After witnessing the leadership growth in the first HCI administrators to complete the IHCA Leadership Academy, I am a believer. They are now equipped to identify improvement opportunities and take the next step of setting and implementing organizational goals to meet and exceed CMS expectations. These skills are taking the organization's quality improvement quest to the next level.” - David Chensvold, President & CEO, Healthcare of Iowa
Program Overview

Today’s world of long term care support services and post-acute care is highly complex and grows more complicated each year. It takes highly competent leadership to manage a successful, quality care organization. Unfortunately long term and post-acute care managers often do not learn practical leadership skills and effective quality management strategies in their core training programs. Historically many of these competencies have been learned “on the job”. As a result, many promising leaders end up frustrated and move from facility to facility or worse, look for a more hospitable career path.

Recent interviews with AHCA Gold and Silver Quality Award winners shows that achieving excellence in these settings takes more than just being able to manage the “day to day” operations of an organization. These award winning leaders identified these critical competencies necessary for success:

- Systems level thinking
- Visionary leadership/strategic planning
- Communication skills
- Customer service excellence
- Quality assurance and performance improvement programs

Program Topics

This intensive training program is designed to elevate knowledge, build skills and promote targeted competencies for leaders who work in long term care and Assisted living settings.

1. Workplace Excellence
   - Includes leadership, workforce stability, person centered care practices, art of communication, and staff empowerment.

2. Achieving and Sustaining Change.
   - Vision and mission led organization, strategic planning, managing change, technology, future trends, professional advocacy, and resources for excellence.

3. QAPI – Quality Assurance, Performance Improvement
   - QAPI in action, data mechanics and management, quality initiatives, key partners, and transparency

4. The Changing Post-Acute Care Landscape
   - Patient safety in post-acute care, managed care, new reimbursement models, and requirements of participation.

Program Participants

The target audience for this course is licensed nursing home administrators, assisted living directors, home care agency directors or directors of nursing who have at least 2 years of experience in the profession. Participants will be limited to a small group of applicants showing interest in and commitment to operationalizing the skills, techniques, and strategies covered by the course through individualized quality improvement projects and assignments to be conducted over a 9-12 month period in their respective organizations. Those chosen will be asked to commit to attending all four days of the Academy sessions scheduled in 2017 – 18.

Participants applying will need to complete some pre-session reading and will be involved in small group networking and sharing. Additional resources will be recommended for participant use in the development and deployment of the individualized projects. At the completion of the course work, participants will be sharing with others in the Academy the results of their projects.
Program Dates

The Leadership Academy is scheduled in three parts over a one-year period

| Day 1 | June 7, 2017 | 8:30 a.m. – 4:30 p.m. |
|       | Networking Dinner | 6:00 p.m. |
| Day 2 | June 8, 2017 | 8:00 a.m. – 3:45 p.m. |
| Day 3 | December 13, 2017 | 8:00 a.m. – 4:30 p.m. |
| Day 4 | June 5, 2018 | 8:00 a.m. – 4:30 p.m. |

Continuing Education Credit Information

NURSES: This program is approved for 32.0 contact hours (3.20 CEUs) for nurses, offered by IHCA/INLTC, IBON Provider #166. Providership regulations do not allow for partial credit to be given for any portion of this program.

ADMINISTRATORS: This continuing education activity meets the Iowa Board of Examiners established criteria for CEU credit. The program is approved for 27.0 hours of CEU credit for licensed nursing home administrators.

ASSISTED LIVING MANAGEMENT CERTIFICATE: This education is approved for 27.0 hours of continuing education (CEUs) for maintaining the ALM Certificate sponsored by Iowa Center for Assisted Living.

You must attend ALL Leadership Program sessions to receive the CEUs. There is NO partial CEU credit available for any portion of the program.

Registration Information

This education is open to employees from IHCA ICAL members only.

Registration fee: $1,250 for the first person registered from a facility
                 $750 for each additional person registered from the same facility

Registration fee includes resource books, CEUs, and continental breakfast and lunch each day.

To qualify for the Leadership Academy, you must complete the “Participant Application” and submit the required information listed on the Application Form by May 15, 2017. Applicants will receive notification by May 18, 2017. If accepted, the registration fee will be billed to your facility/company.
Faculty Bios

Barbara Frank, MPA, began her career working for 16 years at the National Citizens’ Coalition for Nursing Home Reform where she directed the landmark 1985 study “A Consumer Perspective on Quality Care: The Residents’ Point of View” and helped establish the national network of state and local ombudsman programs. She facilitated the Campaign for Quality Care, through which providers, consumers, practitioners, and regulators developed consensus on what became OBRA 1987 legislation that refocused nursing home regulation on individualized care. Frank facilitated the first Pioneer Network gathering in 1997 and in 2005 she facilitated the St. Louis Accord, a national gathering of providers, consumers, regulators, and quality improvement organizations that came together to improve clinical outcomes, staff stability and culture change. Co-founder (with colleague Cathie Brady) of B&F Consulting, she works directly with individual nursing homes to improve their stability, care outcomes, and quality of life. As faculty to the Quality Partners of Rhode Island Improving the Nursing Home Culture pilot, she helped 254 nursing homes improve staff, resident, and organizational outcomes, and co-produced Quality Partners’ Staff Stability Toolkit and the four part CMS web series “From Institutional to Individualized Care”. Barbara is co-author with Cathie Brady and David Farrell of one of the texts to be used in the Leadership Academy entitled “Meeting the Leadership Challenge in Long-Term Care.”

