



Annual Convention & Trade Show

November 19-20, 2019

Oregon Convention Center, Portland, OR



2019 Preliminary Program

Oregon Health Care Association
111740 SW 68th Parkway Suite 250
Portland, Oregon 97223

OHCA Annual Convention & Trade Show

Harvesting YOUR GRATITUDE

November 19-20, 2019 • Oregon Convention Center
Portland, Oregon

Join Oregon Health Care Association (OHCA) at the Annual Convention & Trade Show, the largest long-term care conference in Oregon. Through dynamic leadership, strategic partnerships, and innovation in senior care, the long-term care profession in Oregon leads the nation in care offered to aging and disabled populations. Our community of professionals provide the highest quality care for residents and staff. Join us as we celebrate the season and share gratitude for the profession. All of us at OHCA look forward to seeing you at the Annual Convention & Trade Show!

This event is specifically designed for the needs of professionals working in skilled nursing and post-acute rehab facilities, assisted living and residential care communities, memory care communities, independent living communities, and in-home care agencies.

Agenda at a Glance

Tuesday, November 19, 2019

7:30am - 4:00pm	Registration
9:00am - 10:15am	Keynote Speaker
10:45am - 11:45am	Education Breakout Sessions
Noon - 1:15pm	General Session Luncheon
1:15pm - 3:30pm	Trade Show Exhibitor Showcase
3:45pm - 4:45pm	Education Breakout Sessions
5:00pm - 6:00pm	Fun Night Cocktail Hour
6:00pm - 10:00pm	Fun Night

Wednesday, November 20, 2019

8:00am - 2:30pm	Registration
9:00am - 10:00am	Education Breakout Sessions
10:15am - 11:15am	Education Breakout Sessions
10:45am - 11:15am	Award Recipients Welcome Reception
11:30am - 1:00pm	Awards Ceremony Luncheon
1:15pm - 2:15pm	Education Breakout Sessions
2:30pm - 3:30pm	Education Breakout Sessions
3:30pm	Convention Adjourns

Track Your Continuing Education Units Online

Attendees can individually track their own continuing education units (CEUs) at the Annual Convention and Trade Show. Through an online program called Survey Magnet, 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 magnet 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 (links provided at the event!).

NEW THIS YEAR C-Suite and Executive Education Track

OHCA is very pleased to introduce a track of education specifically designed for owners, c-suite and executive level staff on Tuesday, November 19, 2019. This track will feature education on key opportunities and strategies for long term care leaders. Subject matter includes:

- The NIC Bluebook: An Update on the Seniors Housing and Care Sectors featuring Beth Burnham Mace, National Investment Center for Seniors Housing
- A Key for Success in Business and Life: The Executive's Role in Diversity and Inclusion featuring Lou Rajda, Be More Give More
- Designing and Fulfilling the Needs of the Middle Market, featuring panel discussion with Kai Hsiao, CEO of Eclipse Senior Living; Mauro Hernandez, Principle of ita partners, LLC; and Beth Burnham Mace, from National Investment Center for Seniors Housing
- OHCA membership meeting and executive happy hour

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MOSS ADAMS LLP
Certified Public Accountants | Business Consultants

Free Wi-Fi for Attendees!



We are happy to announce that complimentary Wi-Fi is being provided to our attendees! An access code will be provided at the event.

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Convention Highlights

Trade Show and Exhibitor Showcase Pumpkin Patch

Tuesday, November 19, 2019 | 1:15pm - 3:30pm

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 costs savings for your building, and enhance the quality services you provide for your residents. **Dessert will be served in the Trade Show!**

Grand Prize: One lucky winner will receive the grand prize: an APPLE WATCH!

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.

Opening General Session and Keynote Speaker

Tuesday, November 19, 2019 | 9:00am - 10:15am

Leadership is simple, but it's not easy. In this high-energy presentation, attendees will discover:

- The importance of transparency in leadership.
- Best practices for treating people differently based on their needs and communication styles while also treating them equally and fairly, and
- The best ways for a leader to set the tone with consistent actions.



Aaron Davis is a thought leader and expert in the area of attitude and how it impacts every area of your professional and personal life. He equips audiences with tips, tools, and techniques on how to utilize the power of a champion attitude to reach their full potential. Born and raised in Lincoln, Nebraska, Aaron helped his dad work in the evenings as a janitor. Through this experience and others, Aaron learned the importance of having a champion attitude no matter what your role or title is. Through mopping floors, cleaning bathrooms and emptying out hundreds of trashcans nightly, Aaron learned that it's not WHAT you do rather it's HOW you do it!

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Consulting Resources

A Professional Corporation

All Attendee General Session Luncheon

A Lesson in Leadership: How Do You Get People to Do What You Need Them To Do

Tuesday, November 19, 2019 | Noon - 1:15pm

In this presentation, Tony Decker will address the question "How can we create conditions where people will engage and motivate themselves?" Some of the most outstanding leaders in history have given us a clear pattern to follow; a way of leading that increases trust, growth, cooperation, and self-motivation. There are just two roles and five conditions a person needs to know and understand. These are the foundation for knowing when to fix what's wrong and how to make things strong. This presentation is packed full of real-world examples, film clips, humor, scenarios and research to build confidence in leaders who are looking for something refreshing, powerful and new.

For over twenty years, Tony Decker has served as a vice president and a corporate leadership trainer for Westcare Management, Inc. He has extensive experience in health care working with the elderly and with individuals who have developmental disabilities. He has served as president of the Idaho Association of ICF/MR providers and has served on the national DD committee for the American Health Care Association. He holds a master's degree in leadership and a bachelor's degree in human resource management.

