

New Hampshire Health Care Association



**Annual
Conference &
Trade Show:**

**You CAN
achieve
SUCCESS!**

**The Radisson
- Manchester**



Up to
6
CEUs

DON'T WEIGHT (pun intended): Register Now!

Event Facts

Date: 09/23/15

**Educational
Servings:**
5.75-6 CEUs

%Daily Value
Learning: 100%
Networking: 100%
Fun: 100%

Ingredients: Facility
Staff, Goods & Service
Providers, Educators,
Community Service,
Giveaways, Fun

Feed your hunger for education, networking, and fun at the NHHCA's Annual Conference & Trade Show

Wednesday, September 23, 2015

The Radisson Hotel—Manchester, NH

You CAN Achieve SUCCESS!

Event Schedule

7:45a—Event Check-in begins
8:15a-9:30a—Opening Remarks & Keynote
9:30a-10:30a—Mid-Morning Breakouts
10:45a-12:00n—Late Morning Breakouts
12:00n-2:00p—Construction Trade Show & Lunch
2:00p-3:00p—Afternoon Breakouts
3:15a-4:15p—Closing Keynote

You CAN!

September is Hunger Action Month. As Seniors Aid New Hampshire is a strong supporter of the NH Food Bank, the NHHCA has decided to join their efforts to raise awareness of hunger nationwide and in NH. Trade Show Exhibitors will be building Construction projects—and the food used will be donated to the NH Food Bank. **If you'd like, you can help too! Bring a non-perishable food item or \$1 and it will be added to the donations that the NH Food Bank picks up at the end of the day.**

OPENING KEYNOTE

Managing When No One Wants To Work

Ralph Peterson

Ralph discusses what it is like to work in a field that no one wants to work in; Housekeeping. From first-hand experience he shares tips and techniques for conquering difficult management scenarios. The Keynote is upbeat, motivating and surprisingly funny; considering the topic of leadership.

Ralph Peterson has been hiring, promoting and training managers in one of the toughest management fields there is: Housekeeping. "Housekeeping management is not like managing in any other field," he tells prospective managers. "Anyone can manage staff that love their jobs, went to school for it and have always wanted to be whatever it is they are being. That's not the case in housekeeping. No one wants to be a housekeeper." Peterson is a Syndicated Columnist, Professional Speaker and Author of the book, Managing When No One Wants to Work: Lessons of Leadership from an Executive Housekeeper. Peterson brings more than 20 years of experience in senior management, organizational development and human resources, all in one package. He has consulted to a wide variety of industries, large and small, always brings to the table a practical approach, sound advice, and a great sense of humor. Additionally, Peterson is an Examiner for the Quality Award through the American Health Care Association (AHCA) and a Regional Director for Healthcare Services Group, the largest housekeeping/laundry management services company in the United States that serves the long-term care industry.



**Healthcare Services Group will be providing a copy of Ralph's Book:
*Managing When No One Wants to Work!***

Thank you to our Keynote Sponsor:



Omnicare
Pharmacy Services

Mid-Morning Breakouts - 9:30a-10:30a (1.0 CEU)

Eight Months In: An Analysis of the NH Healthcare Surrogate Decision-Making Law and the Frequently Asked Questions

Katherine M. Hanna & Jason D. Gregoire - Sheehan, Phinney, Bass, & Green

On January 1, 2015, the landmark NH healthcare surrogacy decision-making law (RSA 137-J:34, et al.) took effect. The purpose of this program is to provide an understanding of the key provisions and operation of the surrogacy law, to discuss questions and issues that have arisen since the law's inception, to provide participants with a framework for resolving issues as they arise, and to discuss potential legislative amendments to resolve uncertainties in the law.

Participants will learn:

- The operation of the NH healthcare surrogate decision-making law, RSA 137-J:34, et al.
- Common issues that arise and how to resolve these issues in real time.
- Potential legislative amendments to the law to fix perceived ambiguities and commonly confused provisions.

Katherine Hanna is Chair of Sheehan Phinney's Health Care Practice Group. She serves as general and special counsel to hospitals, nursing homes, and physician and dental practices. She advises providers on corporate, contracting, regulatory compliance, credentialing, employment, risk management, and patient care issues.

Jason Gregoire works primarily in the areas of healthcare and litigation. He advises providers on regulatory, contracting, licensing, reimbursement, risk management, and patient care issues. He is Chair of the NH Bar Health Law Section and serves on the NHHCA Education Committee.

