Quality Starts with ALL of Us

December 1, 2010

Bringing Your A-Game... To Every Aspect of Your Life

Legal Update: Increases in Criminal Investigations and Prosecutions

Latest Trends in Nursing Facility Surveys

Expectations of the Assisted Living Nurse

Department of Public Health Update

Holding Accountable: The Under-Performing or Difficult Employee

Strategies for Fall Prevention in the Elderly

Assisted Living Compliance Trends

Airport Holiday Inn
6111 Fleur Drive
Des Moines, Iowa 50321
(515) 287-2400
Iowa Health Care Association and Iowa Center for Assisted Living are offering multiple subjects at this education session. Each training session is designed to offer you and your staff the latest management, leadership, and teamwork strategies for continued success and quality in long term care. For each paid registration fee, participants may choose the session they would like to attend. Seating is on a first-come, first-serve basis. It is not necessary to declare your choices on the registration form.

The schedule is subject to change. If a speaker or topic is cancelled or changes for whatever reason, we will make every attempt possible to get a suitable replacement speaker and topic.

SPECIAL NOTE: Seminar doors will close promptly at the times mentioned in this brochure, credit for attendance will not be granted to those arriving after these times or leaving prior to the completion of the program. Providership regulations do not allow for partial credit to be given for any portion of a session. Late arrival or early departure will result in forfeiture of credit. Please call IHCA ICAL at 800-422-3106 with any questions regarding this conference.

Refunds/Cancellations

Refunds will only be granted to those who cancel their registration for the program listed on this brochure in writing by 4 p.m. Friday, November 26, 2010. Cancellations after this time/date, no-shows due to weather, acts of God or illness, will be charged the full registration fee. IHCA reserves the right to cancel any educational program, in the event of such a cancellation, all fees will be refunded.

Continuing Education Credit for:

<table>
<thead>
<tr>
<th>Administrators</th>
<th>Department Heads</th>
<th>Nurses</th>
<th>Assisted Living Managers</th>
<th>Social Services</th>
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<td>ADM</td>
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<td>This continuing education program meets the Iowa Board of Examiners for Nursing Home Administrators criteria for continuing education credit for nursing home Administrators and Owners.</td>
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<td>This continuing education program meets the Iowa Division of Inspections and Appeals (DIA) criteria for continuing education credit for nursing home Department Heads.</td>
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<td>This program is approved for continuing education credit for Nurses, offered by IHCA, provider number: 166.</td>
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<td>ALMC</td>
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<td>The programs specified for Assisted Living Management have been approved for continuing education credit for maintaining the Assisted Living Management Certificate sponsored by ICAL.</td>
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<td>This continuing education program meets the Iowa Board of Social Workers Examiners criteria for continuing education credit for Social Service workers.</td>
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8:30 – 9:00  Registration – Continental Breakfast

9:00 – 10:00  OPENING GENERAL SESSION

Bringing Your A-Game…To Every Aspect of Your Life
Speakers: Brenda Clark Hamilton
CEUs approved for: ALL

10:00 – 10:15  Break

10:15 – 11:45  BREAKOUT SESSION 1

When You’re through Changing, You’re Through
Speaker: Steve Siemens
CEUs approved for: ALL

Strategies for Fall Prevention in the Elderly
Speaker: Dr. Brenda Hoskins
CEUs approved for: N, SS, ADM, ALMC

Legal Update – Increases in Criminal Investigations and Prosecutions
Speaker: Ken Watkins
CEUs approved for: ALL

11:45 – 12:45  Lunch (Tropical Courtyard)
12:45 – 2:15  BREAKOUT SESSION 2

Department of Public Health Update
Speakers: Denyse Gipple, Mary Rexroat
CEUs approved for: N, SS, ADM, ALMC

Expectations of the Assisted Living Nurse
Speakers: Jeanine Chartier, Michael Streepy
CEUs approved for: N, ADM, ALMC

Holding Accountable: The Under-Performing or Difficult Employee
Speaker: Brenda Clark-Hamilton
CEUs approved for: N, DH, ADM, ALMC

2:15 – 2:30  Break

2:30 – 4:00  BREAKOUT SESSION 3

Nursing Facility Surveys – Latest Trends
Speakers: Lisa Uhlenkamp, Kelly Meyers
CEUs approved for: N, SS, DH, ADM

Assisted Living Compliance Trends
Speaker: Stacy Hejda, Ken Watkins
CEUs approved for: N, ADM, ALMC

DISCIPLINE KEY: ADM: Nursing Home Administrators; DH: Department Heads;
N: Nurses; SS: Social Services; ALMC: Assisted Living Management Certification
Winter Quarterly Education Conference • Program Descriptions

General Session (1.0) hours CEU
9:00 a.m. – 10:00 a.m.

