

**2018 ANNUAL CONVENTION  
EDUCATION  
SESSION DESCRIPTIONS**



# 2018 EDUCATION SESSION DESCRIPTIONS

**Monday, September 17, 2018**

**9:00am - 10:15am**

## Opening Keynote Presentation

### **The Best Version of YOU: The Key to True Leadership**

*Eddie Slowikowski, Professional Speaker, Slowikowski & Associates*

Do you realize how powerful you are? Within each one of us is the ability to take charge of our lives and develop concrete action plans for the future. The positive actions of one person can have a ripple effect on a community of people. Attendees will learn how to utilize their in-born gifts of imagination and creativity to build the ultimate peak performer in themselves.

**Audience:** ALL      **Track:** Keynote Speaker

**Location:** Oregon Ballroom

**Sponsored by:**

**BARINGS**

**Monday, September 17, 2018**

**10:45am - 11:45am**

## Concurrent Breakout Sessions

### **Ask the Fire Marshal: Clarifying the NFPA Life Safety Code**

*Mark Crawford, CFPS, Compliance 3 Specialist, Healthcare Unit, Oregon Office of State Fire Marshal; David Mills, CBO, Deputy State Fire Marshal, Codes & Technical Services, Oregon Office of State Fire Marshal; Matthew Rodriguez, CMS Life Safety Surveyor, Oregon Office of State Fire Marshal*

Presented by representatives from the Office of the State Fire Marshal, this session will discuss fire and life safety regulations with a focus on the most common questions submitted by providers. Attend this session and ask the fire marshal to clarify the areas of the fire and life safety rules that challenge you. The presenters will address best practices to comply with regulations and avoid survey citations.

**Audience:** ALF, RCF, NF      **Track:** Maintenance

**Location:** Marsh USA Room (B116)

high enough to stabilize, expand or grow. A flourishing senior organization articulates how the organization is different from competitors and precisely what clients/residents, families and team members love most about the organization. The senior organization then shares that message across only the marketing channels that will grab the attention of the target audience. Take the guesswork out of marketing for a more focused reach to warm prospects as well as higher returns on marketing investments, higher occupancy levels and more growth opportunities.

**Audience:** ALL

**Track:** Marketing

**Location:** Room B113

*Sponsored by Bloom Marketing*

### **Managing Resident-to-Resident Bullying in Your Community**

*Vicki McNealley, PhD, MN, RN, Corporate Director of Regulatory Compliance, Village Concepts*

Assisted living can be overrun with resident bullies. There are five types of senior bullies that are most commonly seen in assisted living. This session explores the reasoning behind why seniors bully seniors and steps staff can take to address the bully and protect the bullied.

**Audience:** ALL

**Track:** Direct Caregiver

**Location:** Insight Worldwide Room (B119)

### **Flourish! The Method Used by Senior Organizations for the Ultimate Marketing Results**

*Wendy O'Donovan Phillips, CEO, Bloom Marketing*

This session is the perfect remedy for low or unpredictable marketing returns on investments, new client/resident inquiries plateauing or falling off, and occupancies not

# 2018 EDUCATION SESSION DESCRIPTIONS

## Light for Health and Wellbeing in Senior Living Environments

*Lisa Warnock, Senior Interior Designer, LRS Architects; Robert Dupuy, Principle, Robert Dupuy Consulting; Eunice Noell-Waggoner, Principle, Center of Design for an Aging Society*

Please join this interactive and informative discussion on the importance of providing thoughtfully designed lighting in senior living environments. Two of the presenters served on the first committee in Oregon (1992) to establish appropriate lighting in nursing homes and memory care communities (2010) and the presenters will share their experiences and best practices for designing lighting in communities.

**Audience:** ALF, RCF, NF, MEM **Track:** Quality Improvement  
\*\*\*Memory Care Unit Credits Available for this Session

**Location:** Room A105

*Sponsored by LRS Architects*

## Medications are Risky Business: Enhancing Processes to Keep Residents and Staff Safe

*Terri Fagan, RPh, CGP, Director of Clinical Services, Consonus Healthcare – Pharmacy; Melissa Robinett, RN, BSN, Nurse Consultant Supervisor, Consonus Healthcare - Pharmacy*

Whether it is the opioid crisis, medication reconciliation, antibiotic stewardship, antipsychotics or a safe med pass, there are many examples of processes or tools to help identify and reduce risks related to medication treatment. It is our collective responsibility to evaluate for optimal prescribing and medication administration practices and eliminate process variation or weaknesses that threaten patient safety. From medication diversion to pain management to increasing security and mitigating risk, this session covers it all, leaving attendees with actionable best practices to implement in their organizations.

**Audience:** ALL **Track:** Clinical

**Location:** Room A109

*Sponsored by Consonus*

## Teaming Up to Make a Difference

*Eddie Slowikowski, Professional Speaker, Slowikowski & Associates*

If you want to feel empowered to succeed as part of a team, this breakout is the answer. Join Eddie Slowikowski for a raucous, high-spirited, musical trivia dance party – and learn proven teambuilding skills along the way. Eddie uses popular culture, today's biggest music hits, and teambuilding things to get participants moving, heart's pumping and the competition flying.