"Put the drugs down and turn the music up!" - How technology can positively impact the lives of people living with dementia

Jack York - It's Never 2 Late (IN2L)

This presentation showcases real world examples of how multimedia technologies, delivered through adaptive computer systems, are able to deliver quality of life benefits to individuals with dementia and to their caregivers. The presentation focuses on practical application about how the activity, therapy, social work and nursing teams may work to integrate the computer system into daily programming. You will see hands on examples of the technology in action, and learn how it can benefit the unique characteristics of your own community. The research will place a particular emphasis on the use of technology as a tool to reduce the utilization of psychotropic drugs.

Jack York (Centennial, Colorado) founded It's Never 2 Late in the summer of 1999 after spending 14 years in the semiconductor industry. He retired from that industry as vice-president of strategic sales for Vishay Intertechnology. In 1998, he began donating computers to assisted living centers in California with his other business partners. This endeavor became a labor of love, and the enthusiasm that the seniors showed in jumping into the computer world motivated

him to establish It's Never 2 Late. Jack speaks throughout the country, and internationally, on how adaptive technology should be accessible to all older adults in senior living communities.

It's Never 2 Late specializes in constructing adaptive computer labs for older adults in all stages of life. Their unique combination of adaptive technology, plus ease of use software, allows individuals, regardless of any physical or cognitive disabilities, to be able to take advantage of the health and connectivity benefits of the Internet. They have connected thousands of seniors to technology, working in nursing homes, assisted living communities, independent living communities and adult day programs. They have set up over 600 programs in 49 US states, Canada, Australia and Northern Ireland. Their work has been recognized by Fox News, National Public Radio and the Wall Street Journal, and multiple senior living publications.

The Changing Trends in Social Work; How the trends put social work in the forefront of quality of care and quality of life in long term care

Amy S. Girouard, MSW, LICSW - Principle, LTC Resources, LLC

The world around us is constantly changing and long term care is no exception. Social work services must also change with the times. Social workers are perfectly matched into this evolving world of person directed approaches, community based services and competency based approaches to long term care. This session will focus on strengths based social work and how it can be used to enhance the quality of services within the social work department and the facility.

Participants will be able to:

- Discuss the changing trends in social work and how that will impact resident care, assessment and discharge planning.
- Recognize core geriatric population competencies.
- Identify their own personal and professional strengths and to build their own competencies.
- Utilize partnerships within their communities to enhance resident directed care.

Amy S. Girouard is a Licensed Independent Clinical Social Worker and a Principal for LTC Resources, LLC. She has been employed by and consulted for various healthcare facilities including corporate chains, local not-for-profits, and municipal homes. Consultation has consisted of creating policies, procedures and guidelines for social work departments and coordination with IDT to ensure quality of life and care for residents in long-term care. She was nominated and accepted into the UNH/IOD NH Leadership Series and will graduate in April 2014. She is an advocate for people with disabilities and an active volunteer for The Foundation for Angelman Therapeutics.

A New Look at Best Practices for Pain Management

Pam Heckman-Project Coordinator, Nursing Home Task Lead, New England Quality Innovation Network-Quality Improvement Network (NE QIN-QIO)

This program will discuss how to use a team approach to pain management and identify current best practices.

Participants will learn:

- How a resident can trigger the short or long-stay MDS 3.0 Quality Measure for self-reported pain.
- To identify five (5) or more non-pharmacologic interventions for pain management.
- New approaches to improve pain assessment reliability.

Pamela Heckman RN, BSN, has joined Qualidigm, the New England QIN-QIO, as a Project Coordinator where she will collaborate with providers and stakeholders on quality improvement initiatives. Qualidigm will serve as the new QIN-QIO for the states of New Hampshire, Vermont and Connecticut as a sub-contractor to Healthcentric Advisors which was awarded the six state QIN-QIO contract by the Centers for Medicare and Medicaid Services.

Ms. Heckman was previously employed for 15 years by Northeast Health Care Quality Foundation, the Medicare Quality Improvement Organization for the States of Maine, New Hampshire and Vermont where she worked as a Quality Improvement Specialist with Nursing Homes.

Ms. Heckman graduated from D'Youville College in Buffalo, New York with her Bachelor's Degree of Science in Nursing. She worked for over 17 years in home health care in Buffalo before moving to New Hampshire. During her time in Buffalo, Ms. Heckman was supervisor the Episcopal Long Term Home Health Care Program, and supervisor of the Episcopal AIDS Home Care Program. She also participated in the development of Benedict House, the first home in Western New York for people living with AIDS.

Ms. Heckman resides in Durham, New Hampshire.

Mid-Morning Breakouts - 10:45a-12:00n (1.25 CEUs)

It's More than a List of Questions: Using the Quality Award Criteria as Your Roadmap to Excellence!