Marguerite M. McLaughlin is Senior Director of Quality Improvement American Health Care Association (AHCA). There, she pursues her passion for improving the lives of residents living in long term care centers by teaching and producing educational resources, tools and products for staff in nursing centers. She is responsible for the development of ahcancalED - AHCA’s learning management system. She leads the Dementia Friendly Designation Project and is currently the manager of the National Quality Network. Ms. McLaughlin’s expertise and passion lies in quality improvement, dementia care, workforce issues and education. She works both locally and nationally to support change in healthcare. She has led several CMS special projects during her work with the RI QIO. Her 30 years of experience - at Saint Elizabeth Home, the Alzheimer’s Association and the Quality Improvement Organization in RI - have provided her with unique insights and "boots on the ground" experience in helping organizations improve their care and service to their residents.

Mary Jane Carothers, RN, LNHA, ALMC is the Vice President, Quality Improvement & Clinical Affairs for the Iowa Health Care Association and the Iowa Center for Assisted Living. MJ works closely with the IHCA and ICAL Quality Improvement Committees and the IHCA Medicare Committee. She is knowledgeable regarding issues related to quality improvement, regulatory compliance and clinical practice in post-acute care settings, including home care. MJ is a registered nurse, a licensed nursing home administrator, certified assisted living manager, and a former clinical manager for a home health agency with many years of provider experience. Her responsibilities also include assisting IHCA/ICAL members with the AHCA Quality Initiative, the AHCA Quality Awards Program, and other state and national efforts which promote improved quality of clinical practice and improved quality of life for the consumers that IHCA/ICAL members serve. MJ currently serves as contact person for the Iowa efforts of the CMS Partnership to Improve Dementia Care which meets quarterly as a part of the Iowa Quality Nursing Home Partners. She is also serving as Chair of the LifeLong Smiles Coalition whose stakeholders work together to improve the oral health care of aging Iowans and is a member of the Iowa Healthcare Collaborative Advisory Council.
IHCA ICAL ICHC Leadership Academy

Part ONE: June 7 - 8, 2017

IHCA Education Center
1775 90th St.
West Des Moines, IA

APPLICATION DUE BY
May 18, 2017

Name:_______________________________________________________________________________________
Facility/Company:______________________________________________________________________________
Address:______________________________________________________________________________________
City:_________________________________________________ Zip:__________________________________
Phone #:______________________________________________ Fax #::________________________________
Current Position:________________________________________________________________________________

Number of Years in Current Position:___________________________

Attachments Required:
- Current Resume
- Brief Biographical Sketch (100 words or less)
- Statement of Interest (100 words or less describing what you hope to gain by participating.
- Letter of Support from your organizational leadership

I agree to participate in all the educational sessions and will fully engage in a quality improvement project for
my organization to fulfill the requirements of the Academy course work.

Signature________________________________________________  Date____________________

REGISTRATION FEES
$1,250 for the first person registered from a facility
$750 for each additional person registered from the same facility

Participant Application must be received by May 18, 2017

Mail to:                           E-Mail                           Fax
Iowa Health Care Association       maryjane@iowahealthcare.org  515-978-2209
Attn: Mary Jane Carothers          1775 90th St.
1775 90th St.                      West Des Moines, IA 50266
West Des Moines, IA 50266

ON-LINE REGISTRATION IS NOT AVAILABLE FOR THE LEADERSHIP ACADEMY
Discounted sleeping room rates for West Des Moines area hotels

Iowa Health Care Association and Iowa Center for Assisted Living has negotiated special sleeping room rates for its members at several West Des Moines area hotels. All hotels are located within three miles of the IHCA ICAL Education Center and Association Office.

To receive the special rates you must request the “Iowa Health Care Association room rate”.

**StayBridge Suites**  
6905 Lake Dr.  
(Interstate-80, exit 121)  
West Des Moines, IA  
(515) 223-0000  
Room rate: **$92** plus tax – King Studio Suite

**Wildwood Lodge**  
11431 Forest Ave.  
(Interstate – 35/80, exit 124)  
Clive, IA  
(800) 728-1223  
Room rate: **$85** plus tax – King Room  
**$95** plus tax – Two Queen Room

**Sleep Inn**  
11211 Hickman Rd.  
(Interstate – 35/80, exit 125)  
Urbandale, IA  
(515) 270-2424  
Room rate: **$79** plus tax – single/double

**Hampton Inn**  
7060 Lake Dr.  
(Interstate-80, exit 121)  
West Des Moines, IA  
(515) 223-4700  
Room rate **$89** plus tax – Single/Double Suite