**Audience:** ALL **Track:** Leadership

**Location:** PropacPayless Room (B114)

## The Dos and Don'ts of the Post Survey Process

*Joe Greenman, JD, Shareholder, Lane Powell; Gabriela Sanchez, JD, Shareholder, Lane Powell*

In this session, we will take participants through the post-survey process and discuss best practices for managing that process to reduce risk and improve the likelihood of success during an IDR or appeal of the citation. We will walk through a fictitious deficiency, discuss best practices for completing a POC, preparing for an IDR, and deciding when to appeal a citation. We will also discuss various enforcement actions that DHS and CMS (as applicable) may take, including important deadlines, and actions a community/facility can take to minimize the impact of such enforcement actions.

**Audience:** NF **Track:** Hot Topics

**Location:** SAIF Room (B110)

*Sponsored by Lane Powell*

## The Exceptional Cranberry: A Nutritional Approach to Fighting Infection

*Amanda Melendez, Regional Healthcare Manager - West, OceanSpray*

In this session, you will learn about the compounds in cranberries responsible for promoting urinary tract health and their mechanisms of action, and how those can work to reduce the burden of UTIs and the antibiotic use associated with treating UTIs. Your role in facility Antibiotic Stewardship Programs will be addressed. You will also learn ways to incorporate cranberry products to help patients, residents and consumers meet daily fruit recommendations and obtain important health benefits.

**Audience:** ALL **Track:** Dietary

**Location:** A103

*Sponsored by OceanSpray*

## Your Quality Measures and Metrics: Successful Fall Reduction Program

*Terri Silkett, Quality Improvement Coordinator, Oregon Veterans Homes*

Do you have residents who fall more than once? This session will inform participants beyond the root cause analysis stage of investigating falls to include targeted screening methods to determine individualized risk factors and the benefits of an interdisciplinary team approach to development of a fall prevention program. Using a case study, the presenter will discuss the importance of ongoing assessment after implementing action plans and the importance of tracking and reviewing falls as a part of your quality measures.

**Audience:** ALL **Track:** Risk Management

**Location:** MetroWest Room (A106)

# 2018 EDUCATION SESSION DESCRIPTIONS

**Monday, September 17, 2018**

**Noon - 1:15pm**

## **General Session Luncheon**

### **Enhancing Care and Social Engagement with Music & Memory®**

*Letitia Rogers, Regional Director, Western US, Music & Memory®*

This session will provide an introduction to the use of music as a non-pharmacological intervention. Participants will see geriatric professionals as well as informal caregivers utilizing this person-centered and transformative modality with their clients and will hear testimonials and observe demonstrated best practices as well as be exposed to the use of Music & Memory programs in helping to create life-affirming moments with the people we care for.

**Audience:** ALL      **Track:** General Session Lunch

\*\*\*Memory Care Credits Available

**Location:** Oregon Ballroom

**Sponsored by:**



Consulting Resources

**Monday, September 17, 2018**

**1:15pm - 3:30pm**

## **Exhibitor Showcase Concert Hall**

### **Trade Show Exhibitor Showcase Concert Hall**

This is your opportunity to network with other long-term care professionals and OHCA business partner members! Build your professional network and meet with exhibitors and sponsors to discuss how their services and solutions will help you improve your operations, discover cost savings for your building, and enhance the quality services you provide for your residents.

*Dessert will be served in the Trade Show!*

### **Music of Life Grand Prize!**

One lucky winner will receive the music-theme GRAND PRIZE! There are two ways to enter to win the grand prize.

1. Participate in the "Knowledge Hunt" on the Annual Convention mobile app. For every 100 points you collect (visit 10 vendors), receive 1 entry into the grand prize drawing.
2. Collect business cards from the vendors you meet. For every 10 unique business cards you collect, receive 1 entry into the grand prize drawing.

Enter to win package includes:

- *Singing Machine Karaoke System* with LCD color monitor, microphone and speaker
- Solo3 wireless beats by Dr. Dre Headphones
- Ion Audio Superior LP 7-in-1 music center with digital conversion
- *Best of Warner Bros. Collection of 20 Movie Musicals* on DVD

# 2018 EDUCATION SESSION DESCRIPTIONS

**Monday, September 17, 2018**

**3:45pm - 4:45pm**

## Concurrent Breakout Sessions

### **Branding in a Sea of Sameness**

*Angie Latta, Director of Marketing, Consonus Healthcare*

When forced to make a decision about senior care, consumers are faced with a sea of sameness. Many companies sound the same and some don't really differentiate themselves. In order to attract consumers, companies must take the steps to first identify their brand and how to differentiate themselves in the market. Second, they must bring their brand to life in the what they are doing, how they are being and what they are saying. And third, they must protect their brand both in print and digitally. In this session, attendees will learn the steps necessary to accomplish each of these three imperatives from the planning stages through execution.

**Audience:** ALL      **Track:** Marketing

**Location:** Room B113

*Sponsored by Consonus Healthcare*

### **Managing the Generations: From Traditionalist to Millennials**

*Amy Schmidt, Managing Partner, Retirement Connection Guide*

Managers and co-workers are increasingly struggling with generational issues in the workplace. Problems start from differing experiences and communication styles of workers born in different eras. The frictions are aggravated by immersing technology and changing work patterns that mingle different age groups in ever-changing teams. Businesses succeed when there is a cohesive environment, so managers must be aware that one management style might not be as effective for all generations. Past experience mold our ideas about company loyalty, work ethic, and the definition of a job well done. This presentation will identify the four different generations working together simultaneously and help you find value in each group.