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Fun Night Harvest Festival

Tuesday, November 19, 2019

5:00pm - 6:00pm

Fun Night Cocktail Hour

6:00pm - 10:00pm

Dinner, Interactive Games
and LIVE BAND



Join OHCA for a harvest festival themed Fun Night event! This event will feature a buffet dinner followed by Portland's favorite band, HIT MACHINE! Featured activities also include face painting, giant Jenga, cornhole, and more. This is a great opportunity to inject some fun into your Convention experience, do some teambuilding with your coworkers, and continue your conference networking.

Tickets, \$42/person(members) and \$92/person(non-members), can be purchased in advance of the event on the OHCA Member Portal. Visit www.ohca.com/events/annual-convention for more information.

HAPPY HOUR SPONSORED BY



WALKER & DUNLOP

FUN NIGHT SPONSORED BY



Awards Ceremony Luncheon

Wednesday, November 20, 2019 | 11:30am - 1:00pm

The OHCA annual awards ceremony recognizes the admirable contributions of long term care professionals who demonstrate a commitment to quality care through their dedication to residents, staff, and the long term care profession. Join us as we honor the superstars of long term care and thank them for all they do! Recipients for the following awards will be recognized:

- Administrator of the Year - Community Based Care and Skilled Care
- Above and Beyond Service
- Caregiver of the Year
- Enrichment of Life: Employee/Employee Group
- Enrichment of Life: Resident/Resident Group
- Innovative Program & Improvement
- Leadership
- Nurse Leader Award - Community Base Care and Skilled Care
- Outstanding Business Partner of the Year
- Volunteer of the Year

Tickets, \$35/person(members) and \$85/person(non-members), can be purchased in advance of the event on the OHCA Member Portal. Visit www.ohca.com/events/annual-convention for more information.

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Mobile App

Starting November 6, once you've registered for the OHCA Annual Convention, download the mobile app for the event. The Annual Convention mobile app allows you to create your own custom agenda, take notes, and get in touch with people you meet at the event. The mobile app will enable you to:

- Track and print your CEU forms
- Create a custom agenda of education sessions
- Take notes within the app and email them to yourself
- Participate in the Knowledge Hunt and enter to win the grand prize
- Find exhibitors and sponsor contact information
- Connect with other attendees

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Educational Opportunities

Continuing Education Units and Audiences

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- **Memory Care Administrators (MEM)**: OHCA is an approved provider of 6.0 memory care specific CEUs by the Department of Human Services Office of Licensing and Regulatory Oversight.
- **All Audiences (ALL)**: Sessions with this notation are applicable to all disciplines in assisted living, residential care, in-home care agencies, nursing facilities, post-acute rehab facilities and independent living apartments.

Tuesday, November 19, 2019 | 10:45am - 11:45am

Involuntary Discharge of Residents: Challenges, Considerations and Best Practices

Sooner or later, despite your community's best efforts to avoid it, the involuntary discharge of a resident will become necessary. Whether the discharge is necessary because your community can not meet the level of services the resident requires, the resident engages in behaviors that substantially interfere with the rights of other residents, or the resident's conduct poses an immediate health or safety risk to persons at your community, or the resident fails to pay for charges, an involuntary discharge can be an unpleasant, complex, uncertain and emotionally draining process for residents, families, and community staff. This presentation will be based on the presenters' experiences, over many years, and in many community settings, in dealing with complex involuntary discharges, including administrative hearings.

Gabriela Sanchez, JD, Shareholder, Lane Powell

Jeff Brecht, JD, Attorney, Lane Powell

Intended Audience: **ALL**

Food Safety: What You Should Know to Ensure Safe Food Service at Your Facility

Providing safe food and operating a sanitary food service is a goal of all health care operations. This session will focus on the basics of food safety and ways to ensure that the critical points that could lead to foodborne illness outbreaks are controlled and documented.

Frank Brown, Environmental Health Licensing Supervisor, Washington County Environmental Health Program

Intended Audience: **ALL**

Safety and Compliance in Health Care

Safety and compliance in health care focuses on best practices and achieving OSHA compliance to foster a successful safety program as a business in the health care industry. Participants will learn safety basics to reduce occupational injuries and illnesses and save costs by mitigating risk. The session will offer practical actions and information that employees can use to identify and abate common workplace hazards such as emergency management, bio-hazards, non-ergonomic movements and repetitive motions, hazard communication, slips and falls, personal protective equipment, fire safety, material handling, machinery related hazards, portable ladders and falls, power tools and equipment, and electrical hazards. Topics covered will also include how to hold productive safety committee meetings and safety surveys, conducting effective accident analysis, and documenting meaningful new hire safety orientations.

Quinn McLaughlin, Associate Safety Professional, Safety Northwest, LLC

Intended Audience: **ALL**

Championship Teams Have No Benchwarmers

It's impossible to obtain any sort of long-lasting success without the help of others. Championship teams don't just preach teamwork, they cultivate and foster it every day so that it permeates throughout their entire organization. In this presentation, Aaron shares the best practices of successful teams and characteristics of being an amazing teammate! Audience members will discover the key components of successful teams and obstacles that can destroy them. They will be reminded of the power of encouraging and building up teammates while understanding the importance of taking personal responsibility for overall team success.

