Alternative Decision-Makers and Your Organization's Role

- Understand Minnesota law regarding the role and duties of alternative decision-makers and their responsibility to the resident and your organization.
- Discuss case scenarios and identify the organization's role in determining when it is appropriate to appoint or remove an alternative decision-maker.
- Share practical strategies to resolving issues concerning providers which involve alternative decision-makers.

April Boxeth, Partner and Attorney, Voigt, Klegon & Rodé, LLC, St. Paul; and Jullene Kallas, Professional Conservator, Guardian and Power of Attorney, Eden Prairie

#506 – Implementing ICD-10-CM: Prepare for the Conversion

(repeat from 10:15 – 11:15 a.m.)

- Become familiar with the organization and structure of this new classification system, explore how ICD-10-CM compares to ICD-9-CM and develop a basic understanding of ICD-10-CM conventions to build essential knowledge and skills.
- Review ICD-10-CM coding and documentation guidelines for diagnosis that affect the MDS 3.0 and gain important insight on implementation and training timelines to promote an organized, successful transition to ICD-10-CM.
- Take home a list of ICD-10-CM resources and references you can use.

Michelle Dick, RHIA, Health Information Management Consultant-Long Term Care, Brainerd

#507 - Creating a Center of Excellence in Transitional Care

- Review an innovative care program developed by The Walker Methodist Geriatric Memory Care Transitional Care Unit for acutely confused older adults that facilitates a rapid and safe transfer of care to a sub-acute setting.
- Appreciate how acutely confused individuals benefit from minimizing hospitalization days and a return to community based living.
- Learn how this niche program, staffed with an intra-professional team of a geriatrician, geriatric nurse practitioner and pharmacist enhances daily Medicare census, case mix and market strategy.

Matt Kinne, Administrator; and Karen Kobus, Administrative Director of

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

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Gold Titles = Adult Day Services

Nursing, Walker Methodist Health Center, Minneapolis; and Dr. Theresa McCarthy, Medical Director - Transitional Care, Geriatric Faculty, University of Minnesota, Minneapolis

#508 – Regulatory Changes That Promote Culture Change and Home Environments

- Review current trends in senior care design and how regulations have become stumbling blocks for true person-centered environments.
- Discuss real-life examples of Minnesota's obstacles so you have a clearer understanding of what needs to be done to remove them.
- Take home the latest information on CMS activities, including new standards designed to remove some of the obstacles and allow for the creation of a truly home-like environment, and discuss what your organization and staff can do to promote and apply these emerging standards.

Alanna Carter, LEED-AP, RSP Architects, Minneapolis; and Howard Groff, President, Tealwood Care Centers, Bloomington

#509 – Minnesota’s EHR Mandate: What Does it Mean for Adult Day Programs? (MADSA Program 2 of 3)

- Review Minnesota’s Electronic Health Record Mandate and discuss the types of organizations the mandate covers, including adult day programs.
- Recognize the impact EHR will have on your organization.
- Understand what your organization will need to do to prepare for this transition.

Rebecca Johnson, Minnesota Department of Health, St. Paul

#510 – Professionalism: Practicing from the Inside Out

- Appreciate the value of operating with professional behaviors and attitudes at every level of your organization.
- Discuss specific strategies to address developing and ensuring competency for ongoing improvement of practices and skills.
- Identify actions and attitudes integral to a competent housing with services manager that contribute to a high quality of customer satisfaction.

Lores Vlaminc, Principal, Lores Consulting, Rochester

#511 –How to Develop Accurate Tenant and Client Records

- Identify the documents that are required records for your tenant and home care clients, why they are needed and the laws that govern documentation.
- Learn how to maximize the information conveyed and minimize confusion through appropriate documentation techniques.

- Effectively use documentation to determine your clients’ status and clinical needs, and to improve the effectiveness of interventions.

Michelle Klegon, Partner & Attorney, Voigt, Klegon & Rodé, LLC, St. Paul

#512 – Time to Get Started on Your SNF Corporate Compliance Plan

- Examine the requirements for a Medicare/Medicaid certified SNF’s Corporate Compliance Plan (CCP).
- Identify the steps for your organization to create a culture of compliance, beginning with the adoption of the board’s CCP resolution.
- Explore existing policies and procedures that may be reviewed or revised for incorporation into your CCP.

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

#513 –The New Reporting Requirements Under the Federal Elder Justice Act

- Become familiar with the requirements of the Federal Elder Justice Act and how employees must report a reasonable suspicion of a crime to local law enforcement and the survey agency.
- Compare and contrast the new federal requirements with Minnesota’s Vulnerable Adults Act and existing federal regulations for reporting when abuse, mistreatment, neglect or misuse of property is suspected.
- Identify the operational changes your organization will need to make in order for staff to comply with the new requirements.

