2014 Long Term Care Quality Conference

Improving Quality through Innovation and Collaboration

2-for-1 Registration Offer

To help your organization in its quality improvement efforts, IHCA ICAL is offering a special 2-for-1 pricing for your staff to attend the IHCA ICAL LTC Quality Conference. For each paid registration, your organization can bring another person at NO ADDITIONAL COST.

Improving Quality through Innovation and Collaboration

July 23, 2014

IHCA ICAL Education Center
1775 90th St.
West Des Moines, IA
(800) 422-3106
This conference for Healthcare Quality Professionals, will deliver best practices on how to lead improvement changes not only through content expertise but through role modeling, educating, coaching, and empowering others, and the ability to inspire and recruit active support and participation within your organization.

8:00 a.m.  Registration/Continental Breakfast

8:30 a.m.  The State of Quality in Iowa
Speaker: Mary Jane Carothers
The opening session will review how healthcare providers in Iowa are embracing the quality initiatives that are helping to improve the quality of life and the quality of care for their residents/tenants.

9:00 a.m.  The Fabulous Feat of Transforming Data into Story
Speaker: Marguerite McLaughlin
Indisputably unique and filled with fascinating people, history, and achievements, each organization has a story to tell. Learn how to capture the essence of those stories and make a powerful impact on your community, stakeholders and potential partners. Join us for this engaging session that will help you craft your unique message and demonstrate how to turn data into a powerful promotion tool.

10:45 a.m.  Problem Solving Before the Crisis: Analyzing the Near Miss to Improve Performance
Speaker: Ruta Kadonoff
Often, a “near miss” or “close call” event is categorized as a success, because a negative outcome that otherwise might have occurred was avoided – this time. If we stop at the sigh of relief or focus only on individuals involved, however, without going on to analyze the systems failures that create our near misses, we fail to use these learning opportunities to prevent the inevitable next time. This session will explore strategies organizations can use to begin to look at near misses differently in order to harvest the lessons from these situations to continue to drive quality improvement and achieve the best possible outcomes.

12:00 p.m.  Lunch (Provided)

12:30 p.m.  Effective Pain Management to Improve Quality of Care and Life
Speaker: Dr. Robert Bender
The elderly are often either untreated or undertreated for pain. Consequences of under treatment for pain can have a negative impact on the health and quality of life of the elderly, resulting in depression, anxiety, social isolation, cognitive impairment, immobility, and sleep disturbances. Reasons that physicians often cite for inadequate pain control include lack of training, inappropriate pain assessment, and reluctance to prescribe opioids. This session will review how to define and classify pain, define social and environmental factors that affect pain and its treatment, and you will learn medical and non-medical treatments available for pain.

2:15 p.m.  Falls and Behaviors – Getting to the Root of the Problem
Speaker: Sheryl Marshal
This session will provide an overview to the implementation of a comprehensive, nationally recognized, evidence-based fall and behavior prevention program. We will discuss how you can use the model for improvement and root cause analysis as part of your routine day-to-day workflow to help minimize these events.

3:45 p.m.  Adjourn
# Speaker Bios

**Dr. Robert Bender** is Board Certified in Family Medicine and Geriatric Medicine and has practiced in central Iowa since 1981. Dr. Bender is currently the director of the Johnny Orr Memory Center and Healthy Aging Institute in West Des Moines, Iowa. His work includes seeing patients, teaching, and doing research. Dr. Bender received his degree from the St. Louis University School of Medicine in 1978.

**Ruta Kadonoff, MA, MHS,** is AHCA Vice President of Quality and Regulatory Affairs. Prior to joining AHCA, Ms. Kadonoff was with the office of the Department of Health and Human Services Assistant Secretary for Planning and Evaluation, focusing on aging and long-term care policy issues including quality measurement and improvement, resident assessment, regulatory policy, culture change, and end-of-life care. She also served as the Deputy Director of The Green House Project, a transformational model of long term care grounded in person-centered care and empowered staff, and as Chief Program Officer for the Alzheimer’s Association.

**Sheryl Marshall,** RN, CDP is a Senior Quality Improvement Facilitator with Telligen’s Quality Improvement Organization Clinical Aims Team. She assists nursing homes with their quality improvement efforts. Her position includes data review, developing project plans, research and providing education to peers and providers. Sheryl received her nursing degree from the University of South Dakota in Vermillion and has over 30 years of nursing experience in the hospital, nursing home, home health and hospice settings. She has completed her Master Trainer Certification in TeamSTEPPS (Team Strategies and Tools to Enhance Performance and Patient Safety) from the University of Minnesota Medical Center in Minneapolis, MN. She is a Certified Dementia Practitioner.

**Marguerite McLaughlin** is Senior Director of Quality Improvement at AHCA. Ms. McLaughlin is an enthusiastic educator and trainer working both locally and nationally to support change in healthcare. 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. She served on the national Individualized Care Pilot Project, an initiative that partners surveyors and the QIO on survey teams so that regulation and education can happen simultaneously. She earned a Master’s degree in Holistic Counseling and applies this knowledge to individualized care and organizational culture.

# Continuing Education Credits

**Administrators:** This continuing education activity meets the Iowa Board of Examiners for Nursing Home Administrators established criteria for **6.25** hours of continuing education credit.

**Nurses:** This continuing education program is approved for **.75** CEUs (7.50 Contact Hours) for nurses, offered by IHCA/INLTC, IBON Provider #166.

**Social Services:** This continuing education activity meets the Iowa Board of Social Examiners’ established criteria for **6.25** hours of continuing education credit for Social Workers.

**AL Managers:** This continuing education meets the Iowa Center for Assisted Living’s criteria for **6.25** hours of continuing education credit, and the Iowa Administrative Code requirement for AL Managers per 481-69.25.
Registration Information

Registration fees:
- Members: $120 per person
- Non-Members: $240 per person

1. To register online...go to www.iowahealthcare.org and click on the 2014 LTC Quality Conference under the EDUCATION section of the website.

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.

Hotel Information

If needed, Iowa Health Care Association has negotiated special sleeping room rates at several West Des Moines area hotels. You can utilize these discount rates whenever you need to stay in the Des Moines area. These rates are good through December 2014 on a space availability basis. To receive the special room rates, you must mention the “Iowa Health Care Association room rate”.

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<tr>
<th>Hotel Name</th>
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<th>Address 3</th>
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<tr>
<td>StayBridge Suites</td>
<td>6905 Lake Dr.</td>
<td>(Interstate 80, exit 121)</td>
<td>West Des Moines, IA</td>
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<tr>
<td></td>
<td>(515) 223-0000</td>
<td>(Interstate 80/35 exit 124)</td>
<td>(515) 225-1222</td>
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<td></td>
<td>Room rate: $89 + tax - King Studio</td>
<td>$119 + tax – 2 Queens</td>
<td>Best Western Hotel</td>
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<td></td>
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<td>(515) 221-2345</td>
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<td>Courtyard by Marriott</td>
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<td></td>
<td>(Interstate 80/35 exit 124)</td>
<td>(515) 225-1222</td>
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<tr>
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<td>Room rate: $90 + tax - S/D</td>
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| IHCA ICAL reserves the right to cancel any education program; in the event of such a cancellation, all fees will be refunded.

Cancellations/Refunds: Refunds will only be granted to those who cancel their registration three business days prior to the date of the program listed. Cancellations after this date, no-shows due to weather, acts of God or illness, will be charged the full registration fee. IHCA ICAL reserves the right to cancel any education program; in the event of such a cancellation, all fees will be refunded.