**Audience:** ALL      **Track:** Leadership

**Location:** PropacPayless Room (B114)

*Sponsored by Retirement Connection Guide*

### **Infection Control and Outbreak Management in LTC Facilities**

*Kathleen Rees, MSPH, Communicable Disease Epidemiologist, Washington County Public Health; Frank Brown, REHS, RS, MBA, Environmental Health Licensing*

*Supervisor, Washington County Public Health*

A suspect outbreak is a higher than expected number of residents or staff sick with similar symptoms around the same time. In Oregon, long term care facilities are required to report all suspected and confirmed outbreaks to their local health jurisdiction. Reducing the impact of outbreaks and illnesses on residents is a joint goal of long-term care facilities and public health. In this session, we will review how long-term care facilities and public health collaborate on outbreak investigations to implement appropriate control measures to prevent further disease transmission, using real life examples and surveillance data.

**Audience:** ALL      **Track:** Clinical

**Location:** Room A109

*Sponsored by Washington County Public Health*

### **Privacy and Data Security for LTC Employers: Cyber Threats in Your Workplace**

*Jeff Duncan Brecht, JD, Attorney, Lane Powell*

This presentation will bring senior living and long term care employers up-to-date on privacy and data security risks in their communities and provide an overview of laws that impact how senior living and long term care employers evaluate and respond to workplace privacy and data security issues. The presenter will provide practical steps and best practices that senior living and long term care employers should undertake to help prevent and respond to workplace privacy and data security breaches.

**Audience:** ALL      **Track:** Risk Management

**Location:** Marsh USA Room (B116)

*Sponsored by Lane Powell*

### **Food Sanitation Best Practices**

*Carol Giuliano, CP-FS, Ecolab*

Making the right sanitation choices has never been more critical to protecting food safety and product quality while boosting your profits and operational efficiency! In this session, the presenters will discuss food sanitation basics plus insights into solving quality and food safety challenges and best practices for meeting today's sanitation challenges.

**Audience:** ALF, NF, RCF      **Track:** Dietary

**Location:** Room A103

*Sponsored by Ecolab*

# 2018 EDUCATION SESSION DESCRIPTIONS

## **Memory®: A Person Centered and Transformative Intervention**

*Letitia Rogers, Regional Director, Western US, Music & Memory®*

Discover the significant benefits of Music & Memory as we discuss structure, implementation, best practices, training guidelines, community engagement and the fostering of intergenerational relationships, and outlining the clinical features of this approach to engage in person-centered care and address acute and chronic issues. Tap into the life changing, transformative power of personalized music and the difference it can make for those suffering from physical challenges as well as memory impairment. This simple concept yields profound benefits including enhanced quality of life for participants, renewed hope for family members, and more rewarding experiences for care professionals.

**Audience:** ALL      **Track:** Direct Caregiver

**Location:** Insight Worldwide Room (B119)

## **Worker Safety and Health Considerations in Healthcare: Understanding OSHA**

*Penny Wolf-McCormick, Health Enforcement Manager, Oregon OSHA*

The presenter will describe ways in which long term care facilities can prepare for a successful OR-OSHA inspection by reviewing the areas of focus for inspections. The session will emphasize areas where communities may be vulnerable and will provide resources for injury prevention assistance. The instructor will also share the experiences and provide insight from a few OHCA member facilities who have received OSHA inspections which lead to hefty fines. The session will also cover the most common worker hazards and/or violations found during OR-OSHA investigations and available methods of abatement.

**Audience:** ALL      **Track:** Maintenance

**Location:** SAIF Room (B110)

*Sponsored by the Department of Consumer and Business Services*

## **Strengthening Communication for Effective Transitions between Community-Based Care Settings and Emergency Response Settings**

*Juliana Cartwright, PhD, Associate Professor, OHSU; Diana White, PhD, Senior Research Associate, Institute on Aging at Portland State University*

Presenters will use the experiences of Enriching Clinical Learning Experiences through Partnerships (ECLEPs) in Community-based Care (CBC) settings, a practice-education partnership between the School of Nursing, Oregon Health & Science University, and community based care (CBC) settings across Oregon, to examine best practices for team building and communication to address quality improvement at the intersection of CBC, emergency services (EMS), and emergency departments (ED).

**Audience:** ALF, RCF      **Track:** Quality Improvement

**Location:** Room A105

## **The 3 Viewpoints You Need to Understand: Present & Future Tech Trends in the Senior Living Space**

*Chris Mason, President and CEO, Senior Housing Managers*

This session will explore how technology is impacting the senior housing industry using viewpoints of investors, operators, and residents. Session attendees will gain an understanding of how technology can be used to create value, reduce costs, and improve resident satisfaction. The session will examine systems and subsystems used in senior housing communities and incorporate how technology use in other industries is finding its way into our space. Case studies and research data will be used to provide attendees with illustrations they can examine in their own operations.