Stella French, Director, Office of Health Facility Complaints, Minnesota Department of Health, St. Paul; and Darrell

Shreve, Vice President for Health Policy, Aging Services of Minnesota, St. Paul

#514 – Small but Powerful Culture Change Initiatives that Really Pack a Punch

- Identify small culture change opportunities that are available in every organization, without moving walls.
- Explore different resources available for culture change including modest updates to your dining program.
- Hear how one care center identified and implemented a number of small culture change projects and how the changes have improved the lives of residents.

Becky Peitersen, Director of Human Resources; Coral O’Dell, Nurse Manager; and Sarah Ozment, Director of Therapeutic Recreation, Ebenezer Ridges, Burnsville

**1:30 – 2 p.m.
Break**

**2 – 3:30 p.m.
Concurrent Sessions**

#601 – HUD Hot Topics and Updates: What You Need to Know About Your 202 and Section 8 Projects

- Receive an overview of EIV rules and regulations to date.
- Discuss HUD Handbook 4350.3 – Change 4.
- Take home tips and strategies to prepare for MORs.
- Gain important insights into the REAC inspection process.

Ashley Schuman, Multifamily Middle Manager, Minnesota Housing Finance Agency, St. Paul

#602 – Responding to Bioethical Challenges in Long Term Care

- Discuss some of the important bioethical challenges commonly encountered in long-term care settings such as assistance with advance care planning, discharge planning and end of life issues.
- Take home a methodology model to guide you and your staff in addressing bioethical challenges that are frequently encountered and what to incorporate into your decision-making process.
- Using case study examples, practice using this methodology in the daily challenges of long-term care.

Elizabeth Mahan, BCC, Director, Spiritual Health Services, Ebenezer Ridges, Burnsville

#603 – Working Successfully With Challenging and Resistant Employees

- Learn how to develop and use proven diagnostic tools to better identify, manage and reduce conflict in your organization.
- Explore new strategies for successfully approaching resistant employees, working through difficult situations and keeping effective employees safe from difficult coworkers.
- Take home valuable research results, assessment tools and management strategies you can put to use right away.

Bruce Miles, Planner and Trainer, Big River Group, St. Cloud

#604 – Improve Care by Merging Resident Care Systems with the MDS 3.0 Processes

- Understand why it's crucial to integrate your care systems with the MDS 3.0 processes using assessment, evidenced-based care planning and quality assurance activities.
- Find specific ways to use the RAI/MDS 3.0 process to enhance management of pain, pressure ulcers, incontinence and behavior management.
- Get useful tools that will help you increase coordination and quality outcomes.

Colleen Toebe, RN-MSN, RAC-CT, Consultant, Pathway Health Services Inc., White Bear Lake

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

- Review how the Minnesota Department of Health and State Fire Marshall Division work together on these two important codes, Fire

and Life Safety, that interact with each other.

- Get the latest information about 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 Marshall Division, Minnesota Department of Public Safety, St. Paul

#606 –The Future is Now! How Adaptive Computer Technologies Will Transform Your Residents' World

- Experience a fun, hands-on demonstration of adaptive technologies that make it possible for all residents, regardless of any physical or cognitive disabilities, including

dementia, to experience multi-media technology including text, instant messaging, social media and Skype.

- Interact with a group of residents in Volunteers of America communities as they share and demonstrate how using this technology on a day to day basis to stay engaged and connected has made a positive difference in their lives.
- Examine exciting new technologies launching in the near future that will completely transform the activity and therapy programming in your senior community.

Jack York, Founder/CEO, It's Never 2 Late, Centennial, Colo.; and Dave Nilson, Therapeutic Recreation/Memory Care Consultant/TR Director, Volunteers of America, Crystal

Audience Tracks

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Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

#607 – Slam the Door on Scammers!

- Recognize the most common and emerging scams that target the elderly and the global problem of this type of crime.
- Explore policies and practices to promote awareness and prevention of financial crimes at your residence.
- Participate in interactive discussions to identify new and creative prevention measures and get resources for reporting suspected financial crimes.

Iris Freeman, Associate Director, Center for Elder Justice and Policy, William



Mitchell College of Law, St. Paul; and Amy McDonough, Associate State Director for Advocacy, AARP-Minnesota, St. Paul

#608 – Pain: The Fifth Vital Sign

- Understand the epidemiology of pain and debunk the myth that it is simply a normal part of aging.
- Discuss how cognitive and memory impairment, especially in individuals with dementia, present a challenge to the normal process of pain assessment.
- Learn about common barriers to pain management and how to use assessment, treatment and monitoring best practices to ensure that older adults remain as pain free as possible.

Chuck Gokoo, MD, CWS, Chief Medical Officer, American Medical Technologies, Lewisville, Texas

#609 – Senior Living: Today, Tomorrow and Scenarios for the Future

- Discuss the Top 12 topics for the future of aging services, including potential scenarios facing senior living providers, your residents, staff and markets.
- Learn how senior living providers throughout the country are evaluating market conditions and positioning themselves to meet needs by broadening their mission through partnerships and new business models.
- Consider the strategic decisions facing your organization and how to continue providing quality service and care - today, tomorrow and into the future.

