

67<sup>th</sup> WHCA/WiCAL  
ANNUAL  
FALL CONVENTION

# BUILDING BRIDGES:

FOUNDATIONS OF PERSON-CENTERED CARE



OCT. 17-19, 2018  
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# BUILDING BRIDGES:

## FOUNDATIONS OF PERSON-CENTERED CARE

**T**his year, we are holding our 67th Annual WHCA/WiCAL Fall Convention, which will be held October 17-19 at the Radisson Hotel in Green Bay!

*"Relationships are like building bridges, they require time and effort. But once they are built they look strong, stable and beautiful. Put efforts into the way you connect and communicate. Build Bridges, not walls."*

This in-depth verse reminds us of our mission as caretakers to put in the effort to offer the best quality care available. Long-term care providers work tirelessly to meet everyday demands of caregiving while also navigating a complex regulatory framework and overcoming workforce challenges. And through an unceasing commitment to care and a painstaking strive for perfection, foundations can be built to achieve care excellence.

This year's Fall Convention includes a variety of educational offerings which will provide you the tools and knowledge you need to lead your facility as you build bridges to a strong person-centered care team.

## WHCA/WiCAL Education Committee

We are looking forward  
to seeing you!



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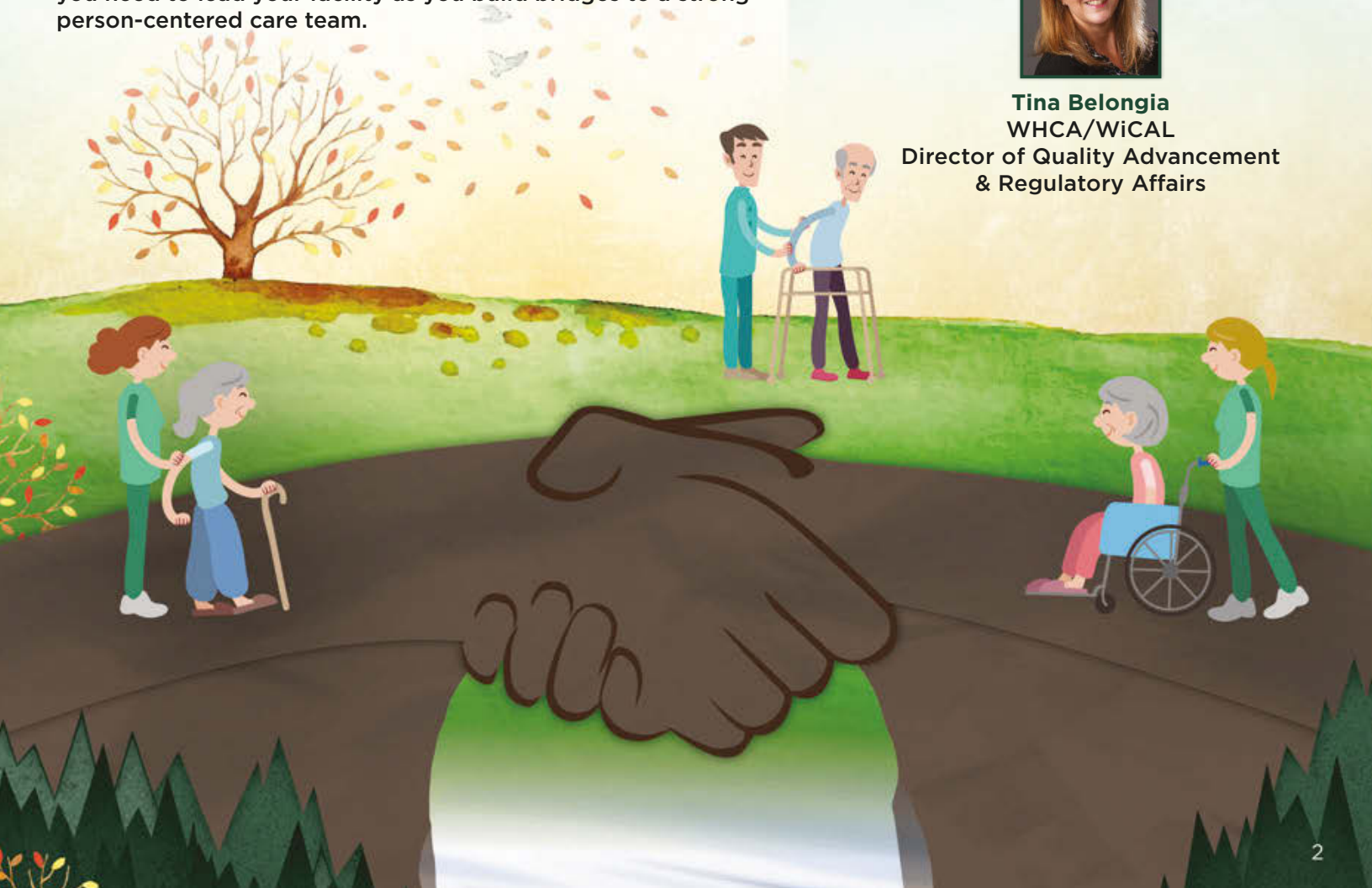
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Chairperson



**Lori Koeppel**  
Fall Convention  
Education Consultant



**Tina Belongia**  
WHCA/WiCAL  
Director of Quality Advancement  
& Regulatory Affairs



# SESSION PLANNER

Wednesday, October 17, 2018		
1:00 pm – 2:15 pm		Speaker
101	Becoming Part of a Cross-Continuum Partnership	Maria Brenny-Fitzpatrick GNP, RN, MSP, DNP University of Wisconsin Hospitals and Clinics
102	Building It Better: Tools to Improve Your Preparedness Plans	TBD
2:15 pm – 2:30 pm		Break
2:30 pm – 3:45 pm		Speaker
103	Outbreak Detection and Response	Heather Kloth RN Wisconsin DPH
104	Opioid Overuse and Drug Diversion In Post-Acute Care	Louann Lawson BA, RN, RAC-CT, CMT Pathway Health
4:00 pm – 5:00 pm		
	WHCA/WiCAL Annual Business Meeting	
5:15 pm – 8:00 pm		
	Opening Night Reception	

Thursday, October 18, 2018		
8:15 am – 9:15 am		Speaker
201	Identification of Change of Condition	Louann Lawson BA, RN, RAC-CT, CMT Pathway Health
202	Dementia Care Clinical Practice Recommendations	Annie Bongiorno Alzheimer's Association
203	Collections: What a Lawyer and The Legal System Can and Cannot Do to Get You Paid	James Richgels J.D. Egan & Richgels, S.C.
204	Patient-Driven Payment Model (PDPM) Overview	Scott Heichel RN, RAC-MT, DNS-CT, CIC Leader Stat
9:15 am – 9:30 am		Break
9:30 am – 10:45 am		Speaker
205	Behold The Power of Data LTC Trend Tracker	Lonnita Myles American Health Care Association
206	Diagnosis Coding and The Medicare PDPM System	Theresa Lang RN, BSN Grace Lutheran Foundation
207	Why You Should Join PEAL and The Assisted Living Collaborative (WCCEAL)	Kevin Coughlin Wisconsin Department of Health Services
208	PPS Assessment Schedule	Scott Heichel RN, RAC-MT, DNS-CT, CIC Leader Stat
11:00 am – 1:00 pm		
	Shining Star Awards Luncheon	
1:15 pm – 2:30 pm		Speaker
209	Five Star Staffing Strategies That Work	Peter Corless On Shift
210	When Residents Are Also Managed Care Members	Kim Marheine State of WI Board on Aging and LTC