Courtney Bishnoi & Rita Kadonoff - American Health Care Association - National Association for Assisted Living (AHCA/NCAL)

This session may last until 12:15p. 1.5 CEUs will be offered.

This session will turn some common assumptions about the Quality Award program upside down by illustrating how embracing the program criteria can help your organization achieve its goals and deliver value. A common misperception is that the right time to explore the criteria in detail is when you feel ready to begin preparing an award application. In fact, there is no better roadmap to help guide an organization looking for a proven approach to improve performance and wondering where to begin. Wherever you are in your quality journey, there is no time like the present to get to know, love and apply the criteria! Research shows that the program criteria, based on the Baldrige Performance Excellence Program, add value for organizations that use them- Silver and Gold recipients perform better than others on a number of quality, survey and business outcomes. The criteria also align with CMS' Quality Assurance/Performance Improvement (QAPI) framework. Both frameworks utilize a systematic approach to organizational performance and focus on leadership, responding to staff and customers, and demonstrating results. With the QAPI regulations pending, this is a great time to get to know the program's resources and prepare for the regulatory future. In this fun and interactive session, participants will learn about the Quality Award program and understand how the criteria can be applied and used as a quality improvement methodology in their own organization.

Participants will learn:

- About the AHCA/NCAL National Quality Award Program criteria.
- How the criteria can be applied and used as a roadmap to guide quality improvement efforts.

- Practical ideas about how they can begin to apply the criteria to their own organizational systems and processes.

Courtney Krier Bishnoi joined the American Health Care Association (AHCA) and National Center of Assisted Living (NCAL) in 2008. She serves as the Director of Quality & Quality Award Program.

In that role, Courtney oversees the AHCA/NCAL National Quality Award program, a progressive program based on the Baldrige Performance Excellence criteria that recognizes quality performance in member organizations. Under Courtney's leadership, the program has expanded significantly, both in scope and size. The program receives nearly 1,000 applications per year, and has increased its recognition by stakeholders and policy makers as an important distinction of quality. In addition to being responsible for the program operations, Courtney serves as staff liaison to the Board of Overseers, a 12-member board responsible for governing the program, and the Board of Examiners, an evolving group of 200 volunteers responsible for reviewing Quality Award applications.

Before joining AHCA, Courtney served as the Award Program Coordinator at the American Society of Hematology (ASH), managing a number of medical grant-based award programs. Courtney received her Bachelors of Arts (BA) from the University of Arizona in 2006 with a major in Communications and a minor in Business.

Ruta Kadonoff, MA, MHS, is Vice President of Quality and Regulatory Affairs with the American Health Care Association (AHCA). AHCA represents more than 12,000 for- and not-for-profit nursing homes, assisted living residences, and facilities for the care of people with intellectual and developmental disabilities.

Ms. Kadonoff has worked in diverse organizations across the aging services field over the past 20 years in policy, research and practice. Prior to joining AHCA, she was with the US Department of Health and Human Services, specializing in aging and long-term care policy issues. She also previously served as the Deputy Director of The Green House Project, a national program to transform the model of person-centered long-term care.

Ms. Kadonoff holds a Master of Arts degree in the Management of Aging Services from the Erickson School of Aging Studies at UMBC and a Masters of Health Science degree in Health Policy from Johns Hopkins University.

Wound Care Management and Prevention in the SNF, LTC, and ALF Settings

Michelle Bricker, APRN, FNP-BC, CWS - Nurse Practitioner, Wound Specialty, Elliot Center for Wound Care and Hyperbaric Medicine at River's Edge, Elliot Health System

Patients in all settings present unique challenges in wound care and prevention. We will examine these challenges and review wound types and treatment options, highlighting the benefits of an interdisciplinary approach. In addition to promoting wound prevention, expedited healing, and increased patient comfort, we will review the facility benefits of a comprehensive wound care program.

Participants will:

- Examine the goals and challenges in treating wounds in the SNF, LTC and ALF settings.
- Discuss wound types and treatment options, individualizing to patient unique cases.
- Review the benefits of interdisciplinary approach to wound healing and prevention.

Michelle Bricker, MSN, APRN, FNP-BC, CWS graduated from the University of New Hampshire, with a Master of Science in Nursing with a Family Nurse Practitioner degree, a Doctorate Certificate in Cognate College Teaching, and holds a Bachelor of Science degree in Nursing from Rivier College in Nashua, NH. She is board certified through the American Nurses Credentialing Center as a Family Nurse Practitioner. Michelle is a Certified Wound Specialist as a Diplomate with the American Board of Wound Management with more than 10 years of experience in providing wound care management across the age spectrum in outpatient, acute care, SNF, and long term care settings. She has taught in the BSN program of study at the University of New Hampshire. Michelle is an active member of the AANC, NHNPA, AAWC, ABWM, and ANA.