Stephen Johnson, Managing Director; and Romy McCarthy, Director, Ziegler

Capital Markets, Chicago, Ill.; and a panel of aging services organization executives (TBA)

#610 – About Lesbian, Gay, Bisexual and Transgender Aging

- Identify the unique issues and needs facing LGBT people and how they impact their approach to seeking health and social services.
- Identify common barriers to optimal care for LGBT older adults and actions you can take to make your organization or care setting more culturally competent.
- Gain strategies to communicate more effectively with this population and make appropriate referrals.

Marsha Berry, Education Manager, Alzheimer's Association Minnesota-North Dakota, Edina; and Barbara Satin, Vice Chair, Board of Directors, Training to Serve, Minneapolis

#611 – Driving Wellness – How to Reduce Expenses and Empower a Healthier Workforce

- Identify the cost of key risk factors and lifestyles that drive healthcare expenses for your organization.
- Learn proven methods to increase participation in health assessments and screenings, identify and quantify risks within your organization and establish cost effective and targeted education and coaching options to reduce those risks.
- Appreciate how proper integration of wellness into established medical plans with the most appropriate vendors can provide a positive return on investment.

James Mandel, Principal, Gardner & White, St. Paul; and Steve Mandel, Vice

President, Gardner & White, Madison, Wis.

#612 – Ethics, Law and Family Dynamics – Lessons Learned from the Barnes Case

- Study a recent, complex case involving the ethical, legal and family dynamics surrounding life sustaining medical treatment, healthcare directives and a health care organization's obligations.
- Gain a clear understanding of the legal definition of capacity, diminished capacity and undue influence in the context of healthcare directives.
- Explore how your organization can be prepared to take preventive measures if needed and alternatives to litigation in similar cases.

Susan King, Associate; and Luther Amundson, Co-founder, Chair of Litigation Department and Managing Shareholder, Maser, Amundson & Price, P.A., Richfield

#613 – Improve Sleep Quality to Improve Wellness: Solutions for Your Residents

- Review recent studies on common sleep issues related to aging, the impact of poor sleep on overall wellness, and the underlying, undiagnosed health conditions that can cause sleep disturbances.
- Share proven interventions to help individuals overcome the most common sleep disorders related to aging and residing in long-term care.
- Through case studies and interactive demonstration, learn how to proactively identify underlying health concerns that may be

contributing to poor sleep by using advanced sensor technology.

Jeff Noce, President and CEO, WellAWARE Systems, Glen Allen, Va.

#614 – Lights, Camera, Action! Playing With Memories

- Learn about a fun and meaningful way to bring your residents' memories alive by creating an original play with music that dramatizes and celebrates them.
 - Practice techniques and activities to help you lead successful reminiscence sessions with your residents in order to gather the best stories and memories for content of the play and songs.
 - Include residents in the collaborative play writing and song writing process and explore how to develop and stage the performance to include the seniors as singers, actors and dancers in the production.
- Kathy and Tim Ray, Playwright/Theater Artists, Playing On Purpose Productions, Barrett; and Patty Kakac, Singer/Songwriter, Evansville

#615 – Effective and Efficient Investment Management for Foundations and Endowments

- Define the investment goals of your foundation or endowment and understand and clarify your organization's growth and cash flow need.
- Understand the varying risk and returns associated with different securities and asset class allocations.
- Analyze investment costs and compare/contrast all of the potential solutions available to help you build an effective investment strategy to achieve your goals.

- Learn the critical elements to monitoring investment growth, cash flow needs, management costs and risk. *Peter Rocca, Principal; and Steven Landberg, Principal, Palisade Asset Management, LLC, Minneapolis*

#616 – How the Veteran Administration’s Aid and Attendance Pension Can Help Your Adult Day Clients (MADSA Program 3 of 3)

- Become familiar with the Aid and Attendance Pension offered by the Veterans Administration.
- Learn how veterans or their spouses can receive tax free supplemental income to pay for health care costs in adult day settings.
- Review the financial and health criteria that would make these individuals eligible for this additional income so you can be a resource to clients who might benefit from it.

Mary Frances Price, Elder Law Attorney, Maser, Amundson and Price, P.A., Minneapolis

2 – 4:15 p.m.

Mini-Intensive Session

#617 - From Generation to Generation: Increasing Your Success in Marketing and Sales

Pre-registration required.

- Recognize the inherent differences in Gen X and Gen Y sales and marketing staff and the challenge that can present when working with Traditionalist and Boomer generation customers.
- Learn what motivates each generation, as it relates to both your staff team and your potential customers.
- Discover communication tools that work best with each generation so you can use them to your advantage.

- Identify the selling skills essential for working successfully with customers in different generations.
- Take home a toolkit of resources you can use to train your staff and accomplish your sales and marketing goals.

Beth Jones-Schall, Founder, Spirit of Success Inc., Aurora, Colo.

Brought to you by



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3:30 – 4 p.m.