Bringing Your A-Game...To Every Aspect of Your Life
Speaker: Brenda Clark-Hamilton
CEUs approved for: ALL

What does it mean to “Bring Your A-Game”? What percent of the time would you say that you bring the very best you have to offer to your work life, your home life, and your relationships? This fun, interactive keynote will explore what the latest research has to say about ways to keep you feeling upbeat and energized on a day-to-day basis. Join us in taking the “Are You in a Rut?” test and in learning practical strategies for shaking things up and bringing your A-Game to your relationships and to every aspect of your life.

Education Breakout Session 1 (1.5 hours CEU)
10:15 a.m. – 11:45 a.m.

When You’re Through Changing, You’re Through
Speaker: Steve Siemens
CEUs approved for: ALL

Very few people like to change and it seems the older people get, the harder it is for them to change. We live in a world full of change. If people and organizations are going to stay on the cutting edge, they must have a willingness to take risks, fail, try new things, and change. Once you have stepped across the line, gotten out of the box, and started thinking differently, you will be one of those people who will change. Join Steve for this funny, upbeat session, and you will discover that when you’re through changing, you’re through.

Strategies for Fall Prevention in the Elderly
Speaker: Dr. Brenda Hoskins
CEUs approved for: N, SS, ADM, ALMC

Your front line staff is critical to sustaining success in identifying risk and implementing the right interventions to prevent falls. This session will review fall risk factors, including illnesses, medications, the environment, and changes in vision. There will be a discussion on the latest in fall prevention methods and fall prevention technology. Dr. Hoskins’ will also discuss care planning based on fall risk factors and how to measure the outcomes of fall prevention programs.

Legal Update – Increases in Criminal Investigations and Prosecutions
Speakers: Ken Watkins
CEUs approved for: ALL

With the current enforcement environment, nursing facility and assisted living facility staff need to understand their rights and how to protect themselves. This session will focus on recent trends in Iowa relating to criminal prosecutions/ criminal exposure of administrative personnel relating to the survey process, audits, and dependent adult abuse prosecutions.
## Department of Public Health Update

**Speakers:** Denyse Gipple, Mary Rexroat  
**CEUs approved for:** ALL

Here’s your chance to get a public health update and ask questions directly to representatives from the Iowa Department of Public Health. This session will review the occurrence and management of MRSA in community and healthcare settings, update you on emerging diseases, antibiotic resistance, and on this season's influenza predictions. There will also be a review of the process to perform an outbreak investigation in your facility.

## Expectations of the Assisted Living Nurse

**Speakers:** Jeanine Chartier, Michael Streepy  
**CEUs approved for:** N, ADM, ALMC

The assisted living nurse is generally hired to provide two things to assisted living tenants, a trained eye to make observations and assessments, and recommendations to seek medical care if appropriate, and the monitoring of medication management. But there are many other important responsibilities and duties an A.L. Nurse must perform. This session will review the states codes, laws, and regulations as it applies to the assisted living nurse.

## Holding Accountable: The Under-Performing or Difficult Employee

**Speaker:** Brenda Clark-Hamilton  
**CEUs approved for:** N, DN, ADM, ALMC

How do you, as a supervisor, hold accountable an employee who is performing below standards and/or who is just plain difficult to work with? In this session, you will learn several strategies for setting clear expectations for staff, and we will outline a step-by-step approach for giving corrective feedback and following through when an employee is not performing up to those standards.

## Nursing Facility Surveys – Latest Trends

**Speakers:** Lisa Uhlenkamp, Kelly Meyers  
**CEUs approved for:** N, SS, DH, ADM

The purpose of this session is to update long term care professionals on the current and most frequently cited F-tags and give examples of these deficiencies as well as those that received fines from DIA. This education will identify the recent trends for which DIA is citing facilities and will provide an overview of statistical trends in deficiencies over the last year. Other current issues seen with the survey process will also be discussed.

## Assisted Living Compliance Trends

**Speakers:** Stacy Hejda, Ken Watkins  
**CEUs approved for:** N, ADM, ALMC

Assisted living providers have seen a decrease in conditional certifications over the past year. However civil penalties are still a concern. This session will review insufficiency trends, civil penalties, and the involuntary transfer process. Guidance on how to submit a “R for R”, the appeal process and processes to follow for an involuntary transfer will be covered.
Jeanine Chartier is the owner/Administrator of Char-Mac of Lawton and Char-Mac of Holstein. She is the current Vice-President of ICAL and has been an active board member for 9 years. She has been the voice of Iowa’s low income elderly by advocating numerous times before the Iowa legislators regarding the obstacles of those seniors who are on Iowa Medicaid. She was awarded the 2004 IA Assisted-living Director of the Year, as well as the NCAL 2008 Assisted-living Director of the Year.