**Audience:** ALF, RCF, NF, SrHsg      **Track:** Hot Topics

**Location:** MetroWest Room (A106)

*Sponsored by Senior Housing Managers*

## **Monday, September 17, 2018 5:00pm - 9:00pm 80's Night Dinner and Entertainment**

### **80's Night! Fun Night Entertainment & Dinner**

Join OHCA for a totally radical 80's themed Fun Night event! This evening's event will feature a buffet dinner followed by karaoke and dancing. Wear your best 80's attire, and submit requests for your favorite songs! This event will also feature casino entertainment, giant jenga, ping-pong, and more of your favorite games!

### **Sponsored by**



# 2018 EDUCATION SESSION DESCRIPTIONS

Tuesday, September 18, 2018

9:00am - 10:00am

## Concurrent Breakout Sessions

### **Best Practices For Recruiting & Retaining Care Staff In Remote Geographic Areas**

*Blake Thiess, PHR, SHRM-CP, Director of Talent Acquisition, Prestige Care*

Recruiting and retention is the hottest topic in the assisted living/long term care arena today due to many factors, including major economic shifts in the state of Oregon. While it is becoming more and more challenging to recruit and retain care staff in the state's metropolitan areas, this challenge is even more prevalent in more remote geographic areas throughout the state. In this session you will learn many best practices and functional approaches to recruiting and retaining staff for your care center or community in more remote geographic areas. You will learn how to connect with people, best practices in reaching out to passive candidates, how to collaborate with local learning institutions to fix both short and long term staffing issues, best practices in the healthcare space in remote areas, some out of the box ways to retain your staff, and more!

**Audience:** ALL **Track:** Leadership

**Location:** PropacPayless Room (B114)

### **CMS National Emergency Preparedness Requirements: Things We've Learned - PART 1**

*Ray Miller, Educator, Story Teller and Wanderer, Direct Supply*

*This session continues until 11:15am*

This session will include insights and lessons learned from your peers. We'll discuss various assessment approaches, methods used to address various health and safety risks for aging LTC population, challenges with providing for "subsistence needs", and successes and challenges with network with other providers and the critical importance of the critical importance of networking with the Emergency Management Community. We will revisit several of the CMS-provided websites and take a closer look at the provided resources. And finally, we'll examine survey outcomes and patterns.

**Audience:** ALL **Track:** Emergency Preparedness

**Location:** SAIF Room (B110)

*Sponsored by Direct Supply*

### **CMS Regional Updates and OHCA Membership**

*James Carlson, President and CEO, Oregon Health Care Association; John Graham, HHS Region 10 Director, Centers for Medicare and Medicaid Services*

This session will feature the new CMS Director for Region 10 which oversees Oregon. He'll discuss opioid use in long term care environment and how to avoid crisis situations. This presentation will also provide OHCA members with an update on what happened during the 2018 legislative session, including OHCA member advocacy highlights.

**Audience:** ALL **Track:** Quality Improvement

**Location:** Marsh USA Room (B116)

### **Empowering Communities to Build a Culture of Improvement Through the LiveWell™ Program - Part 1**

*Barbara Kohnen Adriance, Founder, The Malden Collective, LLC; Lisa McKerlick, MSN, RN, Clinical Developer/Educator, The LiveWell Method*

*This session continues until 11:15am*

The LiveWell Method™ was created by a team of innovators in long term care. Funded through the Quality Care Fund of the State of Oregon, it was rolled out to 40 communities between 2016-2018. The response was overwhelmingly positive. Communities that used the tools ended up with more engaged staff and a much better understanding of problems like falls and medication errors, and how to improve outcomes for their residents. This interactive two-part session will introduce participants to the LiveWell Method and will walk through some of the basic tools. Participants will leave with an understanding of how to improve staff engagement, communication, teamwork, and measurement. Individuals and communities who have used LiveWell tools are encouraged to attend and share their experiences.

**Audience:** ALL

**Track:** LiveWell™

**Location:** Room B113

# 2018 EDUCATION SESSION DESCRIPTIONS

## **Making the Transition: Managing Changing Goals of Care from Treatment to Symptom Management**

*Andy Kyler, RN, CEO, Care Partners Hospice & Palliative;  
Anne Marie Barbay, RN, DNS, Marquis Autumn Hills;  
Karlene Boss, BSN, DNS, West Hills Health and Rehab;  
Shannon Carskadon, CEO, Silver Cloud AFH;  
Crystale Harding, Administrator, Jennings McCall*

Staff caring for elderly patients often find it difficult to change their orientation from providing life-prolonging interventions to optimizing for comfort and symptom management at the end of life. How do you create a culture that supports appropriate and timely palliative care? Each facility representative will present the challenges associated with an anonymous case example: what went well, what didn't, and practical take-aways for the future benefit of both patients and staff.

**Audience:** ALL **Track:** Palliative Care

**Location:** MetroWest Room (A106)

*Sponsored Care Partners Hospice and Palliative Care*

## **Meaningful Activities for Residents with Dementia and Memory Loss**

*Lindsay Bretzman, CDP, CAD, Owner, ElderAudience*  
Meaningful activities are essential to quality of life, and having dementia is no exception. In this session, the presenter will discuss which activities are effective and What makes an activity meaningful. Participants will review how to incorporate individual preferences and how to get residents involved in programming. This session will also include instruction for developing 24/7 activity kits and initiating 1:1 activities.