Aaron Davis, Thought Leader, Aaron Davis Presentations

Intended Audience: **ALL**

Long Term Care Licensing Requirements for ALF/RCF Administrators

In this presentation, a representative from Health Licensing Office (HLO) will discuss the new residential care administrators license and the departments' work with the board overseeing the licensing process. She will describe the process of developing the license, where the HLO is in the process, and how existing and new professionals can qualify for it.

Sylvie Donaldson, Director, Health Licensing, Oregon Health Authority

Intended Audience: **RALF**



Tuesday, November 19, 2019 | 10:45am - 11:45am (cont.)

Safe Practices of Antidepressant Therapy in Senior Care

Depression in adults age 60 and older is often underrecognized and undertreated and may be mislabeled as aging, grief, dementia, etc. When simple non-pharmacologic steps do not work and an antidepressant is needed, the choice must be tailored based on several factors including comorbidities, side effects and interactions. In this session, the differences between antidepressant medication classes will be reviewed. Understanding is imperative for the safe selection and monitoring of therapy. You will walk away from this presentation knowing which antidepressants have the greatest risk for falls, hyponatremia, weight loss and other risks. Find out if there are opportunities to minimize the number of medications when one antidepressant can serve two purposes. You will also learn practical considerations for switching and monitoring antidepressants in older adults. As the complexity of medication management grows it is imperative to partner with your pharmacist to help optimize patient outcomes related to depression and facility compliance with regulatory requirements.

Chris Harris, Consultant Pharmacist, Consonus Pharmacy

Intended Audience: **ALL**

The Benefits of Uninterrupted Sleep: Enhancing Quality Outcomes and Resident Quality of Life

Sleep is not just a state people fall into, but a necessary and vital part of keeping people healthy. By eliminating or minimizing night time interruptions, we can give residents more of the restorative sleep they need to maintain and enhance their quality of life. In this session, the presenters will discuss a sleep program developed at their community which demonstrated significant improvement in resident cognition and wound healing with a significant decrease in depression and reduction in costs. At the conclusion of this session, attendees will be able to demonstrate the steps needed to implement a sleep program in their own community and discuss the process improvement measures needed to determine the efficacy of the implemented program.

Margaret Silebi, Director of Nursing, Avamere Rehab of Eugene

Kim Games, Director of Nursing, Avamere Health Services

Jon Ramey, Administrator, Avamere at Lebanon

Intended Audience: **NF**

Hydration, Nutrition and Activities: Individualized Care Planning in Memory Care

Evaluation criteria in Oregon endorsed memory care communities requires comprehensive activity, hydration, and nutrition planning considerations. Activity planning for cognitively impaired seniors requires holistic approaches to social engagement and gathering, individuality and relationships, community belonging and purpose, and multidimensional aspects of recreation. Sensory activities like Tai Chi, gardening, gentle drumming, or the stroke of a paint brush stimulate memories. However, an important aspect of any comprehensive activity planning program must include meal and beverage planning. This presentation will help participants understand OARs 411-057-0160(2)(c) and 411-057-0160(2)(d)(A) which describe the specific evaluation requirements for recreational activities, nutrition, and hydration planning that must be considered for residents residing in an endorsed memory care setting. Additionally, this presentation will provide evaluation and interventions designed to improve mealtime function for persons with dementia. We will apply practical application and assessment criteria related to food presentation, seating and servicing arrangements, adaptations to the dining environment, mealtime skills of staff, and music and animal therapies considerations.

Heather Madden, Nurse Consultant, Voorhies and Associates

Regina Piland, Nurse Consultant, Voorhies and Associates

Intended Audience: **MEM**

Traditional Meets Digital Marketing

Video killed the Radio star, right? Is the same happening with digital and traditional marketing? As marketing and advertising are quickly taking over the digital landscape, marketers often wonder how much of their time and resources should be spent on the traditional set. In this session we will discuss common limitations and benefits of both digital and traditional marketing, hitting each part of your sales funnel by bridging these mediums, and ways to calculate your overall ROI on your marketing efforts.

Jenni Bost, Director of Brand Development, Radiant Senior Living

Intended Audience: **ALL**

Tuesday, November 19, 2019 | 3:45pm - 4:45pm

The Art of Delicious: Reimagining the Culinary Experience in Senior Living

Attendees will be challenged to rethink their culinary and dining programs to improve how residents think, feel, and experience senior living. They will learn about a multi-year culinary experiment that resulted in enhanced resident, family, and guest satisfaction and a lower financial cost to the communities.

Eric Christensen, Regional Director of Operations, The Springs Living

Sam Currie, Director of Culinary Services, The Springs Living

Intended Audience: **ALL**

International Dysphagia Diet Standardization Initiative (IDDSI): Updates and Upsets

The International Dysphagia Diet Standardization Initiative (IDDSI) was established to provide a global approach among health professionals, care providers, researchers and industry partners to improve quality of care and safety for patients across the world. With an implementation date of May 2019 having past, this session will provide a place for attendees to "check in" on where they are in the process and receive guidance for moving forward. We will discuss how to ensure that policies and procedures are in line with best practices and to review any issues and questions still left by attendees. The learner will understand how the IDDSI improves safety for residents with swallowing difficulties, identify and describe each diet in the IDDSI Framework, apply IDDSI tests for foods and beverages: appearance, fork pressure, spoon tilt and drip tests and thoroughly understand the resources available and how to access them on the IDDSI website.