Break

4 – 5 p.m.

Twilight Concurrent Sessions

#701 – No More Elderspeak! Eliminating a Symptom of Ageism in Older Adult Services

- Identify Elderspeak, how it sounds and what it means.
- Learn the negative effects of Elderspeak, how it undermines an organization’s mission, reinforces ageist stereotypes and reduces a person’s sense of self identity.
- Explore solutions and interventions to eliminate ageist language in your organization.

Patty Crawford, Day Center Manager/ MAP Program Manager, Augustana Open Circle Adult Day Center, Hopkins

#702 – Team Leaders in the Making: Encourage Cooperation, Build a Winning Team

- Understand the key aspects to building confident, motivated and effective teams dedicated to customer service and excellent care.
- Discover a new team culture that will simplify life, reduce work stress

and keep your teams working as a cohesive group full of energy and synergy.

- Learn how to develop the skills and knowledge in your employees needed to gain you the competitive edge.

Robert Dahl, Administrator, Viewcrest Health Center and Franciscan Health Center (St. Francis Health Services of Morris), Duluth

#703 – Transforming Caregiver Services: Reaching and Engaging Caregivers Before the Crisis

- Gain strategies and tools to reach, engage and support the 80% of caregivers who do not self-identify.
- Learn how you might adapt Wilder’s innovative model that uses multiple proactive interventions to support caregivers through public awareness, education, and services before a crisis occurs.
- Establish collaborative partnerships among healthcare organizations and community-based aging service providers.

Leah Driscoll, Program Developer; and Maureen Kenney, Caregiver Services Manager, Amherst H. Wilder Foundation, St. Paul

#704 – Top Ten Tips for Effectively Communicating with Surveyors and Investigators

- Learn how to communicate with OHFC investigators and MDH surveyors effectively to help achieve the most accurate survey or OHFC report warranted.
- Explore how to reduce and diminish the stress you or your staff may experience during the course of an on-site investigation or survey.

Audience Tracks

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- Appreciate the role of the state surveyor or investigator, and discover strategies to keep your cool, stand your ground and avoid aggravating your situation. *Sam Orbovich, Attorney, Fredrikson & Byron, P.A., Minneapolis*

#705 – The New Landscape of the ADA: Employee Disabilities and Accommodation

- Understand the newly amended Americans with Disabilities Act, how the definition of qualified disabled person has changed and what it means for employers.
- Identify how and when to respond to an employee’s request for reasonable accommodation and what to do with requests related to short-term disabilities.
- Learn best practices for engaging in the EEOC-required interactive process and working within the new ADA regulations, as well as the legal risks for not complying with the new regulations.

Michelle Klegon, Partner & Attorney, Voigt, Klegon & Rodé, LLC, St. Paul

#706 – Improve the Energy Efficiency in Your Building and Save Big Bucks

- Learn all about the opportunities that exist for energy efficiency improvements in your buildings

from boiler systems to water heaters to fryers and pasta cookers.

- Realize the major financial savings you could experience for energy efficiency projects including; rebates, reduced future costs and ROI.
- Discover how to find additional funding opportunities including federal grants and regional, state, county and city financing assistance.

Jennifer Stokes, Key Account Manager, CenterPoint Energy, Minneapolis

#707 – RACs, the New OIG and DHS: Updates and Definitions

- Review the Patient Protection and Affordable Care Act's requirements for state Medicaid programs to strengthen efforts to identify and recover dollars lost to fraud, waste and abuse.
- Learn about Minnesota's new relationship with Recovery Audit Contractors (RACs) used under the Medicare program and now under Medicaid that review payments made to health care providers to identify improper payments.
- Understand how Medicaid RACs will be used to review or audit claims post payment to determine if any

were over or underpaid based on state law and regulation.

- Recognize what this means to you as an aging services provider paid under Medicaid and what you can do to remain in compliance.

Jerry Kerber, Inspector General; and Vicki Kunerth, Deputy Inspector General, Office of the Inspector General, Minnesota Department of Human Services, St. Paul

#708 – SAGE Innovations Design Showcase

- See innovative, award-nominated designs in senior living environments that will inspire you to explore what is possible for your organization.
- Describe trends in renovation and remodeling that offer potential for updating your building to benefit your residents and customers.
- Discover new construction trends that take senior living environments to a whole other level.

Each of the award-nominated designs will be shared in a poster session and hosted by team members available to answer questions and talk about their projects.

5 – 6 p.m. Culture Change and SAGE Reception

(See page 13 for more information.)

Friday, Feb. 10, 2012

8:30 – 10:30 a.m.

General Session and Awards Appreciation: Your Best Advocate

(See page 9 for more information.)

10:45 a.m. – 12:15 p.m.

Concurrent Sessions #801 – Using Social Media to Engage and Educate Potential Customers: Lessons Learned from the Mayo Clinic

- Hear how aging services and health care organizations are successfully using a variety of social media tools to market themselves to potential customers.
- Learn how your organization can become the “go to” source for consumers in your community to get information on aging services-related issues.
- Take home best practices that your organization can implement right away to better connect with consumers, including cost effective social media tools that can be managed by in-house experts.