Thursday, October 18, 2018		
1:15 pm – 2:30 pm		Speaker
211	Crossing The Last Bridge: RoP Phase 3	Pat Boyer Wipfli
212	SNF QRP and How It's Related to MDS	Scott Heichel RN, RAC-MT, DNS-CT, CIC Leader Stat
2:30 pm – 2:45 pm		Break
2:45 pm – 4:00 pm		Speaker
213	Clean Teeth, Healthy Bodies: It's Your Legal Responsibility	Sara Taft BSDH Waukesha County Technical College
214	The Trek to Performance Excellence: The Real Value of Baldrige	Tina Belongia BSN, RN WHCA/WiCAL
215	Defining Care Levels and Facilitating Transitions	Brian Zaletel CPA, CRCR, MBA, NHA Schenck, S.C. Barbara Pandolfo MS, BA Schenck, S.C.
216	Person-Centered Care Planning and CAAs	Scott Heichel RN, RAC-MT, DNS-CT, CIC Leader Stat
4:15 pm – 7:00 pm		
	Gold Business Partner Reception	

Friday, October 19, 2018		
8:15 am – 9:15 am		Speaker
301	Trauma Informed Care: Putting Humanity Back Into Human Services	Scott Webb MSE, LCSW, Wisconsin Department of Health Services
302	Getting The Most Value From Your Information Technology	Daryl Duenkel PMP, CPHIMS, FHIMSS Wipfli LLP
303	A Leadership System for Driving Performance, Retention, and Results!	Nancy Anderson RN, MA SVP Engagement Solutions Align
9:15 am – 9:30 am		Break
9:30 am – 11:00 am		Speaker
304	Crowdsourcing for SNF Survey Success	Tina Belongia BSN, RN WHCA/WiCAL Ann Angell Wisconsin Department of Health Services Bureau of Nursing Home Resident Care Shellie Sonnentag Real Health Properties Scott Hochstadt Dycora Transitional Health & Living
305	Assisted Living Resource and Regulatory Review	Brian Purtell WHCA/WiCAL Legal and Regulatory Advisor Alfred Johnson DHS-Bureau of Assisted Living Chad Basche Alternative Continuum of Care Damon Frei Knapp Development, Inc.

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## 101. Becoming Part of a Cross Continuum Partnership

Seminar Location: Turtle Room

1:00 PM - 2:15 PM

1.25 CEUs

SNF/ALF

NHA, DON, CEO, COO, AL Administrators, Nurses

Hospitals and post-acute care agencies are rapidly collaborating to control costs, improve patient outcomes, and sustain viability. This cross-continuum collaboration provides the opportunity for participants to network across settings, work collaboratively to resolve cross-continuum challenges, and to learn new skills and strategies from each other. Providers and Payers are aligning efforts with the goal of giving patients the right amount of care, at the right time, for the least cost and best outcomes. As a result, health care systems are forming narrow networks and selecting Preferred Providers across the post-acute care continuum, including Skilled Nursing Facilities and Assisted Living Facilities. Post-acute care agencies are no longer simply a referral partner but rather an extension of the healthcare system's delivery model. In this presentation you will learn specifically what makes post-acute care agencies desirable partners in a health care world that requires adaptability, agility and innovation.

### Program Objectives:

1. Discuss how payment reform is changing cross-continuum relationships and workflows.
2. List post-acute quality metrics and performance indicators most frequently analyzed during part of a Post-Acute Preferred Provider application.
3. Explain steps you can take to become a Preferred Provider with your local healthcare system.
4. Understand how the commonly used mantra of "the right care, at the right place and at the right cost" may be impacting your current and future referral patterns.

### About the presenter:



**Maria Brenny-Fitzpatrick GNP, RN, MSP, DNP**  
Director of Transitions and Post-Acute Services  
University of Wisconsin Hospitals and Clinics  
Madison, WI  
[mbrenny-fitzpatrick@uwhealth.org](mailto:mbrenny-fitzpatrick@uwhealth.org)

*Dr. Maria Brenny-Fitzpatrick (DNP) is the current Director of Transitions and Post-Acute Services at the University of Wisconsin Hospitals and Clinics. A Registered Nurse since 1980, Maria is dually certified as both a Family and Geriatric Nurse Practitioner. Her interests and expertise remain strong in the areas of geriatrics and transitions of care. Maria founded the Acute Care for Elders (ACE) Interdisciplinary Consult Service at UW Hospital in 2005 prior to stepping into the Director role in 2012. She is also the founder and leader of the Dane County Transitions Coalition, the UW Skilled Nursing Facility Transitions Coalition, and the UW Assisted Living Facility Transitions Coalition.*

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## 102. Building It Better: Tools to Improve Your Preparedness Plans

Seminar Location: Bear Room

1:00 PM - 2:15 PM

1.25 CEUs

SNF

NHA, CEO, DON

Recent events have shown that disasters can happen at any time and require a variety of response actions. This session will look at real events that have affected long-term care facilities, consider the lessons learned, and explore tools that will help participants meet CMS preparedness rules while improving their overall ability to respond to disasters.

### Program Objectives:

1. Describe preparedness requirements.
  2. Describe resources available to support preparedness activities and how to access them.
  3. Identify partners and support organizations that can assist in improving preparedness.
- .....

### About the presenter:

TBD



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### 103. Outbreak Detection and Response

Seminar Location: Turtle Room

2:30 PM - 3:45 PM

1.25 CEUs

SNF/ALF

DON, Infection Preventionists, Nurses, NHA, AL Administrators

Outbreaks often come at inopportune times. This seminar will focus on how to effectively recognize, contain, and manage an outbreak in your facility. The focus will be on the Infection Preventionist's role in taking the lead in the event of an outbreak and how best to respond during this time. Tools and guidance will be offered and discussed.

#### Program Objectives:

1. Learn how to recognize an outbreak.
  2. Explore how to effectively contain and manage an outbreak.
  3. Learn how to prevent future outbreaks.
- .....

#### About the presenter:



**Heather Kloth RN**

Advanced Epidemiologist and Infection Preventionist

Wisconsin DPH

Madison, WI

Heather.Kloth@dhs.wisconsin.gov

*Heather Kloth, RN, BSN is the Infection Preventionist for the Healthcare-Associated Infection Prevention Program for the State of Wisconsin. Heather has managed numerous outbreaks within the long-term care population, including an 8-week long rotavirus outbreak in which no Infection Control citations were issued by DQA. Heather also crafted an Infection Prevention plan for a previous facility that prevented the all too common outbreaks of influenza and norovirus from occurring during the first two years of plan implementation. Heather is currently attending the University of Providence for her Master's in Infection Prevention and Epidemiology.*



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## 104. Opioid Overuse and Drug Diversion In Post-Acute Care

Seminar Location: Bear Room

2:30 PM - 3:45 PM

1.25 CEUs

SNF/ALF

NHA, DON, AL Administrators, Nurses

The session will walk organization leadership through an overview of the opioid crisis and how it affects post-acute care. In addition, participants will be provided with the key components of a drug diversion prevention system and corresponding investigation processes.

### Program Objectives:

1. Identify appropriate non-cancer chronic pain management pharmacology.
  2. Identify three steps in a drug diversion prevention system.
  3. Describe the key components of a drug diversion investigation.
- .....

### About the presenter:



**Louann Lawson BA, RN, RAC-CT, CIMT**  
Pathway Health  
Lake Elmo, MN  
[Louann.lawson@pathwayhealth.com](mailto:Louann.lawson@pathwayhealth.com)

*With nearly 40 years of long term and acute care experience, Louann has been an active member in the health continuum. As a registered nurse, Louann has held multiple clinical and leadership positions that provide her with extensive experience to support and to grow clinical teams. As a Pathway Health consultant, Louann is an educator who has successfully trained hundreds of professionals regarding MDS/Medicare/Medicaid processes, clinical quality initiatives, and reimbursement protocols. She conducts comprehensive survey and reimbursement audits as well as directed plans of correction. She also serves as an Interim MDS Coordinator and DON. Louann has spoken across the nation for multiple organizations and takes it upon herself to be an active member of the healthcare community. She is currently the Clinical Reimbursement Team Leader for Pathway Health.*

## WHCA/WiCAL Annual Business Meeting

Location: Cayuga

4:00 PM - 5:00 PM

Attending this important annual meeting will give you an opportunity to be an active participant in policy issues, elections, and the 2019 budget. It is your opportunity to help shape the future of your Association and the long-term care provider community.

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Today!