**Audience:** ALL **Track:** Life Enrichment

\*\*Memory Care Credits Available

**Location:** Room A105

*Sponsored by ElderAudience*

## **Nursing Facility Survey Updates**

*Sarah Odell, RD, NF Training Manager, Safety, Oversight and Quality Unit, Aging & People with Disabilities*

*Sonya Rees, BSN, RN, Training Coordinator, Safety, Oversight and Quality Unit, Aging & People with Disabilities*

*Lorie Maddox, RN, BSN, Training Coordinator, Safety, Oversight and Quality Unit, Aging & People with Disabilities*

This session will review Nursing Facility Survey process and common citations. The survey team will discuss how to stay in compliance with regulations.

**Audience:** NF

**Track:** Rules and Regulations

**Location:** Insight Worldwide Room (B119)

## **The Validation Breakthrough: Communicating with Cognitively Impaired Individuals - PART 1**

*Naomi Feil, MSW, ACSW, Founder and Director in Chief, Edward Feil Productions*

*This session continues until 11:15am*

This session will discuss the validation principles, a proven communication method to improve the connection between caregivers and older adults experiencing dementia. Numerous studies have shown that validation reduces stress for caregivers while enhancing the dignity and happiness for residents. The presenter will discuss how validation technique offers residents the opportunity to express themselves, verbally or non verbally, often things which have been suppressed for many years, reducing the intensity of the feelings and making them less likely to withdraw. The presenter will discuss how to use empathetic communication to build trust, reduce anxiety and restore resident dignity. Attendees will be familiarized with understanding behavior as communication and how to use verbal and non-verbal techniques of validation to enhance the lives of residents.

**Audience:** ALL

**Track:** Direct Caregiver

\*\*Memory Care Credits Available

**Location:** Room A109

## **No More Scanners! Introducing the New CEU Tracking Process**

OHCA is excited to introduce the new process for attendees to individually track their own continuing education units (CEUs) at the Annual Convention and Trade Show. Through a program called Survey Magnate, attendees will easily be able to track CEUs earned, complete online evaluation forms, and print a transcript of sessions attended.

- Step 1: During each session you attend, RECORD the unique CEU code announced and displayed for that session. OHCA will provide templates to make recording and remembering your codes easy!
- Step 2: Through the event app or your desktop, visit the survey magnate website (through a link OHCA provides), ENTER the CEU code and EVALUATE each session you attended.
- Step 3: Once you've completed the steps for each session you attend, DOWNLOAD AND PRINT your CEU form!

While we recommend you download the event app to make tracking easier, you do not need to have access to the app to use this program. It can easily be accessed on your desktop computer. OHCA will have computers available at the event to show you how to use this program.

# 2018 EDUCATION SESSION DESCRIPTIONS

Tuesday, September 18, 2018

10:15am - 11:15am

## Concurrent Breakout Sessions

### **CMS National Emergency Preparedness Requirements: Things We've Learned - PART 2**

*Ray Miller, Educator, Story Teller and Wanderer, Direct Supply*

***This session begins at 9:00am***

This session will include insights and lessons learned from your peers. We'll discuss various assessment approaches, methods used to address various health and safety risks for aging LTC population, challenges with providing for "subsistence needs", and successes and challenges with network with other providers and the critical importance of the critical importance of networking with the Emergency Management Community. We will revisit several of the CMS-provided websites and take a closer look at the provided resources. And finally, we'll examine survey outcomes and patterns.

**Audience:** ALL      **Track:** Emergency Preparedness

**Location:** SAIF Room (B110)

***Sponsored by Direct Supply***

### **Empowering Communities to Build a Culture of Improvement Through the LiveWell™ Program - Part 2**

*Barbara Kohlen Adriance, , Founder, The Malden Collective, LLC; Lisa McKerlick, MSN, RN, Clinical Developer/Educator, The LiveWell Method*

***This session begins at 9:00am***

The LiveWell Method™ was created by a team of innovators in long term care. Funded through the Quality Care Fund of the State of Oregon, it was rolled out to 40 communities between 2016-2018. The response was overwhelmingly positive. Communities that used the tools ended up with more engaged staff and a much better understanding of problems like falls and medication errors, and how to improve outcomes for their residents. This interactive two-part session will introduce participants to the LiveWell Method and will walk through some of the basic tools. Participants will leave with an understanding of how to improve staff engagement, communication, teamwork, and measurement. Individuals and communities who have used LiveWell tools are encouraged to attend and share their experiences.

**Audience:** ALL      **Track:** LiveWell™

**Location:** Room B113

### **Including Alternative Therapies in the Life Enrichment Department Top Enhance Resident Experience and Reduce Medical Interventions**

*Lindsay Bretzman, CDP, CAD, Owner, ElderAudience*

Activity programming can be not only fun, but have health benefits as well! Alternative and complimentary therapies can be implemented in many ways throughout care settings. Scheduled alternative therapies can be a great addition to any activity calendar. They can also be used by all staff at a moment's notice, as non-pharmaceutical interventions. Various care settings may require non-medicinal interventions prior to administering medicine. Therapies such as meditation, yoga, reiki, and massage therapy can be practiced to have a positive effect on mood, behavior, and more. In this session, the presenter will discuss difference between alternative and complimentary therapies, give examples of these therapies and describe how they work. Participants will discover how can these therapies be implemented into an activity program and what are some non-medicinal interventions that can take place.