Makala Johnson, Public Affairs Associate for the Mayo Clinic Center for Social Media, Rochester

#802 – Leadership Development through Action Learning: Stories from Aging Services of Minnesota's Leadership Academy

- Understand the concept of action learning and the role it plays in leadership development in contrast to more traditional forms of leadership development.
- Hear from three leaders in the aging services field about action

learning projects and how they have positively influenced their leadership development.

- Explore the difference between action learning projects and other, more typical project assignments as an effective strategy and how you might incorporate the practice in your organization.

Dinah Martin, Campus Administrator, Saint Therese at Oxbow Lake, Brooklyn Park; Joel Prevost, Administrator, Ebenezer Care Center, Minneapolis; and Candas Schouvieller, Administrator, Oak Hills Living Center, New Ulm. Panel Moderator: Brad Ballinger, Learning & Development Specialist, Presbyterian Homes and Services, Roseville and Aging Services of Minnesota Leadership Academy co-facilitator

#803 – The Juggling Act: Managing Current Revenue Sources and Preparing for Change Under Health Care Reform

- Discuss the challenges of maintaining your current revenue and margins while preparing for and developing new payment and contracting methods with third party payors.
- Calculate the cost of your services and how your organization compares to your peers.
- Participate in a discussion about how your organization's culture may impact future revenues.

Deborah Elsey, Principal, LarsonAllen LLP, Minneapolis



#804 – Successful Supervision Using the Employee Life Cycle Model

- Understand the seven core phases of an employee's life cycle and how to customize your supervisory style and objectives to match each individual's point in this cycle.
- Learn a comprehensive approach to recruitment and interviewing to achieve greater success in attracting and hiring the best employees.
- Integrate your organization's mission and your current management tools and methods with the important tasks of orienting, training, evaluating and rewarding employees.

Arlene Vernon, MEd, MBA, PHR, Corporate Director of Human Resources, Shalom Community Alliance, St. Louis Park

#805 – RUGs, RUGs, RUGs: Manager's Nightmare, or Best Friend?

- Review the current RUGs IV system for Minnesota case mix and Medicare and why it's so important to manage the RUG levels effectively.
- Explore ways to enhance system management of the RUGs outcomes to ensure accuracy and positively impact reimbursement, acuity staffing and regulatory compliance.
- Get valuable tools to develop a systematic approach to reporting, analyzing and auditing RUGs levels.

Colleen Toebe, RN-MSN, RAC-CT, Consultant, Pathway Health Services Inc., White Bear Lake

#806 – From Front Page News to Promoting Dignity and Respect: Do We Have the Strength to Listen?

- Gain insights about what our clients and residents may experience in our settings from the unique perspective of the State Ombudsman for Long-Term Care who was in a care center's rehabilitation unit following complications from major surgery.
- Become familiar with the content and nature of the public discussions that resulted when her experience made the front page news and discover insightful clues to what others may perceive about us and the services we provide.
- Discuss the importance of really listening to what our clients, residents and staff are trying to tell us so they can be heard and treated with dignity and respect; and explore some changes we can make to ensure that happens.

Deb Holtz, J.D., State Ombudsman for Long-Term Care, Minnesota Board on Aging, St. Paul

#807 – Stepping into the World of Dementia: A Holistic Approach

- Understand and use the basic principles of the Validation method to effectively communicate with persons with dementia by addressing their emotions and unmet needs.
- Learn how to use specific Validation techniques with the four different phases of resolution.
- Recognize the differences in using Validation to achieve long-term resolution of behaviors rather than methods such as therapeutic fibbing, distraction or re-direction.

Dianne M. Knettel, Director of Validation Training, Volunteers of America, National Services, Sauk Rapids

#808 – Sales Incentives in Senior Housing: The Benefit and The Legacy

- Analyze the most common types of incentives used to attract clients to senior housing communities; the benefits and possible long-term ramifications.
- Explore client expectations of incentives, whether they are here to stay or if the use of incentives should be scaled back for specific situations.
- Examine the financial and sales legacy that incentive use has created for the industry, and take home a valuable incentive budget and methodology tool for tracking incentives against your budget.

Pati Saulig, Vice President, Moving Station, Chicago, Ill.; Liz Bush, Senior Vice President and Director of Senior Housing Marketing and Sales; and Dale Cherry, Community Finance Director, LCS, Greenwood, Ind.

#809 – Aging in Place vs. ACO – How to Sustain Accountable Aging in Place Philosophies

- Examine specific examples of how physiological changes in aging adults that are not understood and compensated for can have a negative impact on aging in place, ACO goals and resident retention.
- Find simple, easy and cost effective solutions to build muscle mass and increase strength and balance in residents to prevent falls and maintain function level.