Sue Stillman Linja, President, S and S Nutrition Network

Intended Audience: **NF**



Emergency Power Systems and Disaster Preparedness: The Common-Sense Approach

In this session, the presenter will discuss a practical approach to emergency power systems and disaster preparedness. Presented from the providers' perspective, this presentation will review facility disasters using the Hazard and Vulnerability Assessment tool (HVA). He will discuss staff training and discuss the use of a disaster cheat sheet documentation for ease of training and quick reference. The presenter will also review dual 250/200 KW facility emergency power systems operation, maintenance and NFPA 110 2010 level 1 compliance.

Jeff Arndt, Maintenance Director, Lebanon Veterans Home

Intended Audience: **ALL**

Caregiver Mental Health: Promoting a Mentally Healthy Workforce

According to the World Health Organization, a healthy workplace can be described as one where workers and managers actively contribute to the working environment by promoting and protecting the health, safety and well-being of all employees. Workplaces that promote mental health and support their people are more likely to reduce absenteeism, increase productivity and benefit from associated economic gains. In this one hour presentation, participants will learn to identify the risk factors that may be present in their work environment, and will learn various strategies that they can employ to embrace and support a mentally healthy workforce.

Meagan English, Certified Coach, Consultant, Meagan English Consulting

Intended Audience: **ALL**

Home and Community Based Care Services Rules: Individually Based Limitations

In this session, presenters from DHS's Aging and People with Disabilities department will discuss how Oregon is progressing toward full compliance with the Home and Community Based Services (HCBS) rules with specific focus on individually based limitations (IBLs). They will review what providers should be doing to prepare for the rules implementation process and who to contact with questions.

Jane-ellen Weidanz, Long Term Services and Supports Administrators, DHS, Aging and People with Disabilities

Intended Audience: **RALF**

How Understanding the Gut and its Microbes Can Improve Outcomes in Elderly

Over the past several decades, we have gained immense insight into the world of the important microbes living in and on us. We coexist with these trillions of microbes and require them to be healthy. They are referred to collectively as the human microbiome. As we have learned more about the microbiome we have seen that it is extremely important in the treatment and prevention disease. By understanding how the microbiome works and the everyday lifestyle things we do that impact it, we can help our clients live a happier healthier lives. After a brief overview of what the microbiome is, the presenter will outline how our nutrition, activities of daily living, and mental/emotional health all impact the microbiome. She will give useful evidence-based tips on how to use nutrition and lifestyle tools to prevent worsening of disease through the lens of the microbiome. She will also highlight an important microbiome related therapy that is used to treat infection in elder care settings.

Andrea McBeth, Co-Founder & CEO, Flora Medicine

Intended Audience: **ALL**

Demystifying Veterans Services and How Oregon Department of Veterans' Affairs Can Help

Trying to get help for a veteran is often confusion and frustrating. Attend this session to hear helpful suggestions and resources for veteran residents. Ms. Potter will share her insights regarding access information, as well as talk about Oregon Department of Veterans Affairs programs and how ODVA can help.

Ana Potter, Director of Aging Veteran Services, Oregon Department of Veterans Affairs

Intended Audience: **ALL**

Complex Behavior Management: Problem Solving Strategies to Understand Difficult Behaviors

The use of off label antipsychotic medications to treat resident behaviors is not supported clinically and is known to increase the risk of death, falls with fractures, hospitalizations, and many other complications (CMS, 2016). There is a growing need to better prepare caregivers, nurses, and providers with problem-solving strategies outside of pharmaceutical and medical interventions to address the complex behaviors that may accompany Alzheimer's disease and related impairments. Understanding why difficult behaviors occur requires an understanding of external and internal factors that may be contributing to the behavior. If caregivers can determine what may be causing the behavior, it may be possible to eliminate the behavior from occurring again. This presentation will provide a behavioral problem-solving methodology to follow when evaluating complex behaviors. Participants will apply this methodology to better understand the cause of challenging behaviors including physiological and environmental factors, complex care-related tasks, or difficulties with communication and speech. Additionally, participants will be provided with non-pharmacological interventions to consider when dealing with challenging resident behaviors (such as wanting to go home, wandering, anger and agitation, and hallucinations and paranoia) and with tips for creating individualized service plans to meet the needs of residents with complex behaviors.

Raeann Voorhies, President, Voorhies and Associates

Intended Audience: **MEM**

Leveraging Your Volunteerism to Build Business and Professional Development Growth

Marketers and sales professionals are always looking for innovative ways to build their businesses and gain recognition and awareness for their companies. Contributing to and volunteering for various community groups and non-profits are good ways to showcase your talent, engagement and commitment to the profession and build referral partners in a non-threatening manner. In this session, the presenter will highlight and discuss how to leverage and measure the impact of your volunteerism and how to turn your volunteerism into business opportunities.

Amy Schmidt, Managing Partner, Retirement Connection Guide

Intended Audience: **ALL**

Educational Opportunities

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Wednesday, November 20, 2019 | 9:00am - 10:00am

What Senior Living Providers Should Know About Resident Usage of CBD

CBD is everywhere these days and seems to have a growing appeal among older adults seeking relief from inflammation, anxiety, aches, and pains or relief from other symptoms stemming from Parkinson's, Huntington's and other diseases. However, there is little data about the effectiveness of CBD usage in older adults. Resident desires to self-administer CBD further complicate matters. In this session, the presenter will discuss best practices and policies each senior living community should implement regarding their residents choices relating to using CBD.

Cynthia McDaniel, CEO, Nurse Gerontologist, ElderWise, Inc.

Intended Audience: **ALL**

Identifying and Filling the Gaps in Your Life Enrichment Calendar

Ensuring an activity calendar goes beyond bible study, bingo games, and birthday celebrations is integral in keeping residents as high functioning as possible! A robust activity program offers residents opportunities to continue their current interests and opportunities to discover new talents and interests. In this session, attendees will discuss activities that engage the whole resident. Using the theory of the "seven dimensions of wellness," the presenters will walk attendees through the process of developing new and innovative ideas for the life enrichment program.