**Audience:** ALL      **Track:** Life Enrichment

**Location:** Room A105

***Sponsored by ElderAudience***

### **Nursing Facility Complaints Process Changes**

*Sarah Odell, RD, NF Training Manager, Safety, Oversight and Quality Unit, Aging & People with Disabilities*

*John Bentson, Surveyor/Lead Worker, Safety, Oversight and Quality Unit, Aging & People with Disabilities*

*John Bentson, Surveyor/Lead Worker*

*Becky Callicrate, RN, Operations & Policy Analyst,*

*Safety, Oversight and Quality Unit, Aging & People with Disabilities*

*John Bentson, Surveyor/Lead Worker*

This session will discuss the new protocol through how the Department of Human Services SOQ will handle the complaints process and compliance

**Audience:** NF      **Track:** Quality Improvement

**Location:** Insight Worldwide Room (B119)

# 2018 EDUCATION SESSION DESCRIPTIONS

## **Palliative Care Planning and Goals of Care**

*Harry Krulewicz, MD, MPH, Assistant professor, Family Practice OHSU, Northwest Geriatrics*

Palliative care is a concept that has received more attention but continues to be difficult to implement despite research in geriatrics showing that as a concept of care it is able to reduce cost and ineffective hospitalizations at the end of life and promote less suffering for older adults. The barriers to implementing palliative care remain both organizational and personal as both professionals and families struggle to comprehend how to address care at the end of life. This workshop will explore the distinction between hospice and palliative care. It will highlight American Geriatric Society guidelines for chronic disease management which promote using goals of care and person centered care to establish palliative care planning. The presenter will highlight some tools, communication guides and models of person centered care that can help establish a working palliative care plan and also spends some time looking at the personal skills we need to work with the older adult with chronic illness.

**Audience:** NF      **Track:** Palliative Care

**Location:** Marsh USA Room (B116)

*Sponsored by OHSU*

## **Creating a Culturally Competent Workforce**

*Cynthia McDaniel, MSN, RN, CEO, Nurse Gerontologist, ElderWise, Inc.*

This session will discuss how a leader can build workforce and resident sensitivity to different cultural needs, overcome barriers – especially if the resident is the one who has cultural intolerance.

**Audience:** ALF, RCF      **Track:** Leadership

**Location:** PropacPayless Room (B114)

*Sponsored by ElderWise*

## **SOQ (Safety, Oversight and Quality Unit) and You: Collaboration and Compliance**

*Ann McQueen, PhD, Safety, Oversight and Quality Administrator, Aging and People with Disabilities Oregon Department of Human Services*

Join staff from SOQ (Safety, Oversight and Quality) for a look at the latest trends and information related to Community Based Care (CBC) survey, licensing, and corrective action. Find out how your facility can be as prepared as possible for survey! You'll also have a chance to ask questions and share ideas.

**Audience:** ALF, RCF, MEM      **Track:** Rules and Regulations

**Location:** MetroWest Room (A106)

## **The Validation Breakthrough: Communicating with Cognitively Impaired Individuals - PART 2**

*Naomi Feil, MSW, ACSW, Founder and Director in Chief, Edward Feil Productions*

*This session begins at 9:00am*

This session will discuss the validation principles, a proven communication method to improve the connection between caregivers and older adults experiencing dementia. Numerous studies have shown that validation reduces stress for caregivers while enhancing the dignity and happiness for residents. The presenter will discuss how validation technique offers residents the opportunity to express themselves, verbally or non verbally, often things which have been suppressed for many years, reducing the intensity of the feelings and making them less likely to withdraw. The presenter will discuss how to use empathetic communication to build trust, reduce anxiety and restore resident dignity. Attendees will be familiarized with understanding behavior as communication and how to use verbal and non-verbal techniques of validation to enhance the lives of residents.

**Audience:** ALL      **Track:** Direct Caregiver

\*\*Memory Care Credits Available

**Location:** Room A109

## **Tuesday, September 18, 2018**

### **11:30am - 1:00pm**

## **Awards Ceremony Luncheon**

Join OHCA as we recognize outstanding individuals who go above and beyond to provide quality care to aging and disabled Oregonians throughout the state. Honor the recipients of the 2018 OHCA Awards for their hard work and dedication to residents and co-workers. Recipients for 12 awards will be recognized including Administrator of the Year, Caregiver of the Year, and Outstanding Business Partner of the Year. **Award recipients are invited to join us for a welcome reception from 10:30am - 11:15am in VIP Suite B**

**Sponsored by**



# 2018 EDUCATION SESSION DESCRIPTIONS

**Tuesday, September 18, 2018**

**1:15pm - 2:15pm**

## Concurrent Breakout Sessions

### **Building Better Teams Through Leadership - PART 1**

*Meagan English, Certified Coach, Consultant, Former NHA and Operations Director, Meagan English Coaching*

***This session continues until 3:30pm***

The best teams are built under the guidance of a gifted and devoted leader. In this presentation, Inspire Leadership will examine leadership through the "Gifts" of a leader, the "Responsibilities" of a leader, and the "Reflections" of a leader, and will help participants understand the importance of gifted and responsible leaders in developing lasting teams, alongside stand-out culture.