Audience Tracks

Purple titles = All Attendees

Orange titles = Care Centers

Green titles = Housing, Home and Community-Based Services

Gold Titles = Adult Day Services

- Know the difference between Medicare plateau and functional plateau and participate in brainstorming sessions to analyze and find solutions to real world scenarios surrounding this issue.

Nicole Rennie, PT, GCS, Owner, Senior Abilities Unlimited, LLC, Edina

#810 – Go LEAN and Start Saving Money and Resources

- Review the principles of LEAN operation and identify the seven most common wastes that exist in every senior living organization.
- Explore how the application of LEAN principles can significantly reduce costs and boost efficiency in your organization.
- Consider whether LEAN tools, such as Kaizen, would be beneficial in your organization.

Chad Royer, Senior Consultant; and Bet Ellis, RN, LNHA, Senior Manager, LarsonAllen LLP, Minneapolis

#811 – Rethink Your Employee Wellness Initiatives: Creating a Culture of Well-Being and Engagement

- Identify the factors that impact your employees' productivity, well-being and engagement at work and the relationship to quality of resident care.



- Consider the pitfalls of typical approaches to motivating employees and the how a shift in focus to employee engagement and well-being supports employee growth and development.
- Walk away with new thinking about the critical role of leadership and gain tools that can help integrate hiring, employee and leadership development, safety/risk management and well-being.

Rosie Ward, PhD, Health Management Services Manager, RJF Agencies, Minneapolis

#812 – YES We Can! Change the Culture of Your LTC Organization Without Rebuilding!

- Examine the concept of culture change beyond physical building design, various social models that exist, available resources and how you can begin to implement culture change in your existing building.
- Hear the stories and lessons learned from staff of Perham Living about their first year experience as they converted their existing building into households, how they got their team on board, what they needed to do to make the change, and the resulting outcomes for residents, family members, and staff.
- Understand the deep nature of culture change, the long-term commitment it requires, the implications for the entire organization and the vast benefits experienced by people living in your community.

Denise Ellis, RN Clinical Coordinator; Teresa Stoderl, LPN; and Julie Sanders, Household Coordinator, Perham Living, Perham

#813 – Thwart Abusive Visitors! Best Practices for Serving and Protecting Your Clients and Staff

- Devise a strategic game plan to combat abusive and harassing family members or visitors to your building before, during and after these events occur.
- Understand the laws that exist to successfully protect yourself and your clients from threatening behavior.
- Identify ways to balance resident rights and risk management issues.

Robert Rodé, Partner and Attorney; and Rebecca Coffin, Attorney, Voigt, Klegon & Rodé, LLC, St. Paul

#814 – Strategies to Positively Motivate and Retain Your Talented Employees

- Understand employee retention as a delicate balance of positive morale, motivation and “best fit” in today’s employment market.
- Explore how employees’ motivation may change with their personal need and professional goals and explore a number of strategies you can use to keep them engaged and challenged in their work.
- Identify factors that influence job satisfaction and barriers that prevent establishing motivational incentives throughout your organization.

Lores Vlamincik, Principal, Lores Consulting, Rochester

**12:15 p.m.
Conference Adjourns**



For up-to-date information about the 2012 Institute, visit our website at www.aging-services-institute.org



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www.wipfli.com/healthcare
952.548.3400

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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.

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 \$3 per person each way depending on time of day. Visit www.metrotransit.org for more information.



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 they need. Specifically, moderators 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. 6, 2012**. 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! 2012 Session Moderators

Tuesday, February 7

Pre-Conference Institute Intensives A & B

Wednesday, February 8

Sessions 101, 104, 106, 107, 108, 110, 111, 112 • 201, 202, 204, 205, 208, 209, 210 • 302, 303, 305, 306, 307, 308

Thursday, February 9

Sessions 410, 411 • 501, 503, 506, 507, 508, 509, 510, 512, 513, 514, 515 • 601, 602, 603, 605, 606, 607, 610, 612, 613, 614, 616 • 701, 702, 703, 704, 706, 707

Friday, February 10

Sessions 801, 802, 804, 806, 807, 808, 811, 812, 814

I would like to volunteer to moderate the following sessions (please list in order of preference):

Session # _____

Session # _____

Session # _____

Session # _____

Session # _____

Session # _____

Name/Title: _____

Organization: _____

Phone Number: _____

Fax Number: _____

E-mail: _____

PLEASE COMPLETE THIS FORM BY FRIDAY, JAN. 6, 2012 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 and/or 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 specials in Taxi'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 conference. 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 Intensive*, *Networking Lunches* 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, the organizational fees apply. Individuals employed by companies that supply products or services to providers fall under the "Business Partner" or "Prospective Business Partner" fee structure.

Registration brochure sponsored by 

Registration deadline

Early bird registration deadline is **Friday, Jan. 6, 2012. Registrations received after Jan. 6, 2012, 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 #6062, 2550 University Avenue West, Suite 350 South, St. Paul MN 55114-1900, FAX to 651.645.0002 or register online at www.agingervicesmn.org.