Livia Thompson, Senior Life Enrichment Director, Avamere at Bethany

Intended Audience: **ALL**

Safety & Risk Management: Overcoming Vulnerabilities to Potential Drug Theft

Recently, a number of nursing facilities in the Portland area have experienced attempts by outside criminals to steal drugs from the communities. These drug-seeking robberies have occurred at various times, however mostly during the day. Facilities and communities are doubling down on their security measures and training to keep staff and residents safe from these outside influences. In this session, a representative from law enforcement will discuss safety and risk management considerations each community should put into place to mitigate vulnerabilities to potential thefts.

Matthew Smith, Sergeant, Forest Grove Police Department

Intended Audience: **ALL**

Engaging Your Employees: Surefire Strategies to Motivate, Communicate and Reward

Unhappy employees = unhappy residents! Developing strong relationships with staff members is essential to fulfilling the mission of your organization. In this program you will learn how to create an environment that produces exceptional employee experiences. You will learn strategies for energizing and empowering your staff, delivering low- and no-cost rewards to motivate people, handling difficult employees, being clear and concise in communication, engaging employees in community activities, involving staff in decisions and developing wellness programs to keep people healthy and alert. A physically and psychologically healthy workforce is your best asset. Come prepared for a high-content and invigorating session filled with top tips to invigorate your workplace!

Edward Leigh, Founder & Director, Center for Healthcare Communication

Intended Audience: **ALL**

SOQ (Safety Oversight and Quality Unit) and You! Collaboration and Compliance

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.

Michelle Cate, CBC Program Manager, Safety Oversight and Quality Unit, Aging and People with Disabilities

Intended Audience: **RALF**



Wednesday, November 20, 2019 | 9:00am - 10:00am (cont.)

Nursing Facility Survey Updates, Top Survey Trends and Complaints Process Changes

This session will provide information regarding changes to Nursing Facility Complaint Investigations. The NFSU is now responsible for screening, triaging and investigating all NF complaints. Also included is an update on Facility Reported Incidents (FRI), including what must be reported. This session will provide information regarding upcoming changes to Nursing Facility complaint investigations.

Lorrie Tappan, NFSU Training Coordinator, Safety Oversight and Quality Unit, Aging and People with Disabilities

Sonya Rees, NFSU Training Coordinator, Safety Oversight and Quality Unit, Aging and People with Disabilities

Intended Audience: **NF**

Quality Assurance and Performance Improvement for Pressure Ulcer/Injury Prevention and Management - PART 1

CMS has mandated each nursing home have functional Quality Assurance and Performance Improvement (QAPI) processes in place to improve health for residents and patients and reduce overall costs. This program will assist nursing facility building staff and clinical and business leadership staff in performing self-assessments for their QAPI processes related to pressure ulcer/injury (PU/PI) prevention and management. Whether you have your QAPI processes in place or are working toward compliance, this program will assist you in recognizing strengths and gaps in your PU/PI prevention program through a self-assessment method for determining compliance with these CMS mandated processes. In addition, this session will review important Patient Driven Payment Model (PDPM) hints and tips related to wound prevention and management.

Pamela Scarborough, Director of Public Policy and Education, American Medical Technology

Intended Audience: **NF**

Using Root Cause Analysis on Resident-to-Resident Incident Response in Memory Care

The response to a resident-to-resident altercation is extremely important—setting the tone for resident safety, resident rights, prevention of future altercations and abuse/neglect violations for the community. In this session, the presenter will discuss practical tools for identifying the root of the behavior, a process for teams to identify interventions, and simple tools to help teams work toward solution-finding. Attendees will walk away with real world examples and strategies that can be implemented simply and quickly.

Amira Fahoum, Oregon Operations Leader, Compass Senior Living

Intended Audience: **MEM**

Wednesday, November 20, 2019 | 10:15am - 11:15am

The Principles of Nurse Delegation: Proposed Changes and Care Delivery

Description Coming Soon!

Cynthia McDaniel, CEO, Nurse Gerontologist, ElderWise, Inc.

Intended Audience: **RALF**

Life Enrichment Session – Topic TBD

More details coming soon!

Presenter TBD

Intended Audience: **ALL**

Resident Privacy and Security: The Latest on HIPAA and Compliance

Description Coming Soon!

Gwen Dayton, Executive Vice President and Legal Counsel, Oregon Health Care Association

Intended Audience: **ALL**

Reducing Negative Employee Attitudes in the Workplace to Dramatically Improve Resident Care

Negative attitudes in the workplace are like computer viruses -- they damage everything in their path. Computers need protection and so do workplaces! If these attitudes are not stopped, the results are devastating, such as intense conflict, reduced morale, and decreased productivity. You will learn practical, research-based ways to turn those negative attitudes into positive mindsets. This session will focus on two key areas: preventing negative attitudes from beginning in the first place and sensitively handling negative attitudes among employees once they surface in the workplace. Avoiding and enabling employees with negative attitudes only escalates the situation. Now is the time to manage these attitudes to create high-performing healthcare environments.

Edward Leigh, Founder & Director, Center for Healthcare Communication

Intended Audience: **ALL**

Wednesday, November 20, 2019 | 10:15am - 11:15am (cont.)