# Your Success

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For 77 years we have dedicated our business to helping our customers grow their operations. Industry knowledge helps drive that success. We understand the challenges of the industry and work alongside our customers to provide long-term solutions.

### **Top 5 Industry Challenges As We See Them Today:**

- + Labor – Hiring and Maintaining Quality Staff
- + A Government Mandated Five-Star Rating System
- + Reimbursement Changes (Making it Difficult to Sustain Normal Operations)
- + Constant Updates and Changes to Industry Regulations
- + Resident Satisfaction/Census Maximization

The partnerships we establish from day one allow us to evaluate these challenges as they relate to each organization and to customize a program that will enhance dining operations, impact financial goals and improve clientele nutrition.

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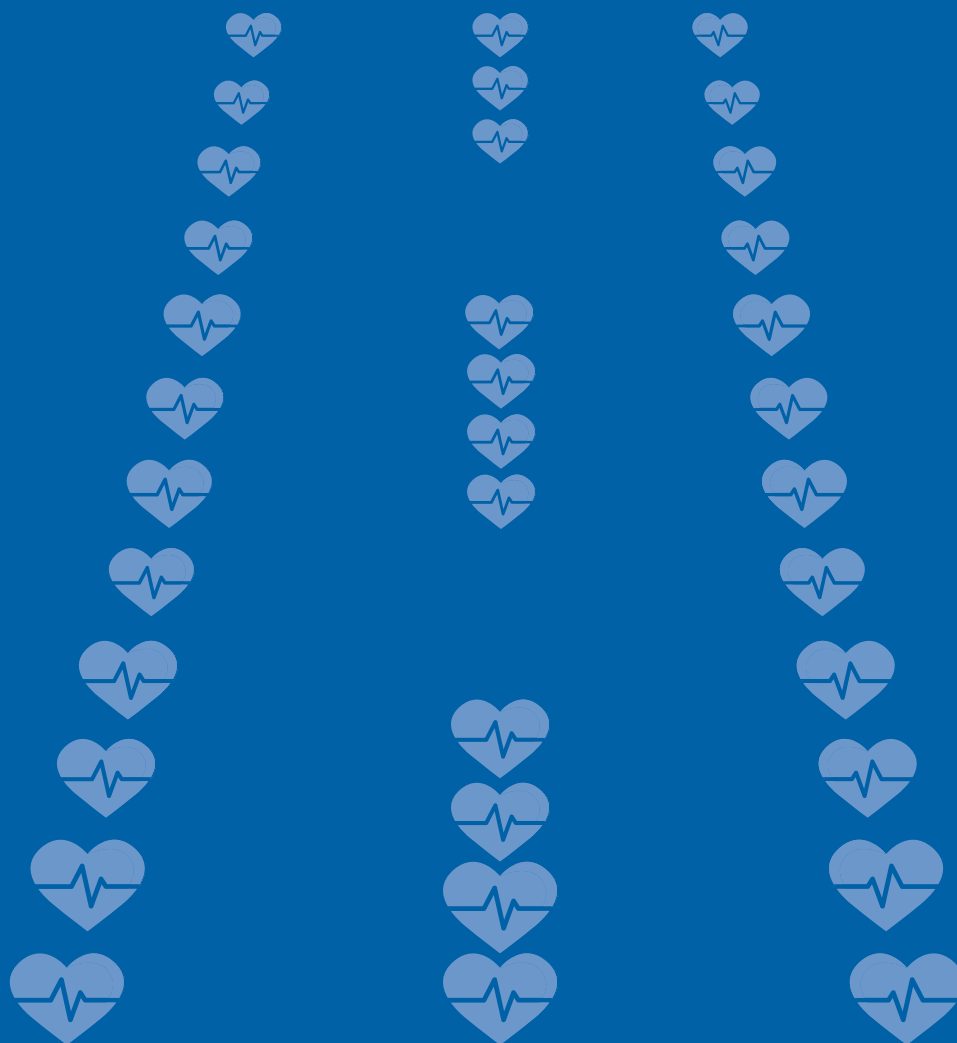




## OPENING NIGHT RECEPTION

*Wednesday, October 17, 2018  
Purcell's Lounge | 5:15 PM - 8:00 PM*

Before the Convention programming is in full swing on Thursday, join us at our *MVPs of LTC* Opening Night Reception with long-term care professionals and business partners! Stop by and enjoy a few cold beers, some classic tailgating games, and mouthwatering grilled food. This is a perfect opportunity to build lasting relationships in a relaxing, fun, inviting atmosphere!



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## 201. Identification of Change of Condition

Seminar Location: Turtle Room

8:15 AM - 9:15 AM

1.25 CEUs

ALF

Administrators, Nurses

Preparing Assisted Living staff to identify and report changes of resident condition is crucial for quality and for positive outcomes. Preparing your staff with good systems for preventing residents from unnecessary trips to the emergency department or hospital will be key to organizational success. All Assisted Living providers should join us for this information-packed presentation!

### Program Objectives:

1. Discuss 3 key strategies for staff training on identification of change in condition.
  2. Describe steps for chart audits and root-cause analysis investigation with changes of condition.
  3. Verbalize steps for all staff involvement with Quality Improvement.
- .....

### About the presenter:



**Louann Lawson BA, RN, RAC-CT, CIMT**  
Pathway Health  
Lake Elmo, MN  
[Louann.lawson@pathwayhealth.com](mailto:Louann.lawson@pathwayhealth.com)

*With nearly 40 years of long term and acute care experience, Louann has been an active member in the health continuum. As a registered nurse, Louann has held multiple clinical and leadership positions that provide her with extensive experience to support and to grow clinical teams. As a Pathway Health consultant, Louann is an educator who has successfully trained hundreds of professionals regarding MDS/Medicare/Medicaid processes, clinical quality initiatives, and reimbursement protocols. She conducts comprehensive survey and reimbursement audits as well as directed plans of correction. She also serves as an Interim MDS Coordinator and DON. Louann has spoken across the nation for multiple organizations and takes it upon herself to be an active member of the healthcare community. She is currently the Clinical Reimbursement Team Leader for Pathway Health.*

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## 202. Dementia Care Clinical Practice Recommendations

Seminar Location: Bear Room

8:15 AM - 9:15 AM

1.25 CEUs

ALF/SNF

NHA, DON, AL Administrators, Nurses, Social Workers

Developed by dementia care experts convened by the Alzheimer's Association, the Guidelines for Dementia Care Practice emphasize high quality, person-centered care in long term and community based settings. Person-centered care, the foundation of the recommendations, addresses the changing needs of each person with dementia.

### Program Objectives:

1. Be able to identify the main components of the Dementia Care Practice Recommendations from the Alzheimer's Association.
2. Better define quality care across all care settings and throughout the disease process.
3. Understand the value of adopting evidence-based standards to improve the quality of life of individuals living with dementia.

### About the presenter:



**Annie Bongiorno**

Program Director, Greater Wisconsin Chapter  
Alzheimer's Association  
Green Bay, WI  
aabongiorno@alz.org

*Annie Bongiorno holds a Master's Degree in gerontology from Eastern Illinois University and serves as the Program Director for The Greater Wisconsin Chapter of the Alzheimer's Association. Her team of passionate dementia care experts works throughout 52 counties in Wisconsin providing Care and*

*Support, developing and implementing best practices, and partnering with long term care, assisted living and health care systems in the fight to serve those impacted by Alzheimer's Disease.*

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## 203. Collections: What a Lawyer and The Legal System Can and Cannot Do to Get You Paid

Seminar Location: Iroquois South

8:15 AM - 9:15 AM

1.25 CEUs

SNF/ALF

NHA, AL Administrators, CEO, COO

This program provides a general overview of the various means and methods available within the legal system to obtain payment of money owed to you and their costs, limitations, and potential return. The primary focus is a collections lawsuit, but other options are also discussed.

### Program Objectives:

1. Learn the various possible means and methods for obtaining money owed you and their risks and costs.
  2. Learn the costs, limitations, and potential return of a collections lawsuit.
  3. Learn possible collections issues that are unique to the nursing home and managed care industries.
  4. Know when to consider consulting or engaging a lawyer to pursue a collection or when it makes sense to do it yourself.
- .....