Pre-registration for concurrent sessions

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 title and description.

E-mails required for each attendee

Be sure to provide e-mail addresses for each person attending. Registered attendees will receive important conference information and updates via email.

Cancellations and refunds

Cancellations for organizational registration must be received in writing by Jan. 27, 2012 to receive a refund, less a \$50 processing fee. No refunds will be given for cancellations received after Jan. 27, 2012. 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=5783584. The hotel is holding a block of rooms at the rate of \$104/single and \$119/double. **This block will be held until Monday, Jan. 16, 2012.** 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@agingervicesmn.org; for information regarding the *Leadership Intensive*, *Pre-Conference Intensives*, *Networking Lunches*, *Concurrent Sessions* or *CEUs*, contact Heidi Simpson at hsimpson@agingervicesmn.org; and for general and registration information, contact the Education Department at education@agingervicesmn.org, 651.645.4545 or 800.462.5368. You may also fax your registration to 651.645.0002 or register online at www.agingervicesmn.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@agingervicesmn.org.

2012 Institute Fee Structure

REGISTER ON OR BEFORE JAN. 6, 2012, PAY THE EARLY BIRD RATE
REGISTER AFTER JAN. 6, 2012, PAY THE REGULAR RATE

REGISTRATION FEE – CARE CENTERS & CCRCs

Number of Care Center Beds	Member Rate	Member Rate
	Metro* <small>Early Bird / Regular Rate</small>	Greater Minnesota <small>Early Bird / Regular Rate</small>
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



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

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

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

INDIVIDUAL REGISTRATION FEES

Provider/Associate Member (one day)*	\$160
Provider/Associate Member (full conference)*	\$315
Prospective Provider (full conference)*	\$445
MADSA Member (2/9 only)	\$75
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.

ASSOCIATE MEMBER COMPANY FEE

\$400

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. 6, 2012, PAY THE
 EARLY BIRD RATE**
**REGISTER AFTER JAN. 6, 2012, PAY
 THE REGULAR RATE**

2012 Aging Services of Minnesota Institute
Feb. 8-10, 2012 • Hyatt Regency Minneapolis

Register Online at
www.agingervicesmn.org

Complete registration including ALL attendee names and sessions.

FIRST NAME	LAST NAME	TITLE	EMAIL	WED. , FEB. 8 SESSIONS	THURS., FEB. 9 SESSIONS	FRI., FEB. 10 SESSIONS

Organization: _____

place label from back cover here

Address: _____

City/State/Zip: _____

REGISTER ON OR BEFORE JAN. 6, 2012, PAY THE EARLY BIRD RATE; REGISTER AFTER JAN. 6, 2012, PAY THE REGULAR RATE

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) \$ _____
- Full Conference Prospective Provider (\$445 per person) \$ _____
- MADSA Member (\$75 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) \$ _____
- ALNet/Nurse Managers Networking Lunch (\$25 per person) \$ _____
- Housing-with-Services Networking Lunch (\$25 per person) \$ _____
- Marketing & Sales Networking Lunch/Program (\$25/person) \$ _____
- HUD Networking Lunch (\$25 per person) \$ _____
- Independent Housing Networking Lunch/Program (\$25/person) \$ _____
- Fund Development Networking Lunch/Program (\$25 per person) \$ _____
- Value First Leadership Intensive (\$150 per person) \$ _____

GRAND TOTAL DUE \$ _____

Contact Person: _____

Contact's E-mail (required): _____

- Member Prospective Member

Fax: 651.645.0002

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 #6062

- 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 (print): _____

Cardholder's Signature: _____

Registration Form

**PRE-CONFERENCE INTENSIVES A OR B –
TUESDAY, FEB. 7**

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

**ALNET/NURSE MANAGERS NETWORKING
LUNCH – WEDNESDAY, FEB. 8**

Lunch and Networking: 11:15 a.m. – 12:15 p.m.

Fee: \$25

**HOUSING-WITH-SERVICES NETWORKING
LUNCH – WEDNESDAY, FEB. 8**

Lunch and Networking: 11:15 a.m. – 12:15 p.m.

Fee: \$25

**MARKETING AND SALES NETWORKING LUNCH
AND PROGRAM – WEDNESDAY, FEB. 8**

Lunch and Networking: 11:15 a.m. – 12:30 p.m.

Program: 12:30 – 2 p.m.

Fee: \$25

HUD NETWORKING LUNCH – THURSDAY, FEB. 9

Lunch and Networking: 11:20 a.m. – 12:20 p.m.

Fee: \$25

**INDEPENDENT HOUSING NETWORKING LUNCH
AND PROGRAM – THURSDAY, FEB. 9**

Lunch and Networking: 11:20 a.m. – 12:20 p.m.

Program: 12:20 – 1:30 p.m.

Fee: \$25

**FUND DEVELOPMENT NETWORKING LUNCH
AND PROGRAM – THURSDAY, FEB. 9**

Lunch and Networking: 11:20 a.m. – 12:20 p.m.