Managing in the Millennium

Ralph Peterson - Healthcare Services Group

Organizations today employ people from a wide range of diverse cultural, social and generational perspectives. In this seminar we explore these differences and learn how to get our employees, regardless of age, gender or national origin, to work together successfully.

See Opening Keynote for Ralph's bio.

Creating a Safe Space for LGBT Elders

Kate Waldo - Genesis Healthcare

Darlene Cray - Office of the Long Term Care Ombudsmen

Moving into and living in a nursing can be a stressful and fear provoking for anyone and can be even more difficult for those that have the additional burden of a history feeling unwelcomed, invisible, discriminated against or even worse physically violated. For our lesbian, gay, bisexual and transgender (LGBT) Elders experiences of discrimination and mistreatment have, in many cases, contributed to a long-standing distrust of the health care system and have affected their health in profound ways.

This session will explore how we as healthcare providers create an environment where LGBT Elders feel safe, secure and included in their new homes or transitional care units.

Kate Waldo is Genesis HealthCare's Therapeutic Recreation Specialist for the Northeast Division where she partners with over a hundred centers to create environments that support well-being and meaningful engagement. From 2007-2013, Kate Waldo worked with The Green House Project first, in her role as an Organizational Culture Change Specialist at PHI and then as a Project Guide. She was a primary developer of educational tools and implementation resources for The Green House Project. She was a lead educator of Coaching and Core Team education and supported open and operating Green House projects. Additionally, while at PHI she provided in-house consulting and education to nursing homes, home health and other long-term care providers who were seeking to grow a culture that ensured quality of life, quality of care, and quality of jobs for all who live and work there.

Kate started her career in healthcare as a Director of Recreation and Assistant Administrator of a Skilled Nursing Facility and an Executive Director at Hearststone Alzheimer Care. Kate has developed and delivered national, state and local educational programs focused on implementing person-directed care, respectful work environments, self-managed work teams, coaching supervision, peer mentoring and inclusion for LGBT Elders.

Darlene Cray has been a Regional Long-Term Care Ombudsman with the State of NH Office of the Long-Term Care Ombudsman for the past 10 years. In this role she has served a dual role; providing Advocacy for elders who live within Long-Term Care settings and as the Statewide Certified Ombudsman Volunteer Program Coordinator. Prior to serving in this role Darlene worked in various positions for 23 years within Nursing Home, Assisted Living and Home Care settings. In addition to her role as a Long-Term Care Ombudsman Darlene assists with the facilitation of Seniors Aid New Hampshire, is a member of the NH LANE and has been a Senior Examiner for the American Health Care Association Quality Awards for the past 4 years. Darlene is also one of the founders of the NH Culture Change Coalition and is a previous member of the NH Quality of Life Committee. Darlene has been involved with the Culture Change movement on a professional level since the early 1990's. She is an Eden Alternative Associate and Certified Eden Alternative Educator. As an educator, Darlene has received certification from the Eden Alternative to offer the following: the Eden Associate, Dementia beyond Drugs, Eden Apprentice and Eden At Home Trainings. In addition, Darlene has provided speaking engagements and workshops on a local, statewide and national level.

Afternoon Breakouts - 2:00p-3:00p (1.0 CEU)

Survey & Certification Surveyor Forum

NH DHHS Survey & Certification Survey Team

The survey team will present on timely topics related to recent surveys and answer questions from the audience.

804/805 Licensure Surveyor Forum

NH DHHS Licensure Survey Team

The survey team will present on timely topics related to recent surveys and answer questions from the audience.

Search & Rescue of an Eloped Resident

Mark Hensel & K-9 Sig - NH Fish & Game - Law Enforcement

The Fish & Game Department is responsible for all Search and Rescue missions in New Hampshire. Mark routinely responds to dozens of missions each year for those suffering from Alzheimer's and those with mental disabilities.

Mark and his K-9 Sig will conduct this session both indoors and outdoors with a live demonstration.

Mark Hensel has been a canine handler for over 15 years with the NH Fish & Game Department. He is Commander of the Canine Unit and oversee selection, budgets, personnel and training for our canine unit. He is currently working with his second patrol canine, a 5.5 year old Labrador retriever who is certified in human tracking, evidence detection, obedience and Fish & Wildlife detection.