SOQ (Safety Oversight and Quality Unit) and You! Collaboration and Compliance – REPEATED

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Lorrie Tappan, NFSU Training Coordinator, Safety Oversight and Quality Unit, Aging and People with Disabilities

Sonya Rees, NFSU Training Coordinator, Safety Oversight and Quality Unit, Aging and People with Disabilities

Intended Audience: **NF**

Quality Assurance and Performance Improvement for Pressure Ulcer/Injury Prevention and Management - PART 2

CMS has mandated each nursing home have functional Quality Assurance and Performance Improvement (QAPI) processes in place to improve health for residents and patients and reduce overall costs. This program will assist nursing facility building staff and clinical and business leadership staff in performing self-assessments for their QAPI processes related to pressure ulcer/injury (PU/PI) prevention and management. Whether you have your QAPI processes in place or are working toward compliance, this program will assist you in recognizing strengths and gaps in your PU/PI prevention program through a self-assessment method for determining compliance with these CMS mandated processes. In addition, this session will review important Patient Driven Payment Model (PDPM) hints and tips related to wound prevention and management.

Pamela Scarborough, Director of Public Policy and Education, American Medical Technology

Intended Audience: **NF**

The Whole Human Being: Person Centered Service Planning in Memory Care

Do you want to "wow" your surveyors and family members with your memory care service plans? Do you ever wish you had examples? Join us for a fun and interactive session on learning how to use the seven domains of well-being and recognizing unmet needs to create service plans they'll appreciate! Walk away with examples and some practice under your belt for solid service planning.

Amira Fahoum, Oregon Operations Leader, Compass Senior Living

Intended Audience: **MEM**

Wednesday, November 20, 2019 | 1:15pm - 2:15pm

Preparing for the Unthinkable: Active Shooter Response in Community Based Care

Attendees will be confronted with the unthinkable possibility that they may have to face an active shooter situation in their community. They will be trained on three response options (Lock Out, Lock Down, and "Run-Hide-Fight") that they can use to train their residents and staff.

Eric Christensen, Regional Director of Operations, The Springs Living

Randy Reed, Director of Plant Operations, The Springs Living

Greg Young, Director of Community Services, The Springs Living

Intended Audience: **RALF**

The Family Connection: Bridging Community and Family Relationships by Incorporating Family Participation

Senior living communities are dedicated to providing excellent care to the seniors they serve. While relationships with their residents may be strong, sometimes relationships with resident families can fall by the way side. Effective communication and cooperation with families is crucial to the success of your community. This session gives insight on initiating family volunteer groups, support groups, and enhancing family relationships beyond care plan meetings. Bridge the gap and gain tools for these positive connections to live in your community culture!

Lindsey Bretzman, Owner, Elderaudience

Intended Audience: **ALL**

Paid Family and Medical Leave in Oregon: The Times They Are A-Changin'

Governor Kate Brown recently signed very progressive paid family and medical leave legislation, which will provide wage replacement benefits for Oregon workers. This legislation, which will require employee benefit payments starting in 2023, will have a substantial impact on Oregon employers—including senior living and long-term care employers. These pending changes require prudent employers to educate themselves and start planning now on how best to prepare for and create and implement related work place policies and procedures, related to this legislation. This presentation will educate employers on key provisions of Oregon's paid family and medical leave law, and related dates and deadlines, and provide practical suggestions to help OHCA member employers to be ready for, and compliant with, this progressive new law.

Jeff Brecht, JD, Attorney, Lane Powell

Intended Audience: **ALL**

Wednesday, November 20, 2019 | 1:15pm - 2:15pm (cont.)

Avoid Devastating Handoff Errors: How to Make Transitions of Care Efficient and Safe

Eighty (80) percent of serious medical errors involve miscommunication between healthcare professionals when responsibility for residents is handed off from one professional to another, according to the Joint Commission. The Joint Commission goes on to state, "Defective handoffs can lead to delays in treatment, inappropriate treatment, and increased length of stay in the hospital and, in extreme cases, serious physical or psychological injury and death." Most medical errors are not due to lack of technical skills; they are due to a lack of proper communication skills. This content-rich and high-energy session will provide tips to help you standardize the handoff process, including preparing for the handoff and articulating resident issues in a clear and understandable format. The powerful strategies presented will decrease your risk of errors / malpractice claims, increase resident satisfaction, lower rates of readmission, and improve your organization's bottom line. The session will conclude with many resources to further help you dramatically improve your handoffs. Every single conversation about a resident is a handoff; learn how to make every handoff successful by attending this session!

Edward Leigh, Founder & Director, Center for Healthcare Communication

Intended Audience: **ALL**

Quality Metrics Data and Reporting: The Nuts and Bolts You Need to Know NOW

Oregon law now requires that a uniform quality metrics reporting system be developed to measure and compare performance of assisted living and residential care communities across the state. A governor-appointed Quality Measurement Council was tasked with developing metrics to help facilities and the public gauge the quality of care provided in facilities. Facilities will need to begin tracking progress on the measures starting 1/1/2020. This session will provide you with the information you need to comply with the law. We'll overview each measure you'll need to track and report on, as well as give you information on the online portal each facility will use to enter their data. Participants will leave this session with a clear idea of what is expected and how to make it happen!

Ann McQueen, Research and Policy Integration Manager, Aging & People with Disabilities

Linda Kirschbaum, Vice President of Quality, Oregon Health Care Association

Intended Audience: **RALF**

Supporting the Long Term Care Workforce: The Use of the Project ECHO Model to Build Knowledge and Skills in Nursing Home Staff

This presentation and discussion will share the Project ECHO model (telementoring), evidence for how the model has been used to build knowledge and skills in front-line nursing home staff at the University of Rochester, and share the program development, implementation, and analysis (pre-, post, and per-session survey results) of the Nursing Facility Behavioral Health ECHO program. The NFBH program began in March 2018 and ended in March 2019. The program had 19 participating facilities and over 100 unique individuals attended at least one session.