**Audience:** ALL **Track:** Leadership

**Location:** PropacPayless Room (B114)

### **Chair Chi: Seated Tai Chi for the Movement Impaired Populations**

*Patrick Griffith, Tai Chi Chuan Certified Instructor, Founder, Chair Chi*

Chair Chi is a gentle exercise program developed to help people receive the benefits of traditional Tai Chi Chuan in the comfort and safety of their chairs. This allows people who cannot stand or do not feel confident with their balance to participate. After completion of this session the participants will be able to demonstrate some of the warm up and cool down (Chi Gung) exercises, as well as, breathing and stretching techniques of Chair Chi. Also, the participants will know why these exercises are beneficial for the senior population. Lastly, they will learn the Chair Chi form.

**Audience:** ALL **Track:** Life Enrichment

**Location:** Marsh USA Room (B116)

***Sponsored by Chair Chi***

### **Compassionate Competent Care for LGBTQ Seniors - PART 1**

*Kathleen Sullivan, PhD, Portland State University*

***This session continues until 3:30pm***

All seniors deserve respect and acceptance by the professionals who provide services to them. Research shows that acceptance breeds a sense of safety and comfort for lesbian, gay, bisexual and transgender (LGBT) seniors, which in turn improves service provision. Yet, many seniors fear being known as LGBT by their medical and social service providers, leaving them vulnerable to abuse and neglect. An understanding of the lived experience of LGBT seniors can help aging professionals better understand the

characteristics of: resiliency, trauma, anger, depression, addiction and domestic violence. The training includes positive aspects of LGBT aging as well as including the development of social support networks, benefits of non-adherence to societal gender roles and crisis competence.

**Audience:** ALL **Track:** Direct Caregiver

**Location:** Room A105

### **Defining Quality Care: Dementia Care Practice Recommendations**

*Heidi Rowell, Program Director, Alzheimer's Association, Oregon Chapter*

The Alzheimer's Association 2018 Dementia Care Practice Recommendations outline 56 recommendations across 10 content areas, grounded in the fundamentals of person-centered care. They were developed by 27 dementia care experts convened by the Alzheimer's Association and are based on a comprehensive review of current evidence, best practice, and expert opinion. The recommendations seek to better define quality care across all care settings, and throughout the disease course. They are intended for professional care providers who work with individuals living with dementia and their families in long-term and community-based care settings.

**Audience:** ALL **Track:** Quality

**\*\*Memory Care Credits Available**

**Location:** Room A109

***Sponsored by the Alzheimer's Association***

### **Emergency Preparedness: Armed Intruder and Active Shooter - PART 1**

*Ray Miller, Educator, Story Teller and Wanderer, Direct Supply*

***This session continues until 3:30pm***

Emergency preparedness and disaster prevention must focus on resident, staff, and visitor safety. It's best accomplished as a process of steady-vigilance, ongoing-preparation, collaboration and cooperation, clear individual / organizational responsibilities, AND ongoing practice and learning. In this session you'll learn how to develop an AI/AS annex for existing EOPs (Emergency Operations Plan) based on fundamental steps.

**Audience:** ALL **Track:** Emergency Preparedness

**Location:** SAIF Room (B110)

***Sponsored by Direct Supply***

# 2018 EDUCATION SESSION DESCRIPTIONS

## **Empowering Communities to Build a Culture of Improvement Through the LiveWell™ Program - Part 1**

*Barbara Kohnen Adriance, , Founder, The Malden Collective, LLC; Lisa McKerlick, MSN, RN, Clinical Developer/Educator, The LiveWell Method*

***This session continues until 3:30pm***

The LiveWell Method™ was created by a team of innovators in long term care. Funded through the Quality Care Fund of the State of Oregon, it was rolled out to 40 communities between 2016-2018. The response was overwhelmingly positive. Communities that used the tools ended up with more engaged staff and a much better understanding of problems like falls and medication errors, and how to improve outcomes for their residents. This interactive two-part session will introduce participants to the LiveWell Method and will walk through some of the basic tools. Participants will leave with an understanding of how to improve staff engagement, communication, teamwork, and measurement. Individuals and communities who have used LiveWell tools are encouraged to attend and share their experiences.