CLOSING KEYNOTE

Drug Recognition for Employers

Lt. Terry Choate & Joe Hileman, Blue U Corporate Resources

Drugs, and therefore addiction and distribution are prevalent everywhere! This problem exists from the extreme smallest communities to the largest cities in this country, from the smallest schools and businesses to the largest, and from the most respectable people to the least.



The problem? With addiction comes tremendous negative impact to educational institutions, businesses and families. Addiction brings not only liability issues from a safety perspective, but also decreased productivity, quality issues and disruption to business. Recognizing potential addiction problems in employees, students AND family can bring tremendous advantage not only to your organization, but in helping those who suffer from addiction. Regardless of whether student, employee or family member, we care about them.

This course will help you recognize and understand the signs of addiction, the dangerous items that accompany addiction, and those who suffer from addiction, and provide some remedies with the problem should you encounter it in your life.

Some of the topics covered in the course include:

The extent of the Problem; How it Affects Your Organizations; Some Surprising Facts; Human Signs of Addiction; Understanding Addicts (They are not bad people); Physical Signs of Addictions (Drugs and Paraphernalia); Laws Governing Random Drug Testing (School/Business); The State of the System for Resources; Dealing With Known Drug Problems; Dealing With Suspected Drug Problems; Policy Related to Potential Drug Addiction; Recognizing the Signs of Drug Distribution; Possible Remedies

Thank you to our Keynote Sponsor:



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EVENT LOCATION

Radisson Hotel

700 Elm Street,

Manchester, NH 03101

Phone: (603) 625-1000 | Fax: (603) 206-4000

www.radisson.com/manchesternh

REGISTRATION PROCESS

How to register? Choose one of the following methods:

- Register online at: www.nhhca.org
- Fax form to: **(603) 226-3376**
- Scan and email form to: orders@nhhca.org
- Mail form to: **Attn: NHHCA, 5 Sheep Davis Road, Suite E, Pembroke, NH 03275**

Questions? If you have any questions on how to register or wish to make a payment please contact the NHHCA office at (603) 226-4900.

REGISTRATION FEES, SPECIALS, AND DEADLINES

Affiliation:	Fee before or on 9/13	Fee after 9/13
NHHCA Member	\$ 100.00	\$ 125.00
County Assoc.	\$ 125.00	\$ 150.00
Non-member	\$ 150.00	\$ 175.00

SPECIAL: Register THREE team members from the same facility and the Facility Administrator's Registration is FREE! A credit will be applied to final invoice for the registration fee. Administrator must be present at event to receive credit for the registration fee. Administrator must register in advance for the event, day-of-event registrations will not receive credit.

BREAKOUT SESSIONS

Please make sure to specify on the registration form which breakout sessions (BO) each attendee chooses to attend. If no session is specified, you will be placed in the session with the least amount of preregistered attendees. All breakout sessions will have a strict attendance policy due to the fire codes of the location. Please note space will be limited in some of these sessions – your name must be on the list to enter the session. If your name is not on the list, you may be asked to choose another session. If you are a walk-in, you will only be able to attend a session if there is space available.

PARKING

Parking is NOT included in the attendee price. Parking is available in the parking garage (\$5.00 with validated parking pass) or metered street parking is available.

WEATHER

This program will take place rain or shine. If for any reason there is a cancelation in the program, cancelations will be posted on our website (www.nhhca.org). Please dress accordingly. Please note that some rooms may be colder/warmer than others.

CANCELTION, ATTENDANCE & PAYMENT POLICY

Please refer to the "NHHCA Seminar Policies and Procedures" document for a complete list of policies and procedures. The document is posted at www.nhhca.org.

- Cancelations must be made in writing 10 business days prior to the program.
- Payment is expected before the event. Canceled registrations are subject to an administrative fee. Late payments will receive a penalty fee.
- In order to obtain full CE credits, attendees must attend entirety of program.

Registration!

Facility Name: _____

Address: _____

City/ State/ Zip: _____

Attendee name: _____

Attendee Title: _____

Attendee Email: _____

MID-MORNING BREAKOUTS (CHOOSE 1)

☐ Surrogate Law ☐ Social Work Changes ☐ Pain Management ☐ Technology and Dementia

LATE MORNING BREAKOUTS (CHOOSE 1)

☐ Quality Awards ☐ Wound Care ☐ Managing the Millennium ☐ LGBT Elders

AFTERNOON BREAKOUTS (CHOOSE 1)

☐ Survey & Certification ☐ 804/805 Licensure ☐ Search & Rescue

Attendee name: _____

Attendee Title: _____

Attendee Email: _____

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fax to (603) 226-3376,

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Pembroke, NH 03275