CNA and Direct Caregivers Education Conference

Quality Starts with ALL of Us

December 5, 2012

Airport Holiday Inn
6111 Fleur Drive
Des Moines, Iowa 50321
(515) 287-2400

Conference co-sponsored by
NAHCA
Leading Frontline Excellence
CNA and Direct Care Worker Education Conference

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(515) 287-2400

Schedule

8:30 a.m.  Registration – Continental Breakfast

9:00 a.m.  Just a Spoonful of Humor for the Direct Caregiver
Speaker: Julie Burney

10:00 a.m.  Break

10:15 a.m.  How the Frontline Affects the Bottom Line
Speaker: Lori Porter

11:15 a.m.  Annual NAHCA and IA-NAHCA Update and Elections

11:45 a.m.  Lunch – Tropical courtyard

12:45 p.m.  “We’ve Got One” - Lessons learned from the Joplin, MO, Tornado Aftermath
Speaker: Lisa Cantrell

1:45 p.m.  Pitfalls and Benefits of Social Media in the Workplace
Speaker: Elizabeth Meyer

2:30 p.m.  Break

2:45 p.m.  All the Stuff You Wanted to Know About Survey
Speaker: Kelly Meyers

3:30 p.m.  Laughter Yoga
Speaker: Debra Cooper

4:00 p.m.  Adjourn
Just a Spoonful of Humor for the Direct Caregiver
Speaker: Julie Burney
Being a caregiver is time consuming and at times quite challenging. Our attitude toward our tasks can make all the difference in the world to help us maintain our own lives in the midst of caring for others. Humor is the key to balance, and just a spoonful of humor can change everything. This funny, upbeat presentation will share specific care giving examples that can improve both the patient's and the caregiver's situation. Come and learn how to "lighten" the load.

How the Frontline Affects the Bottom Line
Speaker: Lori Porter
CNAs and Direct Caregivers need to gain an understanding of the business of long term care and how their role and the work they do impacts the overall operation of the care center—ultimately impacting quality outcomes and financial performance. This session will provide valuable strategies on how caregivers can positively impact operations through participation in quality improvement initiatives, CNA retention efforts, customer service programs, professional development opportunities and overall communication endeavors.

“We've Got One” - Lessons learned from the Joplin, MO, Tornado Aftermath
Speaker: Lisa Cantrell
May 22, 2011 an EF-5 tornado ravaged the heart of Joplin, Missouri. Catastrophic winds in excess of 200 mph obliterated much of the city’s medical community, including 3 skilled nursing facilities. NAHCA co-founder Lisa Cantrell will describe her experience of immediate first aide and rescue efforts at one of those skilled nursing facilities, the obstacles in providing relief and comfort and lessons learned.

Pitfalls and Benefits of Social Media in the Workplace
Speaker: Elizabeth Meyer
Twitter, Facebook, LinkedIn all have their place in today's fast paced world, but when and where is social media acceptable in the healthcare environment? This informative session will address the developing law in the area of social media, as well as, the practical aspects of use, policies, and privacy. Participants will learn the parameters of what they can and cannot do in terms of limiting social media, as well as, strategies on how to deal with such issues as HIPAA, bullying, harassment and other issues.

All the Stuff You Wanted to Know About Survey
Speaker: Kelly Meyers
This session will discuss the survey process and the role that CNAs and Direct Caregivers play in the process. What information is appropriate to share while being questioned by a surveyor, interview tips, discussion of your rights and real life examples of employee statements that end up in 2567s will be reviewed during this session.

Laughter Yoga
Speaker: Debra Cooper
Laughter Yoga is a revolutionary exercise routine that is sweeping the world. It is a complete wellbeing workout that can benefit the health of everyone, young and old. This fun dynamic session will teach caregivers the basic facts about Laughter Yoga and how to implement it into their interactions with the residents they serve.
Julie Burney is an Assistant Professor in Communication and Theatre at Doane College in Lincoln, NE. She has been named “Teacher of the Year” five times. For 20 years Juli has taught college students and professionally entertained audiences. She consults for businesses and conducts workshops in all areas of communication and humor.

Lisa Cantrell, RN,C, Co-founder, President and Chief Clinical Officer National Association Health Care Assistants. Lisa started her career in long term care in 1981 as a nursing assistant. In the fall of 1983 she became a licensed practical nurse. She continued to work in long term care, eventually graduating with her nursing degree in 1990. Lisa is certified in Gerontological Nursing through the American Nurses Credentialing Center; has completed the Creative Caregiver Trainer workshop through the Alzheimer’s Association and is a certified CNA Instructor/Examiner in the state of Missouri.

Lori Porter started her career in long term care over 25 years ago. She began as a dietary aide, moved on to be a CNA for seven years, a nursing home administrator for nearly seven years and operations director of ten skilled facilities in the Midwest. In 1995, she followed a dream and co-founded the National Association of Health Care Assistants (NAHCA) as a means to honor and recognize the CNAs and caregivers who serve our nation’s elders, as well as, elevate the profession of nursing assistants through professional development, advocacy, and empowerment.

Elizabeth R Meyer is an associate of the Davis Brown Law Firm. She joined the Litigation Division in August 2009. Elizabeth graduated from Drake University Law School with highest honors in 2009, where she was a Dwight D. Opperman Scholar and a staff member of the Drake Law Review. She is also a member of the Drake chapter of the Order of the Coif. Elizabeth graduated valedictorian, summa cum laude from Truman State University in 2006, earning a B.A. in History.

Kelly Verwers Meyers, Director of Regulatory Affairs at Iowa Health Care Association is a licensed attorney in the State of Iowa. Kelly represents IHCA on Capitol Hill and monitors proposed rules and advances the Association’s position on proposed legislation by attending hearings and submitting comments. Kelly is a Drake University Law graduate and has practiced in a private law firm as well as served as an assistant prosecuting attorney in the Warren County Attorney’s Office.

Registration Information

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<th>Registration fees:</th>
<th>Members:</th>
<th>$50 per person</th>
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<tbody>
<tr>
<td>Non-Members</td>
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1. To register online, go to [www.iowahealthcare.org](http://www.iowahealthcare.org) and click on the CNA and Direct Caregivers Conference.
2. Select Register online. If you have not previously created a personal profile, you will need to do so before you register (One profile per person).
3. Complete the online registration and click Submit. A registration confirmation will be e-mailed to you.
4. To register another person, click on LOGOUT and repeat this process.

PLEASE NOTE: This education is only open to CNAs and Direct Care Workers

**Sleeping Room Information**

Airport Holiday Inn, 6111 Fleur Dr., Des Moines, IA, 50321 – (515) 287-2400

IHCA ICAL Room Rates: $ 90.00 Single /Double+ tax

IHCA ICAL – 1775 90th St., West Des Moines, IA 50266 – (800) 422-3106