**Audience:** ALL      **Track:** LiveWell™

**Location:** Room B113

## **Identifying Gaps in your Infection Prevention Program**

*Rebecca Rottman, MPA, Program Manager, Oregon Patient Safety Commission*

This session will discuss the importance of infection prevention in nursing facilities (NF), the requirements for NF regarding infection prevention, the CDC infection control assessment tools, findings from the assessments conducted in Oregon NF, and ideas on how NF can improve the areas in need of improvement

**Audience:** NF      **Track:** Clinical

**Location:** MetroWest Room (A106)

***Sponsored by Oregon Patient Safety Commission***

## **Managing the Conditions Process for NF Providers**

*Gwen Dayton, JD, Executive Vice President and Legal Council, Oregon Health Care Association; Gabriela Sanchez, JD, Shareholder, Lane Powell*

If a building has a condition put on their license for non-compliance, getting back in compliance and removing the condition can be a challenging process. This session will review how to improve operations and care delivery to residents

**Audience:** NF      **Track:** Rules and Regulations

**Location:** Insight Worldwide Room (B119)

***Sponsored by Lane Powell***

**Tuesday, September 18, 2018**

**2:30pm - 3:30pm**

**Concurrent Breakout Sessions**

## **Building Better Teams Through Leadership - PART 2**

*Meagan English, Certified Coach, Consultant, Former NHA and Operations Director, Meagan English Coaching*

***This session begins at 1:15pm***

The best teams are built under the guidance of a gifted and devoted leader. In this presentation, Inspire Leadership will examine leadership through the "Gifts" of a leader, the "Responsibilities" of a leader, and the "Reflections" of a leader, and will help participants understand the importance of gifted and responsible leaders in developing lasting teams, alongside stand-out culture.

**Audience:** ALL      **Track:** Leadership

**Location:** PropacPayless Room (B114)

## **Emergency Preparedness: Armed Intruder and Active Shooter - PART 2**

*Ray Miller, Educator, Story Teller and Wanderer, Direct Supply*

***This session begins at 1:15pm***

Emergency preparedness and disaster prevention must focus on resident, staff, and visitor safety. It's best accomplished as a process of steady-vigilance, ongoing-preparation, collaboration and cooperation, clear individual / organizational responsibilities, AND ongoing practice and learning. In this session you'll learn how to develop an AI/AS annex for existing EOPs (Emergency Operations Plan) based on fundamental steps.

**Audience:** ALL      **Track:** Emergency Preparedness

**Location:** SAIF Room (B110)

***Sponsored by Direct Supply***

# 2018 EDUCATION SESSION DESCRIPTIONS

## Compassionate Competent Care for LGBTQ Seniors - PART 2

*Kathleen Sullivan, PhD, , Portland State University*

**This session begins at 1:15pm**

All seniors deserve respect and acceptance by the professionals who provide services to them. Research shows that acceptance breeds a sense of safety and comfort for lesbian, gay, bisexual and transgender (LGBT) seniors, which in turn improves service provision. An understanding of the lived experience of LGBT seniors can help aging professionals better understand the characteristics of: resiliency, trauma, anger, depression, addiction and domestic violence. The training includes positive aspects of LGBT aging as well as including the development of social support networks, benefits of non-adherence to societal gender roles and crisis competence.

**Audience:** ALL **Track:** Direct Caregiver

**Location:** Room A105

## Empowering Communities to Build a Culture of Improvement Through the LiveWell™ Program - Part 2

*Barbara Kohnen Adriance, , Founder, The Malden Collective, LLC; Lisa McKerlick, MSN, RN, Clinical Developer/Educator, The LiveWell Method*

**This session begins at 1:15pm**

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**Audience:** ALL **Track:** LiveWell™

**Location:** Room B113

## A Remix Approach to Survey Recovery

*Cynthia McDaniel, MSN, RN, CEO, Nurse Gerontologist, ElderWise, Inc.*

Music is remixed by combining parts of an existing piece of music with new sounds. Join us as we share our journey after a survey and the remix we created. This session will discuss how to put new processes in place to rebuild team trust and get back in compliance with regulations while continuing to provide quality resident care.

**Audience:** ALF, RCF, MEM **Track:** Quality

**Sponsored by ElderWise**

**Location:** Marsh USA Room (B116)

## Individualized Activity Planning for Residents with Dementia

*Mallory DaCosta, Executive Director, Mt. Bachelor Memory Care*

This session will discuss how to create activity and life enrichment plans that incorporate the past and current interests, abilities and skills of residents. The presenter will explore how to meet the emotional social needs of residents through a comprehensive activity program which also meets the new regulations

**Audience:** ALF, RCF, MEM **Track:** Life Enrichment

\*\*Memory Care Credits Available

**Location:** Room A109

## Requirements of Participation (ROPs): Top 10 Updates All NFs Should Know

*Gwen Dayton, JD, Executive Vice President and Legal Council, Oregon Health Care Association; Demi Haffenreffer, RN, MBA, President, Haffenreffer & Associates*

The Requirements of Participation (ROP) regulations have been effect for over 12 months. This session will review the most commonly cited rules thus far in the process. The presenters will offer best practices for avoiding citations and staying in compliance.

**Audience:** NF **Track:** Rules and Regulations

**Location:** Insight Worldwide Room (B119)

## Your Daily Relationship with the Board of Nursing

*Gretchen Koch, MSN, RN, Policy Analyst, RN and LPN Practice, Oregon State Board of Nursing*

The Oregon State Board of Nursing (OSBN) sets the rules for obtaining and keeping your nursing license; The Oregon Nurse Practice Act. In this session, the presenter will describe the Oregon Nurse Practice Act and attendees will understanding how to employ self-regulation in adherence to the laws and rules governing nursing practice. The presenter will describe the daily relationship that the licensee has with OSBN and who to contact with questions.

**Audience:** ALL **Track:** Clinical

**Location:** MetroWest Room (A106)