### About the presenter:



**James Richgels J.D.**  
Egan & Richgels, S.C.  
LaCrosse, WI  
[jrichgels@eganandrichgels.com](mailto:jrichgels@eganandrichgels.com)

*James W. Richgels is an attorney with Egan & Richgels, S.C. in La Crosse, WI. Mr. Richgels graduated from UW-Madison Law School in 2003. Mr. Richgels' civil litigation practice is primarily focused on personal injury claims on behalf of injured individuals and their families. In addition to personal injury claims, Mr. Richgels' litigation-based practice includes business litigation, including collections, real estate litigation, and general civil litigation. He has litigated a variety of civil lawsuits and matters through trial or hearing. The majority of Mr. Richgels' practice consists of personal injury litigation. His practice also includes general civil litigation. He has represented a variety of corporate and commercial clients in collections and commercial transactions litigation. He has also litigated several lawsuits related to real estate and real estate transactions as well as many general civil litigation cases.*

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## 204. Patient-Driven Payment Model (PDPM) Overview

Seminar Location: Great Lakes Complex

8:15 AM - 9:15 AM

1.25 CEUs

SNF

MDS Coordinators, DON, NHA

As CMS ventures away from the PPS payment model after 20 years, are you prepared for what's ahead? The proposed PDPM (Patient Driven Payment Model) has very little in common with the PPS system that we are all familiar with. Limited focus on therapy delivery, high focus on ICD-10 coding, length of stay payment implications, major reduction in MDS assessments, and section GG driving the ADL scoring are just some of the changes. Are you ready?

### Program Objectives:

1. Be able to state the major differences between PPS and PDPM.
  2. Name the six components of the PDPM model.
  3. State the MDS assessments associated with the PDPM model.
- .....

### About the presenter:



**Scott Heichel RN, RAC-MT, DNS-CT, CIC**  
Director of Clinical Reimbursement  
Leader Stat  
Powell, OH  
[Sheichel@LeaderStat.com](mailto:Sheichel@LeaderStat.com)

*Scott Heichel, RN, RAC-MT, DNS-CT, CIC, and Director of Clinical Reimbursement for LeaderStat brings almost 25 years of healthcare experience and is recognized for his expertise in the RAI process and clinical reimbursement. Scott's consulting work includes performing Medicare and Medicaid reimbursement reviews and presenting educational programs for skilled nursing facilities and multi-facility operators. Scott has experience in and has testified as an expert witness in a large Medicare dispute case. Scott is a member of AANAC's (American Association of Nurse Assessment Coordination) Expert Advisory Panel, recognized as a Master Teacher through AANAC for their RAC-CT MDS certification courses, and sits on the board as the Vice President of OANAC (Ohio Association of Nurse Assessment Coordinators).*

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## 205. Behold The Power of Data LTC Trend Tracker

Seminar Location: Turtle Room  
9:30 AM - 10:45 AM  
1.25 CEUs

ALF/SNF  
NHA, DON, AL Administrators

LTC Trend Tracker is a one-stop shop for all your needs in this data-driven atmosphere. With multiple tools and report types, assisted living providers and skilled nursing providers can harness the often-untapped power of data you collect. This session will provide an overview of several key LTC Trend Tracker features & reports, coupled with supporting info on implementation of quality programs, pursue operational excellence and enhance external negotiations with entities like hospitals, managed care organizations and other payors.

### Program Objectives:

1. Use quality tools to assess current performance, and organization goal setting.
  2. Select benchmark groups to best demonstrate your facility's strengths.
  3. Identify dashboard metrics and customizations to best showcase current performance.
- .....

### About the presenter:



**Lonrita Myles**  
American Health Care Association  
Washington, DC  
[lmyles@ahca.org](mailto:lmyles@ahca.org)

*Lonrita Myles, a native of the Washington DC Metropolitan area, has been at AHCA/NCAL for 5 years. She has worked with the Quality, Regulatory and Research team throughout her time, and has also partnered with the Finance and Legal team at AHCA/NCAL on various projects. Starting as an administrative assistant, and quickly moving to being a manager of the LTC*

*Trend Tracker system, she has centered her work around intensifying the organization's quality improvement efforts through the migration of assisted living communities into LTC Trend Tracker, and working with the AHCA/NCAL research team on the launch of various quality improvement tools, to name a few areas. Myles earned her Bachelor's of Arts in Psychology from St. John's University in New York City, and her M.B.A. in Business Marketing from Capella University.*

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## 206. Diagnosis Coding and The Medicare PDPM System

Seminar Location: Bear Room

9:30 AM - 10:45 AM

1.25 CEUs

SNF

NHA, DON

The session will focus on the role of ICD-10 CM coding and the PDPM payment system effective 10/1/2019. Methods and systems to begin preparing for this change will be discussed.

### Program Objectives:

1. Identify the role of diagnosis in the PDPM system.
  2. State why diagnoses are critical to the nursing and OT rates.
  3. Describe how co-morbidities will impact facility payment.
- .....

### About the presenter:



**Theresa Lang RN, BSN**  
WCC Regional Reimbursement Specialist  
Grace Lutheran Foundation  
Shoreview, MN  
Tannlang@msn.com

*Theresa Lang, RN, BSN is the Regional Reimbursement Specialist for Grace Lutheran Foundation, Eau Claire WI. Prior to joining Grace Lutheran, Theresa spent 23 years as the VP of Clinical Consulting for Specialized Medical Services. She is an AHIMA approved ICD-10 CM trainer. Theresa has presented nationally on MDS, PPS and Medicare Reimbursement.*



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## 207. Why You Should Join PEAL and The Assisted Living Collaborative (WCCEAL)

Seminar Location: Iroquois South

9:30 AM - 10:45 AM

1.25 CEUs

ALF

Assisted Living Management, Members of PEAL

The Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) is an innovative public/private collaborative organized to improve the outcomes of consumers living in Wisconsin assisted living communities. Come to this session and see why you should be part of this collaborative. At this session you will hear about how this collaborative was formed and how the Wisconsin Center for Assisted Living (WiCAL) supports their members through this collaborative. The session will describe that the data repository was built with consumer satisfaction and quality measures. You will see a live demo of the website resource and see how assisted living communities are improving outcomes. Information will also be shared about the national attention being paid to this collaborative and how you can be part of this.

### Program Objectives:

1. Learn how this innovative public/private collaborative came to be.
2. Learn how a Quality Improvement Collaborative can result in better outcomes for consumers.
3. See the latest reports communities can see regarding their process and outcome measures, how they are doing over time and how they compare to their peers.

### About the presenter:



**Kevin Coughlin**  
Policy Advisor  
Wisconsin Department of Health Services  
Madison, WI  
Kevin.Coughlin@dhs.wisconsin.gov

*Kevin Coughlin has spent the last 25 years in the private and public sector working in the assisted living arena as an operator, a regulator and a public funder. Mr. Coughlin currently is Policy Initiatives Advisor-Executive in the Wisconsin Division of Medicaid Services. Mr. Coughlin has been a speaker at numerous state and national conferences presenting on the subject of assisted living regulatory reform and long-term care quality improvement. In 2007 Mr. Coughlin was the Recipient of the "Public Official of the Year" award by Governing Magazine (<http://www.governing.com/poy/Kevin-Coughlin.html>) for collaborating with key stakeholders and reforming Wisconsin's assisted living regulatory process by rewarding assisted living communities striving for excellence.*

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## 208. PPS Assessment Schedule

Seminar Location: Great Lakes Complex

9:30 AM - 10:45 AM

1.25 CEUs

SNF

MDS Coordinators, DON

Are you leaving money on the table? The PPS system has been utilized for the last 20 years and is the major payment model for traditional MCR and most managed MCR plans. Understanding the basic rules behind the system can prevent your facility from facing reduced payment in the form of default (AAA) or provider liable (no pay) days. Beyond the basics, many strategies can be utilized to help maximize the reimbursement back to your facility for the care that you have provided your residents.

