



Iowa Health Care Association  
Iowa Center for Assisted Living



# INTERACT

## Boot Camp



### INTERACT: Interventions to Reduce Acute Care Transfers

**INTERACT** is a quality improvement program that focuses on the management of acute change in resident/clients condition. This education program will include clinical and educational tools and strategies for use in every day practice in all types of long-term care settings and is designed to improve the early identification, assessment, documentation, and communication about changes in the status of residents/clients. Implementing INTERACT will improve care and reduce the frequency of potentially avoidable transfers to the acute hospital.

June 17, 2015

IHCA ICAL Education Center  
1775 90<sup>th</sup> St.  
West Des Moines, IA

# INTERACT Boot Camp

**INTERACT BOOT CAMP** is a one-day training program for Administrators, Nurses, and Quality Improvement Coordinator's or others who are interested in improving the quality of care and quality of life for residents/clients. **Facilities/companies are encouraged to send 2 or more staff members to the interactive training that will give participants the opportunity to use the INTERACT tools in work group settings and get a head start on planning implementation of the program as a quality improvement project that will meet CMS QAPI requirements.**

## June 17, 2015 - SCHEDULE

**8:00 a.m. Registration/Continental Breakfast**

**8:30 a.m. Getting Started with INTERACT**

This session will help participants understand the goals and objectives of INTERACT II, provide an overview of the tools available in the program and help you begin to plan for the adoption of the program as a quality improvement project to reduce unnecessary hospitalizations of residents/clients.

**10:00 a.m. Mobilizing Your Front Line – STOP and WATCH**

Successful communication of resident/client changes in condition needs to start with direct care staff who have the most contact with residents day in and day out. This session will use a case study to show the use of the STOP and WATCH tool and give tips on starting implementation.

**11:00 a.m. Increasing Nursing Staff Assessment Skills**

The ever-increasing care needs of the elderly calls for improved assessment skills for nurses working in today's long term care field. Participants will be introduced to tools that will help nursing staff members assess and plan for resident/client care using best practice methods with emphasis on person centered care.

**11:30 a.m. Lunch (Provided)**

**12:00 p.m. Improving Physician Communication with SBAR**

Participants will practice using the SBAR for effective medical provider communication that includes the resident's/client's current situation, background, assessment and recommendations for care needs. Guidance will be provided regarding information gathering from team members.

**1:00 p.m. Planning for Seamless Transitions of Care**

Learn how to address the challenge of getting the resident/client to the ER, hospital or doctor's office with the information needed to provide proper care and how to market your facility's/companies abilities to care for the resident/client if treatment is needed.

**1:30 p.m. Assisting Residents with Advanced Care Planning**

End of life care planning is a big part of reducing hospitalizations for the elderly but starting the conversation with residents/clients and families is difficult. Learn how as caregiver's we can empower residents/clients to communicate and direct their care needs by using the tools provided by the INTERACT program.

**2:45 p.m. Measuring INTERACT Success**

Validating improvement involves the use of root cause analysis and data collection. Learn how to utilize the QAPI tools in INTERACT to determine which hospitalizations are avoidable and to give insight to staff members about the success of their efforts to improve quality of care and quality of life for your residents/clients.

**4:00 p.m. Adjourn**

## INTERACT Boot Camp

### Speaker Bios

**Gwen Suntken**, RNC, BC, MS, is a Nurse Consultant and Long Term Care Educator for LTC Resources, LLC. Gwen earned her BSN from the University of Iowa and a Master's Degree in Health Care Administration from California College of Health Sciences. She is a member of Sigma Theta Tau, is certified in Gerontological Nursing, and has earned a Gerontology certification from Penn State University.

**Mary Jane Carothers**, RN, BA, LNHA, ALMC is the Director of Quality and Clinical Services IHCA ICAL and works closely with the IHCA and ICAL Quality Committees. She is responsible for issues relating to quality assurance-performance improvement (QAPI), the AHCA NCAL Quality Initiative, the AHCA NCAL Quality Awards program, the INTERACT program to reduce unnecessary hospital admissions and clinical practice issues in all long term care settings. MJ has many years' experience as a home health nurse, as a nursing home administrator and as an assisted living manager.

### Continuing Education Credit Information

**NURSES:** This continuing education program is approved for **.78 CEUs** (7.8 Contact Hours) for nurses, offered by IHCA/INLTC, IBON Provider #166.

**ADMINISTRATORS:** This continuing education program meets the Iowa Board of Examiners for Nursing Home Administrators criteria for **6.5 hours** of continuing education credit for nursing home administrators.

**ASSISTED LIVING MANAGEMENT:** This program is approved has been approved for **6.5 hours** of CEU credit for maintenance of the ICAL Assisted Living Management Certification.

**DEPARTMENT HEADS:** This continuing education activity meets the Iowa Department of Inspections and Appeals, Health Facilities Division's established criteria for **6.5 hours** of continuing education credit for nursing home Department Heads.

**Providership regulations do not allow for partial credit to be given for any portion of this program.**

### 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 2015 on a space availability basis. To receive the special room rates, you must mention the "Iowa Health Care Association room rate".

**StayBridge Suites**  
6905 Lake Dr.  
(Interstate 80, exit 121)  
West Des Moines, IA  
(515) 223-0000

**Wildwood Lodge**  
11431 Forest Ave.  
(Interstate 80/35 exit 124)  
Clive, IA  
(800) 728-1223

**Best Western Hotel**  
1450 N.W. 118<sup>th</sup> St.  
(Interstate 80/35 exit 124)  
Clive, IA  
(515) 221-2345

Room rate: \$92 + tax - King Studio  
\$129 + tax - 2 Queens

Room rate: \$79 + tax - Single  
\$89 + tax - Double

Room rate: \$65 + Tax - Single  
\$75 + tax - double

# INTERACT Boot Camp

June 17, 2015

IHCA ICAL Education Center  
1775 90<sup>th</sup> St.  
West Des Moines, IA  
(800) 422-3106

## Registration Information

Registration fees\*: Members: \$125 per person  
Non-Members: \$250 per person

\* Fee includes handouts, continental breakfast, lunch, and CEUs

### Registration Instructions:

- go to [www.iowahealthcare.org](http://www.iowahealthcare.org) and click on the **INTERACT Boot Camp** under the EDUCATION section of our website.
- 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).
- Complete the online registration and click **Submit**. A registration confirmation will be e-mailed to you.
- To register another person, click on **LOGOUT** and repeat this process.



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