Brenda Clark-Hamilton is a fun, dynamic speaker and workshop facilitator that provides fresh perspectives in leadership, communication skills, team building, and offering one’s best self to life, relationships, and career. Since launching Fresh Coffee Professional Growth Programs in 2005, Brenda has become a sought-after presenter at workplaces, conferences, and special events. She is an adjunct instructor at Morningside College in Sioux City, IA, and has a Master’s Degree in Education Programming.

Denyse Gipple, MPH, CIC, CPH is employed by the Iowa Department of Public Health in the Center for Acute Disease Epidemiology. As a regional epidemiologist, she consults on disease outbreaks in a variety of settings, including schools, hospitals, long term care facilities, and in the community at large. Prior to working for IDPH, she was the Infection Preventionist and Public Health Coordinator at Grinnell Regional Medical Center. Interests within the field of epidemiology include MRSA and disease outbreak investigation.

Stacy Hejda is a Consultant for Assisted Living Partners, L.L.C. She serves on the Quality Committee, Co-chairs the Payment for Services Committee, and is Director at Large for the Iowa Center for Assisted Living. Stacy provides consulting services to assisted living facilities focusing on program development and regulatory compliance monitoring as well as working with the Elderly Waiver and HUD rental assistance programs. Stacy received her Assisted Living Management certification in the spring of 2002.

Dr. Brenda Hoskins is a nurse practitioner board certified in gerontology. With 17 years of long term care experience, she has served as Director of Nursing, Nurse Consultant, and has been a practicing GNP for over 10 years. She completed a Bachelor of Science in Nursing degree from Coe College, a Masters in Nursing in the Gerontological Nurse Practitioner program at the University of Iowa, and the Doctor of Nursing Practice from Rush University in Chicago, IL. Dr. Hoskins continues to maintain her geriatric practice, providing primary care to older adults residing in long term care facilities in the Grinnell, IA area and is an Assistant Clinical Professor at the UI College of Nursing where she teaches in the Master’s and Doctoral programs.

Mary Rexroat, R.N., BS is a Nurse Epidemiologist at the Iowa Department of Public Health, Center for Acute Disease Epidemiology. In her current position she assists with disease surveillance, outbreak management and facilitating appropriate interventions by the local health departments. She also provides consultation for hospitals and long term care facilities on infection prevention and control questions.

Steve Siemens is a national speaker and has been awarded the CSP (Certified Speaking Professional) from the National Speakers Association. Steve is the founder and president of The People Builder, a company that works with clients from small businesses to Fortune 500 companies worldwide on common sense, practical approaches on leadership, management and the pursuit of excellence.

Michael Streepy is a former state surveyor working for the Department of Inspections and Appeals from 1987 – 2010. His responsibilities included inspection and investigations in long term care facilities, Critical Access Hospitals, Hospitals, Ambulatory Surgical Centers, and Assisted Living Programs. Michael is currently working with long term care and assisted living facilities as a consultant. Michael graduated from St. Joseph Mercy School of Nursing in 1978.

Lisa Uhlenkamp, RN, LNHA, Director of Quality & Clinical Services IHCA ICAL works closely with the IHCA and ICAL Quality committees. She is responsible for issues related to quality improvement, advancing excellence, clinical practice issues in all long term care settings, Care Watch, and the home and community based waivers. She staffs both the IHCA and ICAL quality committees, the Iowa Nurses for Long Term Care. She is our trainer for Care Watch™ and other clinical areas.

Kelly Verwers Meyers, Director of Regulatory Affairs at Iowa Health Care Association is a licensed attorney in the State of Iowa. 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. Kelly has experience in state and federal court and has practiced both civil and criminal law. Kelly is a member of the Iowa Bar Association and the American Health Lawyers Association.

Kendall Watkins is a lawyer with the Davis Brown Law Firm located in Des Moines, IA. He is a member of the firm’s Health Law Department where his practice includes representation of health care providers in regulatory matters, responding to government investigations and malpractice litigation. Ken received his B.A. degree from Knox College and his J.D. degree from Drake University Law School, where he served on the Drake Law Review. He is a member of the American Health Lawyers Association, American Bar Association (Health Law Section) and the Iowa Bar Association.
Registration Information

2010 Winter Quarterly Education Conference

December 1, 2010

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

Registration fees:  
Members: $105 per person  
Non-Members: $210 per person

1. To register go online to www.iowahealthcare.org and click on the Winter Quarterly Education Conference.

2. Select Register online. If you have not previously created a personal profile, you will need to do so before you register.

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.

Sleeping Room Information

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

Room Rate: $88.00 Single/Double

To receive the special rate, please mention you will be attending the Iowa Health Care Association Conference.