### Program Objectives:

1. Learn the difference between scheduled PPS and unscheduled PPS assessments.
  2. Be able to state the payment windows and assessment reference date windows for the PPS assessments.
  3. Be able to state what causes default payment days and provider liable days.
- .....

### About the presenter:



**Scott Heichel RN, RAC-MT, DNS-CT, CIC**  
Director of Clinical Reimbursement  
Leader Stat  
Powell, OH  
Sheichel@LeaderStat.com

*Scott Heichel, RN, RAC-MT, DNS-CT, CIC, and Director of Clinical Reimbursement for LeaderStat brings almost 25 years of healthcare experience and is recognized for his expertise in the RAI process and clinical reimbursement. Scott's consulting work includes performing Medicare and Medicaid reimbursement reviews and presenting educational programs for skilled nursing facilities and multi-facility operators. Scott has experience in and has testified as an expert witness in a large Medicare dispute case. Scott is a member of AANAC's (American Association of Nurse Assessment Coordination) Expert Advisory Panel, recognized as a Master Teacher through AANAC for their RAC-CT MDS certification courses, and sits on the board as the Vice President of OANAC (Ohio Association of Nurse Assessment Coordinators).*



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  - Medicare
  - Case Mix
  - Wound assessment and documentation
  - Clinical documentation

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67<sup>th</sup> Annual Fall Convention at the Radisson in Green Bay, WI

**October 18, 2018 at 11:00 a.m.**

**Grand Council Room**

Staff in WHCA/WiCAL member facilities provide significant contributions to the lives of residents in long-term care facilities across the State of Wisconsin. The Shining Star awards recognize Direct Care Staff, Support Staff, Volunteers, and Administrators/Managers. AHCA/NCAL Quality Awards winners are also recognized at this ceremony.

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**MISSION STATEMENT** To advance the quality, value and professionalism of long-term care providers through education to enhance quality long-term care for the benefit of residents, employees and the long-term care provider community.

## For more information Contact

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## 209. Five Star Staffing Strategies That Work

Seminar Location: Turtle Room

1:15 PM - 2:30 PM

1.25 CEUs

SNF

NHA, DON, HR

In a competitive talent market challenged by caregiver shortages, high turnover, and an aging population with more sophisticated care needs, senior care leaders must get staffing right to compete. That means evolving recruiting, retention, and scheduling strategies to ensure the right people are at the bedside to provide quality care. Join this interactive session for a 360-degree workforce discussion and Payroll-Based Journal Reporting update. Get insights into key workforce issues that face the industry and how providers are addressing them. The session will explore current staffing regulations and how providers are implementing predictive solutions to improve operational, financial and clinical outcomes to achieve organizational goals.

### Program Objectives:

1. Apply tips and proven practices to manage labor costs while achieving Five Star staffing targets.
2. Discover how to create and cultivate a happy, stable employee base which leads to better resident outcomes, higher occupancy, and a better bottom line.
3. Learn modern recruitment, communication and onboarding strategies that quickly assimilate new staff members to reduce turnover during the first 90 days of employment.

### About the presenter:



#### **Peter Corless**

Executive Vice President of Enterprise Development  
On Shift  
Cleveland, OH  
peter.corless@onshift.com

*Peter Corless is the Executive Vice President of Enterprise Development of OnShift, a leader in human capital management software for post-acute care and senior living. Peter is also currently the Associate Business Member President on AHCA/NCAL's Board of Governors. Peter is a recognized*

*HR leader in post-acute care and is well-known for his achievements at some of the country's largest post-acute care organizations, including Kindred Healthcare and Genesis HealthCare. As an experienced, international chief administrative and human resources officer within these organizations, he developed strategies that reduced turnover, improved recruiting and hiring strategies, and reduced labor costs. Peter received his BA from the University of Waterloo and his MBA from York University's Schulich School of Business.*

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## 210. When Residents Are Also Managed Care Members

Seminar Location: Bear Room

1:15 PM - 2:30 PM

1.25 CEUs

ALF

AL Providers, AL Administrators, Social Workers

The Ombudsman Program of the Board on Aging and Long Term Care serves persons aged 60 and older. This session will enable a discussion of the responsibilities of assisted living providers when balancing residents' rights, assisted living regulations, and MCO or IRIS contracts. With an emphasis on ensuring resident self-determination and choice, this session will discuss the variety of concerns and their interventions when assisted living residents are also managed care members. Through case studies and group problem-solving, this interactive session will discuss proactive approaches to balancing rights and regulations, including must-haves in staff education, supports, and resources.

### Program Objectives:

1. Participants will review essential rights of residents that do not change when residents are also Family Care/managed long-term care members.
2. Participants will discuss ombudsman resources when there appear to be conflicts between how residents, providers, MCOs, and ICAs interpret rights.
3. Participants will affirm their commitment to the empowerment of their residents to live with dignity, respect, and self-determination.

### About the presenter:



**Kim Marheine**  
State of WI Board on Aging and LTC  
Madison, WI  
[Kim.Marheine@Wisconsin.gov](mailto:Kim.Marheine@Wisconsin.gov)

*Kim Marheine holds a bachelor's degree in Music Therapy and a master's degree in Community/Agency Counseling, both from UW-Oshkosh, where she also taught in the Music Therapy Division. Kim has worked extensively in the area of long-term care, first as a long-term care provider for 20+ years, then as Program Director for the Alzheimer's Association of Greater WI, and currently as Ombudsman Services Supervisor for the State of Wisconsin Board on Aging and Long Term Care. At the national level, Kim served on several committees of the Alzheimer's Association, primarily structured around staff development, client supports, and family caregiver support. Kim has been a frequent presenter on both state and national levels, speaking on a wide array of topics related to older adults.*

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## 211. Crossing The Last Bridge: RoP Phase 3

Seminar Location: Iroquois South

1:15 PM - 2:30 PM

1.25 CEUs

SNF

NHA, DON

On November 28, 2019 the final Phase 3 of the Requirements of Participation will be implemented. This session will describe the final rules and interpretive guidance from CMS. We will discuss what the facility needs to do to prepare prior to the 2019 date. Participants will take home ideas on where to obtain training and resources to receive additional guidance and assistance.

### Program Objectives:

1. Identify the 2019 Phase 3 Requirements of Participation.
2. Describe training requirements to meet these new rules.
3. Analyze how facility processes need to change to meet the new requirements.

### About the presenter:



**Pat Boyer MSM, RN, NHA**  
Director of Clinical Services  
Wipfli, LLP  
Milwaukee, WI  
pboyer@wipfli.com

*Patricia J. Boyer, MSM, RN, NHA, Director of Clinical Services at Wipfli, LLP has more than 30 years of professional health industry experience. Her areas of expertise include long-term care and subacute operations, state and federal compliance programs, and performance improvement process development.*

*Prior to Wipfli, Pat owned Boyer & Associates, a Clinical/Operations Consulting Firm. Pat was also an Operations Consultant for BDO Healthcare Group, LLC. Pat previously worked for a national nursing home company, where her roles included director of nursing services, administrator, quality improvement specialist and director of regulatory compliance. In these roles, Pat used the Resident Assessment Instrument (RAI) to improve survey outcomes and facility processes. She has extensive experience in evaluating facility processes, documentation systems, and developing performance improvement plans to improve efficiency and effectiveness of facility systems. Pat has conducted numerous workshops on related topics at the national, state, and local levels. Pat authors the monthly "Ask the Payment Expert" column in McKnight's Long-Term Care News. Pat is also an Accredited Instructor for the New Quality Indicator Basic Training.*

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## 212. SNF QRP and How It's Related to MDS

Seminar Location: Great Lakes Complex

1:15 PM - 2:30 PM

1.25 CEUs

SNF

MDS Coordinators, DON

As part of the IMPACT ACT, the SNF QRP follows the model of inter-operability from one health care setting to another. This data exchange leads to aid coordination of care and improved outcomes. Three major areas of focus include function, falls, and skin and are based on already existing MDS items. SNFs are required to report this data and face financial penalties for non-compliance. How are your teams handling this and do you know where you stand currently?