Nirmala Dhar, Older Adult Behavioral Health Coordinator, Oregon Health Authority

Maggie McLain McDonald, Director, Oregon ECHO Network, Oregon Health & Science University

Intended Audience: **NF**

CMS Region 10 Representatives: Topic To Be Announced

In this session, representatives from the Centers for Medicare and Medicaid (CMS) Region 10 office will discuss the current state of affairs at CMS, expectations surrounding survey, quality assurance, and provide guidance to nursing facilities in Oregon.

Steve Chickering, ARA Western Division Survey & Certification, Centers for Medicare & Medicaid Services (CMS), Region 10

Julius Bunch, Regional Manager, Certificate and Enforcement, Centers for Medicare & Medicaid Services (CMS), Region 10

Jean Ay, Deputy ARA, Centers for Medicare & Medicaid Services (CMS), Region 10

Patrick Thrift, Survey Director, Centers for Medicare & Medicaid Services (CMS), Region 10

Terry Ayoki, WDSC Surveyor, Centers for Medicare & Medicaid Services (CMS), Region 10

Manual Bravo, Enforcement Analyst, Centers for Medicare & Medicaid Services (CMS), Region 10

Intended Audience: **NF**

Resident-to-Resident Abuse and Aggression: Prevention, Interventions and More

Communities are responsible for identifying potential risks to residents and developing reasonable interventions to protect residents from harm. However, resident to resident interactions that rise to the level of aggression and bullying cannot always be anticipated but often the warning signs are there or rooted in understanding the resident's life story. It is important to get to the "why" of these behaviors in order to develop effective plans of care and service to support the individual. In this session, the presenter will discuss resident-to-resident situations in senior care settings and present prevention, protection, response and person-centered support strategies for these types of incidents.

Tim Malone, Geriatric Psychiatric Specialist, ElderWise

Intended Audience: **MEM**

Wednesday, November 20, 2019 | 2:30pm - 3:30pm

Best Practices for EMS Usage and Your Community

In this session, presenters will share best practices for communities to utilize when creating and revising resident incident and emergency response (EMS) policies and procedures. Right now, it is more important than ever to have good policies and procedures in place and to execute them properly as officials in some Oregon cities are voicing concerns relating to potential overuse of EMS systems by some care communities. The presenters will discuss some of these concerns and how you and your staff can mitigate them to maintain a good working relationship with EMS while providing the best care to your residents.

Juliana Cartwright, Professor Emeritus, OHSU

Diana White, Senior Research Associate, Portland State University, Institute on Aging

Intended Audience: **ALL**



Designing Activity Programs Specifically for Gentlemen Residents with Dementia

This session will explore the type of activities which appeal to men, more specifically to those benefitting from memory care services. There will be a discussion of categories of engaging opportunities to be offered to ensure that life is filled with value and meaning. Progression of dementia will then be reviewed as it relates to the need to modify activities for success.

Ashley Schulze, Executive Director, The Springs at Greer Gardens

Lisa Oetken, Fitness Instructor, Life Enrichment Director, The Springs at Carman Oaks

Christy Charnquist, Life Enrichment Director, The Springs at Tanasbourne

Amy Way, Fitness Instructor, Life Enrichment Director, The Springs at Wilsonville

Intended Audience: **MEM**

Empowering Long Term Care Professionals to Facilitate POLST Discussions with the Latest Changes in POLST

Learn when to talk about POLST (and when it is too soon), what tools to use to start the conversation, and how to use the POLST form in different care settings.

Susan Tolle, Chair, Oregon POLST Coalition, OHSU

Anthony Antonville, Executive Director, Oregon POLST Program, OHSU

Intended Audience: **ALL**

Giving Bad News: Powerful Strategies to Help Make These Difficult Conversations...Less Difficult to Hear

The manner in which difficult news is delivered to residents and their family members has a significant impact throughout their course of treatment. Delivering the news in an ineffective manner can destroy the resident-professional relationship, decrease compliance and compromise clinical outcomes. This content-rich and engaging session will provide a straightforward three-step process to delivering difficult news. The first step is preparing for the news which entails learning what words to use and planning the proper environmental settings. Next, the process of delivering news is reviewed, including the precise sequence of items. The last step involves what to do after the news is delivered, including handling intense emotions and moving toward developing a plan. It is never easy delivering bad news; however, this session will provide the framework to organize the process and enhance your relationship with residents.

Edward Leigh, Founder & Director, Center for Healthcare Communication

Intended Audience: **ALL**

Quality Metrics Data and Reporting: The Nuts and Bolts You Need to Know NOW - REPEATED

Oregon law now requires that a uniform quality metrics reporting system be developed to measure and compare performance of assisted living and residential care communities across the state. A governor-appointed Quality Measurement Council was tasked with developing metrics to help facilities and the public gauge the quality of care provided in facilities. Facilities will need to begin tracking progress on the measures starting 1/1/2020. This session will provide you with the information you need to comply with the law. We'll overview each measure you'll need to track and report on, as well as give you information on the online portal each facility will use to enter their data. Participants will leave this session with a clear idea of what is expected and how to make it happen!