Program: 12:20 – 1:30 p.m.

Fee: \$25

**VALUE FIRST LEADERSHIP INTENSIVE –
THURSDAY, FEB. 9**

Registration and Networking:

11:30 a.m. – Noon

Lunch: Noon – 12:30 p.m.

Program: 12:30 – 5 p.m.

Fee: \$150/\$190/\$75

Individual Special Events Registration Form

I plan to attend the following program/s:

- Pre-Conference Intensive A – From Good to Great: The Role of the Nurse Leader/Manager – \$70/\$110/\$160
- Pre-Conference Intensive B – High Performance Team Building: An Interactive Workshop to Improve Your Team’s Productivity – \$70/\$110/\$160
- ALNet/Nurse Managers Networking Lunch – \$25
- Housing-with-Services Networking Lunch – \$25
- Marketing and Sales Networking Lunch/Program – \$25
- HUD Networking Lunch – \$25
- Independent Housing Networking Lunch/Program – \$25
- Fund Development Networking Lunch/Program – \$25
- Value First Leadership Intensive – \$150/\$190/\$75

Name: _____

Title: _____

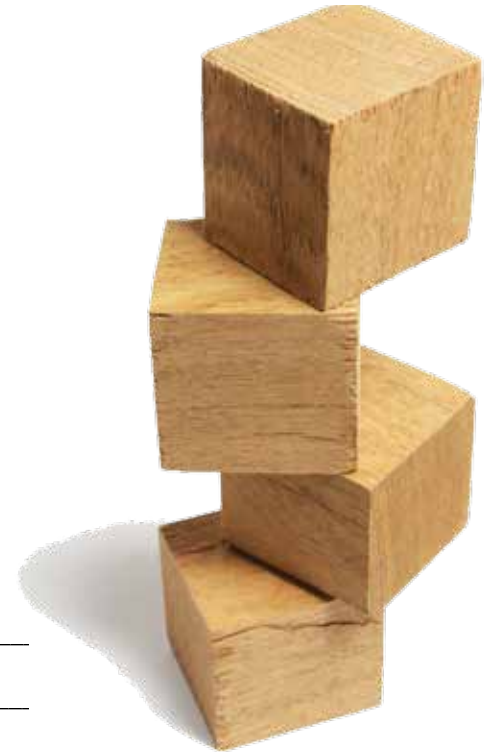
Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____ Fax: _____

E-mail (required): _____



NOTE: Any cancellations must be received in writing by Jan. 27, 2012 to receive a refund. No refunds for no-shows or cancellations received after Jan. 27, 2012. Substitutes are welcome if you are unable to attend.

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

Hyatt Regency Registration Form

Aging Services of Minnesota 2012 Institute
Feb. 8-10, 2012

Deadline for sleeping room reservations is Monday, Jan. 16, 2012

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: _____ I will depart on: _____
Check in Time: 3 p.m. Check Out Time: Noon.

Room Rates: Single Occupancy: \$104
 Double Occupancy: \$119

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=5783584 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.**

Mark Your Calendars!

2012 Education Events

Fourth Annual Long-Term Care Financing Solutions Forum

January 12, 2012

2012 Institute

February 8 - 10, 2012

MDH Tools for Success: Class A Licensed Only Providers (Non-Medicare)

Co-sponsored with MHCA

March 14, 2012

2012 Nursing Leadership Symposium

April 2 - 4, May 8 - 10, June 26 - 28,

July 24 - 26, August 28 - 30, 2012

Midsummer Senior Living Conference

July 25, 2012

Annual Meeting and Leadership Forum

September 18 - 21, 2012

Assisted Living Home Care Conference

Co-sponsored with MHCA

October 24, 2012



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Please visit the following Value First vendors:

- Aegis Therapies - Booth #529
- Coloplast Corporation - Booth #409
- Direct Supply - Booth #718
- Ecolab - Booth #720
- Elim Preferred Services Inc. - Booth #513
- Encompass - Booths #329, #428
- EZ Way Inc. - Booth #318
- Gulf South Medical Supply - Booth #603
- Joerns Healthcare Inc.- Booths #117, #119
- KCI USA - Booth #708
- McKesson Medical Surgical - Booths #522, #524
- Reinhart FoodService - Booth #615
- Sanofi Pasteur Inc. - Booth #110
- Sara Lee Beverage - Booth #719
- Select Rehabilitation Inc. - Booth #504
- Stanley Healthcare Solutions - Booth #802
- Sysco Minnesota - Booth #514



**A group purchasing organization
of LeadingAge and its state affiliates
including **Aging Services of Minnesota****

Call **651.659.1450** or
visit **www.valuefirstonline.com**

**Look for the Value First team
in the Nicollet Promenade**

Aging Services of Minnesota

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

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PERMIT #29309

Don't delay - register by Jan. 6 and SAVE with the Early Bird Discount!

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



Aging Services of Minnesota
INSTITUTE 2012
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