### Program Objectives:

1. Be able to name the three measures that make up the SNF QRP.
2. Be able to identify the sections and questions of the MDS that drive these measures.
3. Understand the financial penalty for non-compliance with the SNF QRP.

### About the presenter:



**Scott Heichel RN, RAC-MT, DNS-CT, CIC**  
Director of Clinical Reimbursement  
Leader Stat  
Powell, OH  
Sheichel@LeaderStat.com

*Scott Heichel, RN, RAC-MT, DNS-CT, CIC, and Director of Clinical Reimbursement for LeaderStat brings almost 25 years of healthcare experience and is recognized for his expertise in the RAI process and clinical reimbursement. Scott's consulting work includes performing Medicare and Medicaid reimbursement reviews and presenting educational programs for skilled nursing facilities and multi-facility operators. Scott has experience in and has testified as an expert witness in a large Medicare dispute case. Scott is a member of AANAC's (American Association of Nurse Assessment Coordination) Expert Advisory Panel, recognized as a Master Teacher through AANAC for their RAC-CT MDS certification courses, and sits on the board as the Vice President of OANAC (Ohio Association of Nurse Assessment Coordinators).*

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### 213. Clean Teeth, Healthy Bodies, It's Your Legal Responsibility

Seminar Location: Turtle Room

2:45 PM - 4:00 PM

1.25 CEUs

ALF/SNF

AL Administrators, DON, C.N.As, Caregivers

Over the last decade, the relationship between periodontal disease and systemic diseases have been established. Diseases such as diabetes, heart disease, dementia, and pneumonia have been linked to bacteria in the mouth. Residents may need help with basic oral hygiene care. It is the facility's responsibility to provide this care. This course will discuss what periodontal disease is, how it affects the body, and tips to help provide oral care assistance. Hands-on learning activities for providing oral hygiene will be included.

#### Program Objectives:

1. Differentiate between a healthy mouth, gingivitis and periodontitis.
  2. Relate how periodontitis affects residents' systemic health.
  3. Provide tips to staff on how to perform oral hygiene care after participating in hands-on training.
- .....

#### About the presenter:



**Sara Taft BSDH**  
Dental Hygienist Instructor  
Waukesha County Technical College  
Oconomowoc, WI  
staft@wctc.edu

*Sara has been a registered dental hygienist for fifteen years. Along with private practice, she has taught clinical dental hygiene at Waukesha County Technical College (WCTC) for 10 years. Three years ago, she accepted a full-time teaching position at WCTC. Sara still works clinically in a private dental office and cleans teeth in nursing homes in the Waukesha County area.*

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## 214. The Trek to Performance Excellence: The Real Value of Baldrige

Seminar Location: Bear Room

2:45 PM - 4:00 PM

1.25 CEUs

ALF/SNF

NHA, AL Administrators, DON

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long-term and post-acute care services to journey towards performance excellence. The program is based on the core values and criteria of the Baldrige Performance Excellence Program. The Quality Award program is the largest Baldrige-based program in the country. Member centers may apply for three progressive levels of awards: Bronze, Silver, and Gold. Each level has its own distinct rigors and requirements for quality and performance excellence. This course will explain how the program's progressive criteria, combined with the feedback received along the journey and the high value educational resources, provide members a pathway to improve their overall performance.

### Program Objectives:

1. Develop a better understanding of how the Baldrige Criteria can be used to develop long-term, sustainable success in your center.
2. Understand how the concepts of the Baldrige framework relate to the Requirements of Participation.
3. Discuss methods to get started or revisit your center's quality journey.

### About the presenter:



**Tina Belongia BSN, RN**  
Director of Quality Advancement  
and Regulatory Affairs  
WHCA/WiCAL  
Madison, WI  
tina@whcawical.org

*Tina Belongia is Director of Quality Advancement and Regulatory Affairs at WHCA/WiCAL. Tina has served at every level of clinical regulatory operations and LTC nurse consulting in long-term care in Wisconsin during her career.*

*Over a career that has spanned the continuum of clinical operations, Tina has represented dozens of buildings all across the state of Wisconsin. She is familiar with every survey region in the state, has significant expertise and familiarity with state and federal regulations, and can provide members with key strategic guidance related to clinical matters, the survey process, and the long-term care sector as a whole. From serving as a Director of Nursing, to serving as a regional director of clinical operations for several multi-facility companies; to most recently serving as a legal and clinical nurse consultant for several Wisconsin-based clinical operations consulting businesses, Tina has valuable credentials as a clinical, quality, and survey advisor for WHCA/WiCAL members.*

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## 215. Defining Care Levels and Facilitating Transitions

Seminar Location: Iroquois South

2:45 PM - 4:00 PM

1.25 CEUs

ALF

AL Administrators, AL Nurses

This session will explore the benefits of defining levels of care for assisted living providers to enable proactive facilitation to transition residents while managing internal resources and strengthening admissions.

### Program Objectives:

1. Learn ways to better define client group and criteria for residency.
2. Identify the relative skill sets and resources needed to support clients and strengthen admissions.
3. Implement strategies to reduce avoidable involuntary discharges in your organization.

### About the presenters:



**Brian Zaletel CPA, CRCR, MBA, NHA**  
Senior Manager  
Schenck, S.C.  
Appleton, WI  
brian.zaletel@gmail.com

*Brian Zaletel, Senior Practice Consultant with Schenck SC, has more than 15 years of experience in the operations and analysis of post-acute, long-term care, and physician group providers. He has operated for-profit, not-for-profit, faith-based, and government-owned facilities in long-term and short-term administrator roles in locations across the U.S. He is currently licensed as a CPA in Wisconsin and as a Nursing Home Administrator in Illinois, Indiana, Michigan, Minnesota, and Wisconsin.*



**Barbara Pandolfo MS, BA**  
Long Term Care Consultant  
Schenck, S.C.  
Appleton, WI  
barb.pandolfo@schencksc.com

*Barbara Pandolfo, Long-Term Care Consultant with Schenck SC, has over 30 years of large and small operations experience in a variety of industries, including the last seven years as executive director for a 188-household continuum of care community. Her areas of expertise include revenue and occupancy enhancement, sales techniques and strategy, competitive marketing and branding, and organizational and leadership development. Barb is a Certified CBRF Administrator in Wisconsin.*

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## 216. Person-Centered Care Planning and CAAs

Seminar Location: Great Lakes Complex

2:45 PM - 4:00 PM

1.25 CEUs

SNF

MDS Coordinators, DON

CAAs (Care Area Assessments) are required as part of each comprehensive MDS. The purpose of the CAAs are to allow the IDT to investigate areas that may warrant further intervention and lead to care planning. Each resident is required to have a person-centered comprehensive care plan developed and implemented to meet his or her preferences and goals, and address the resident's medical, physical, mental and psychosocial needs. Do your care plans stand up to the regulations?

### Program Objectives:

1. Understand which federal tags are related to care plan deficiencies.
2. Learn the number of CAAs.
3. Assess your current care plans to determine if they are truly individualized, resident-specific, and person-centered, or that they are generic.

### About the presenter:



**Scott Heichel RN, RAC-MT, DNS-CT, CIC**  
Director of Clinical Reimbursement  
Leader Stat  
Powell, OH  
Sheichel@LeaderStat.com

*Scott Heichel, RN, RAC-MT, DNS-CT, CIC, and Director of Clinical Reimbursement for LeaderStat brings almost 25 years of healthcare experience and is recognized for his expertise in the RAI process and clinical reimbursement. Scott's consulting work includes performing Medicare and Medicaid reimbursement reviews and presenting educational programs for skilled nursing facilities and multi-facility operators. Scott has experience in and has testified as an expert witness in a large Medicare dispute case. Scott is a member of AANAC's (American Association of Nurse Assessment Coordination) Expert Advisory Panel, recognized as a Master Teacher through AANAC for their RAC-CT MDS certification courses, and sits on the board as the Vice President of OANAC (Ohio Association of Nurse Assessment Coordinators).*

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### CHALLENGE

In addition to energy savings, Tweeten aimed to improve the lives of its senior residents. The CDC estimates the cost of falls to Medicare to be more than \$31 billion. The average fall costs \$35,000 in medical expenses. Tweeten hoped to reduce a major risk for the facility and its residents while achieving unbeatable energy savings.