Ann McQueen, Research and Policy Integration Manager, Aging & People with Disabilities

Linda Kirschbaum, Vice President of Quality, Oregon Health Care Association

Intended Audience: **RALF**

TeamSTEPPS: Team Strategies and Tools to Enhance Performance and Resident Safety

Studies show that miscommunication is among the most common reasons for patient/resident safety errors. TeamSTEPPS is an evidenced based teamwork system designed for healthcare professionals to improve communication and teamwork skills among health care professionals. Through this program, caregivers are able to provide higher quality and safer resident care by increasing team awareness and clarifying team roles and responsibilities. In this session, the presenter will discuss a three-phased process aimed at creating and sustaining a culture of safety through assessment, planning, training and implementation of systems.

Heidi Steeves, Executive Director, Oregon Patient Safety Commission

Intended Audience: **NF**

CMS Region 10 Representatives: Topic To Be Announced – REPEATED

In this session, representatives from the Centers for Medicare and Medicaid (CMS) Region 10 office will discuss the current state of affairs at CMS, expectations surrounding survey, quality assurance, and provide guidance to nursing facilities in Oregon.

Steve Chickering, ARA Western Division Survey & Certification, Centers for Medicare & Medicaid Services (CMS), Region 10

Julius Bunch, Regional Manager, Certificate and Enforcement, Centers for Medicare & Medicaid Services (CMS), Region 10

Jean Ay, Deputy ARA, Centers for Medicare & Medicaid Services (CMS), Region 10

Patrick Thrift, Survey Director, Centers for Medicare & Medicaid Services (CMS), Region 10

Terry Ayoki, WDSC Surveyor, Centers for Medicare & Medicaid Services (CMS), Region 10

Manual Bravo, Enforcement Analyst, Centers for Medicare & Medicaid Services (CMS), Region 10

Intended Audience: **NF**

Intimacy and Sexuality Considerations in Memory Care

Navigating the complex issue of sexuality and dementia in care facilities requires compassionate and practical strategies to manage inappropriate and uncharacteristic sexual behaviors. Uncharacteristic sexual behaviors include aggression, groping, jealousy, promiscuity, exhibitionism, and verbal advancements. These behaviors put extensive pressures on facility administration, caregivers, and family members. Understanding the neurobiological effects of biochemical activation in the brain will help course participants to understand why these behaviors are common occurrences in long-term care. This presentation will provide definitions, identify common types of sexual behaviors, introduce various pharmaceutical and non-pharmaceutical interventions, offer service planning ideas, and explore the effects of dementia during and after acts of intimacy. Additionally, this presentation will discuss the necessary balancing act between resident protection, resident rights, and family member dignity and respect. Each situation must be carefully evaluated by competent care teams, working together with family members, to manage expectations and promote optimal outcomes. Attendees will also obtain new techniques to communicate with and help loved ones and caregivers cope with these difficult and often embarrassing behaviors because a shared decision-making model between the facility and family members will promote better outcomes for all involved parties.

Raeann Voorhies, Owner, Voorhies & Associates Five Star Senior Living

Intended Audience: **MEM**

Thank You, Sponsors!

OHCA acknowledges the following sponsors for their gracious sponsorships of the 2019 Annual Convention & Trade Show. To see the most current list of exhibitors for this event please visit www.ohca.com/events/annual-convention.

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Registration Fees

	OHCA Members	Non-Members
Facility/Agency Early Bird Registration Rate <i>Register by September 30, 2019</i>	First Attendee = \$355 Second Attendee = \$305 Additional Attendees = \$50	Per Person = \$455
Facility/Agency Regular Registration Rate <i>Registrations received between October 1 - November 11, 2019</i>	First Attendee = \$379 Second Attendee = \$329 Additional Attendees = \$55	Per Person = \$479
Facility/Agency Late Registration Rate <i>Registrations after November 11, 2019</i>	First Attendee = \$429 Second Attendee = \$379 Additional Attendees = \$75	Per Person = \$529
Corporate Office Early Bird Registration Rate <i>Register by September 30, 2019</i>	\$279/person	\$379/person
Corporate Office Regular Registration Rate <i>Registrations received between October 1 - November 11, 2019</i>	\$305/person	\$405/person
Corporate Office Late Registration Rate <i>Registrations after November 11, 2019</i>	\$355/person	\$455/person
Fun Night Tickets Dinner & Entertainment <i>Tuesday, November 19, 2019</i>	\$42/person	\$92/person
Awards Ceremony Luncheon Tickets Awards Ceremony <i>Wednesday, November 20, 2019</i>	\$35/person	\$85/person

Preferred Hotel

Reservations can be made online. Visit the OHCA website for links to online reservations: <http://www.ohca.com/events/annual-convention>

Marriott Courtyard Portland Downtown Lloyd Center

Reservations must be received by October 28, 2019

435 NE Wasco St, Portland 97232

(503) 234-3200

\$139/Night + tax

Overnight parking available at discounted rate of \$20/night

Access Event Handouts!

On November 6, download the mobile app before the event to access and download the handouts for your sessions. During the event, you'll be able to use the app to take notes and email them to yourself. Content from the mobile app, including handouts, can also be accessed via your laptop computer. Details for access coming soon!

DHS Surveys During the Convention

OHCA has requested from Oregon DHS that buildings with one or more staff registered by Friday, **October 25, 2019**, be included on the list of facilities not to be surveyed on November 19 and 20, 2019.

Please note that this does not apply to necessary revisits or complaint surveys.

Questions

Visit the event website, www.ohca.com/events/annual-convention, or call (503) 726-5260 for more information.