### SOLUTION

Using an occupant-centric approach, EPL and our research partner, Midwest Lighting Institute (MLI), learned how the facility is used to design lighting that could be dynamically controlled throughout the day to achieve Tweeten's savings and health goals.

Common areas were upgraded with dynamic LED lighting that changes color and intensity during the day to simulate natural daylight. We connected the lighting to an existing building automation system for the ease of the facility.

Patient rooms were relamped with LED lighting – blue uplights for day to simulate a natural alerting effect for residents who do not get outdoors. We added warmer downlights for a calming effect in the evening. Dimmable lighting was added to patient bathrooms, so patients wouldn't be awakened by a bright blue light in the middle of the night.



Lighting upgrade is correlated  
to 32% reduction in falls.



BEFORE



AFTER

## Gold Business Partner Reception

Location: Wolf Room | 4:15 PM - 7:00 PM

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### 301. Trauma Informed Care: Putting Humanity Back Into Human Services

Seminar Location: Turtle Room

8:15 AM - 9:15 AM

1.25 CEUs

ALF/SNF

NHA, DON, Social Workers, AL Administrators, AL Nurses

Trauma-informed care is an intervention and organizational approach that focuses on how trauma may affect an individual's life and their response to receiving behavioral health services. This presentation will explore trauma and its prevalence in society. We will review the Adverse Childhood Experiences study and how the five values of trauma-informed care drive connection and can be applied in multiple service settings.

#### Program Objectives:

1. Define Trauma.
2. Identify the different types of trauma.
3. Understand the prevalence of trauma in different populations.
4. Understand the significance of the Adverse Childhood Experiences study as a public health concern deserving of a public health response.
5. Identify the five primary values of trauma-informed care.
6. Understand what trauma-informed care is, what it looks like and how it is different from the medical model.

#### About the presenter:



**Scott Webb MSE, LCSW**  
Trauma-Informed Care Coordinator  
Wisconsin Department of Health Services  
Madison, WI  
[scott.webb@dhs.wisconsin.gov](mailto:scott.webb@dhs.wisconsin.gov)

*Scott Webb is a trauma survivor himself who has worked in the behavioral health field for over 30 years. His career has included clinical, administrative and consultative work. Scott is currently the Trauma-Informed Care Coordinator at the State of Wisconsin Department of Health Services. He holds a Master of Science in Education degree from the University of Wisconsin-Oshkosh and is a licensed clinical social worker. Since 2014, Scott has provided training and technical assistance on trauma-informed care principles to more than 7,000 clinicians statewide. His insights on trauma-informed care have been featured in articles published by the Wisconsin Center for Investigative Journalism and The Isthmus. He also has presented at numerous conferences and acted as keynote speaker for the UW-Madison School of Social Work and the National Alliance on Mental Illness Wisconsin Conference.*

WHCA/WICAL Elite Business Partners

## 302. Getting The Most Value From Your Information Technology

Seminar Location: Bear Room

8:15 AM - 9:15 AM

1.25 CEUs

ALF/SNF

AL Administrators, CEO, NHA, CFOs

Traditionally, investments in information technology by the LTC community have lagged behind other health care organization types. Today, most LTC organizations have implemented at least a few IT systems to help manage their resident population, staffing, and finances. Yet, many have cobbled together a convoluted array of systems that don't speak with each other, and they don't have staff that can appropriately support them. Consequently, the IT systems are not meeting the organization's needs. However, now residents expect more, regulatory bodies require more, and staff and senior leadership require more from our IT investments. Residents are more likely to choose a facility that has state-of-the-art technology, and hospitals are more likely to discharge to your facility if they can electronically share patient information. During this session, we will discuss strategies to meet these growing demands.

### Program Objectives:

1. Develop strategies your organization can utilize to align IT with organizational and resident needs today and in the future.
2. Understand that an IT governance structure should establish realistic mutual expectations of IT and the organization.
3. Determine how resident consumerism drives your IT needs.
4. Review tools that assist administrators and senior leaders with real time, actionable information.

### About the presenter:



**Daryl Duenkel PMP, CPHIMS, FHIMSS**  
Manager Healthcare Information Technology  
Wipfli LLP  
Milwaukee, WI  
dduenkel@wipfli.com

*Daryl Duenkel is a seasoned information technology professional with a variety of organizational responsibilities including leading and influencing organizations from multiple positions including; vice president, chief information officer, director, and consultant. Daryl has proven skills in defining business and technology alignment strategies, process reengineering and systems requirements. Daryl has extensive experience as a business analyst and project manager. Daryl's background includes: IT Strategic alignment and governance, clinical transformation: planning, analysis, requirement definition, system selection and implementation. Daryl's exceptional leadership, management, mentoring skills and unique ability to translate business strategies and goals into process improvements have led to measurable added value for employers and clients.*

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### 303. A Leadership System for Driving Performance, Retention, and Results!

Seminar Location: Iroquois South

8:15 AM - 9:15 AM

1.25 CEUs

ALF/SNF

NHA, DON, AL Administrators, AL Nurses, Corporate Staff

The ability to be a results-driven leader AND build an engaging workforce culture is the hallmark of effective leadership. In the world of senior care and services, the pressure is on to safeguard quality care and service, ensure productivity, and retain quality staff. Fundamental to all of these outcomes is a leadership system that drives engagement and positively impacts both employee performance and retention.

A leadership system is made up of the formal and informal processes and practices leaders implement in order to achieve desired results. It impacts how employees perform their jobs, how motivated they feel, how they interact with residents and families, and it impacts whether or not they stay. This session explores the tangible actions that effective leaders take to engage all team members in driving higher levels of patient and resident satisfaction, improved quality, and better results.

#### Program Objectives:

1. Identify the five elements of a leadership system that impact employee performance and retention.
2. Recognize the relationship between the elements and how they interact to shape an engaging workplace environment.
3. Distinguish the cause-and-effect relationship between engaging leadership practices and desired business outcomes.

#### About the presenter:



**Nancy Anderson RN, MA SVP**  
Engagement Solutions Align  
Wausau, WI  
nanderson@align30.com

*Nancy Anderson, RN, MA, has worked in senior care for more than 30 years and is currently the SVP of Engagement Solutions for Align. In this role, she combines her nursing background with extensive experience in learning and organization development to support senior care leaders as a 'solutions partner' in the areas of employee engagement, employee performance and retention. She is passionate about translating the latest research on workplace engagement into practical, impactful best practices for retaining committed employees.*

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### 304. Crowdsourcing for SNF Survey Success

Seminar Location: Turtle Room

9:30 AM - 11:00 AM

1.5 CEUs

SNF

NHA, DON, Managers

This session will review state-specific trends since the initiation of the new survey process on November 28. A panel of providers and experts will discuss developing trends in the new survey process, including top deficiencies and best practices for facilities to adopt as you work to advance quality and ensure compliance with state and federal regulations.

#### Program Objectives:

1. Review best practice for survey success and regulatory compliance.
2. Identify the top deficiencies cited in Wisconsin.
3. Better understand how to prepare for survey.

#### About the presenters:



**Tina Belongia**  
WHCA/WiCAL  
Director of Quality  
Advancement and  
Regulatory Affairs  
tina@whcawical.org



**Ann Angell** Deputy  
Director of the  
Wisconsin Department  
of Health Services  
Bureau of Nursing  
Home Resident  
Care - Surveyor  
Ann.Angell@  
dhs.wisconsin.gov



**Shellie Sonnentag**  
Real Properties Health  
Facilities Corp.  
ssonnentag@  
rphfcorp.com



**Scott Hochstadt**  
Dycora Transitional  
Health & Living  
Scott.Hochstadt@  
dycora.com

WHCA/WiCAL Elite Business Partners

### 305. Assisted Living Resource and Regulatory Review

Seminar Location: Turtle Room

9:30 AM - 11:00 AM

1.5 CEUs

ALF

AL Administrators, AL Nurses

A panel of experts and providers will discuss assisted living survey trends, reporting guideline resources, and how HCBS regulations are incorporated in the assisted living survey.

#### Program Objectives:

1. Identify top survey citations in assisted living.
2. Understand reporting criteria based on provider type.
3. Verbalize understanding of HCBS regulations being reviewed during survey.

#### About the presenters:



**Brian Purtell**  
WHCA/WiCAL  
Legal and  
Regulatory Advisor  
brp@dewittross.com



**Alfred Johnson**  
Director  
DHS-Bureau of  
Assisted Living  
alfred.johnson@wi.gov



**Chad Basche**  
Regional Director  
Alternative  
Continuum Care  
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# 67<sup>th</sup> Annual Fall Convention General Information

October 17-19, 2018



## Radisson Hotel & Conference Center Green Bay, WI

### Work and Play at Our Convenient Airport Hotel

You'll find comfortable accommodations at the Radisson Hotel & Conference Center Green Bay. We are conveniently located across the street from the Austin Straubel International Airport (GRB) and less than five miles from Lambeau Field, home to seven NFL championship seasons. You can walk to the adjacent Oneida Casino to relax with friends and colleagues, or ride the free shuttle to local attractions.

The Radisson Green Bay's fitness center helps you stay active and the sauna is a soothing place to decompress. Be sure to take advantage of free 24-hour shuttle service.

Additional amenities include: six restaurants, three bars, free Wi-Fi, casino adjacent to hotel, 24-hour business center, free parking, free 24-hour shuttle, and indoor pool and sauna.

## Registration Desk

This exhibition will be held at the Radisson Hotel & Conference Center Green in Bay. The exhibit hall is located near all educational sessions, meal functions, and sleeping rooms. The hotel has convenient loading and unloading areas along with free parking. The WHCA/WiCAL convention hotel rate is available for Business Partners. The group rate is \$99 per night. Mention the Wisconsin Health Care Association while booking (920-494-7300). The rate will be available until September 21, 2018.

The registration desk will be located in the Foyer of the Convention Center. Registration packets will be available for those who have pre-registered. If you are registering on-site, please allow time for your name badge to be prepared while you check through your convention packet. Those who have pre-registered are advised to leave ample time for the registration, especially on Thursday morning before sessions begin.

## Badges and Tickets

Each registrant will receive a name badge that must be worn for admission to educational sessions and all other functions. Guests, Speakers, and Gold Business Partners will be easily identified by the ribbons attached to their badges.

## Cancellation Policy

Full registration refunds will only be made 48 hours prior to the convention, in medical emergencies, and if a facility is under survey.

## CEUss

Application has been made to the National Continuing Education Services (NCERS) of the National Administrator Boards (NAB) for 30 Clock hours and 9.75 participant hours.

## Door Prizes

You must be present to win any of the door prizes.

WHCA/WiCAL Elite Business Partners

# 67<sup>th</sup> Annual Fall Convention General Information

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## Medical Emergencies

In the event of an emergency, contact the hotel registration desk, the convention registration desk, or 911 for medical assistance.

## No Smoking Policy

It is a WHCA/WiCAL policy that no smoking be allowed at any of the scheduled events.

## Vegetarian Meals

If you need vegetarian meals, they will be provided to you. Simply mark the appropriate spot on the registration form.

## What to Wear

All events are business casual.

## Convention Hotel

The Radisson is located at 2040 Airport Drive, Green Bay, WI 54313. Please call the Radisson Hotel (1-920-494-7300) directly to make your reservation. If you are making your room reservations before September 21<sup>st</sup>, please use our booking code (Wisconsin Health Care Association) in order to receive the \$99/night room rate. We encourage you to make your reservation as early as possible as hotel rooms fill quickly.

## Notice

WHCA/WiCAL takes photographs during its events for use in Association media releases, newsletters, and other promotional materials, whether in print, electronic, or other media including the WHCA/WiCAL website and online social networking sites. By participating in this convention and other WHCA/WiCAL events, you grant WHCA/WiCAL the right to use your name and photograph for such purposes.

## Cellular Phones and Recording Devices:

Material presented at all of the education sessions is the property of the speakers or WHCA/WiCAL. Therefore, recording of the sessions is not allowed. All cellular phones should be turned off during education sessions.

## Additional Information

For additional information please call the WHCA/WiCAL office at (608) 257-0125 or contact Tina Belongia at [tina@whcawical.org](mailto:tina@whcawical.org).



WHCA/WiCAL Elite Business Partners



# 67<sup>th</sup> WHCA/WiCAL ANNUAL FALL CONVENTION

Register Before **September 17, 2018** and be  
eligible to **WIN a \$500 Cash**

Registration Form - Register online - [www.whcawical.org/fall](http://www.whcawical.org/fall)

Facility/Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Email (for invoicing) \_\_\_\_\_

Persons to be registered. (Please type or print.) (List names as they should appear on badges.)

Date \_\_\_\_\_

Ck. # \_\_\_\_\_

Amount \_\_\_\_\_

For WHCA/WiCAL use only

NAME & EMAIL	TITLE	NHA LIC/ NAB ID	FULL REG SNF MEMBER \$369.00	FULL REG AL MEMBER \$299.00	FULL REG SNF NON MEMBER \$399.00	FULL REG AL NON MEMBER \$399.00	THURS REG ONLY \$299.00	FRI REG ONLY \$169.00
.....								
All Others from Same Facility .....		2ND PERSON						
.....		3RD PERSON						
.....		4TH PERSON						
.....		5TH PERSON						

Check here if you will be a Monitor ☐

Check here for Special Meals ☐ \_\_\_\_\_

**Full Registration (SNF Member) ..... \$369.00**

(Includes: Pre-Con/Opening Night Reception/Thursday Programs/Shining Star Luncheon/  
Friday Programs/Gold Business Partner Reception/CEUss/Handout Access)

**Full Registration (AL Member)..... \$299.00**

(Includes: Pre-Con/Opening Night Reception/Thursday Programs/Shining Star Luncheon/  
Friday Programs/Gold Business Partner Reception/CEUss/Handout Access)

**Full Registration (SNF Non Member) ..... \$399.00**

(Includes: Pre-Con/Opening Night Reception/Thursday Programs/Shining Star Luncheon/  
Friday Programs/Gold Business Partner Reception/CEUss/Handout Access)

**Full Registration (AL Non Member) ..... \$399.00**

(Includes: Pre-Con/Opening Night Reception/Thursday Programs/Shining Star Luncheon/  
Friday Programs/Gold Business Partner Reception/CEUss/Handout Access)

**Thursday Registration ..... \$299.00**

(Includes: Thursday Programs/Shining Star Luncheon/Gold Business Partner Reception/CEUss/Handout  
Access)

**Friday Registration ..... \$169.00**

(Includes: Friday Programs/CEUss/Handout Access)

**Note:** if your facility/company plans to register more than 5 attendees, please contact WHCA/WiCAL  
Director of Development Jena Jackson at [jena@whcawical.org](mailto:jena@whcawical.org) for multi-attendee discount rate.

Full Registration (SNF Member) \_\_\_\_\_ x \$369.00 = \$ \_\_\_\_\_

Full Registration (AL Member) \_\_\_\_\_ x \$299.00 = \$ \_\_\_\_\_

Full Registration (SNF Non Member) \_\_\_\_\_ x \$399.00 = \$ \_\_\_\_\_

Full Registration (AL Non Member) \_\_\_\_\_ x \$399.00 = \$ \_\_\_\_\_

Thursday Registration \_\_\_\_\_ x \$299.00 = \$ \_\_\_\_\_

Friday Registration \_\_\_\_\_ x \$169.00 = \$ \_\_\_\_\_

\_\_\_\_\_ TOTAL DUE = \$ \_\_\_\_\_

## Make check payable to

WHCA/WiCAL Convention and return  
with completed registration form to:

WHCA/WiCAL Convention  
131 West Wilson Street, Suite 1001  
Madison, WI 53703

Phone 608.257.0125

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## Payment options

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## Please charge my

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