



THE ROARING 2020's

W·E·L·C·O·M·E
T·O·T·H·E

GOLDEN AGE

O·F

LONG TERM CARE

58th Spring Conference & Expo ▪ Hyatt Regency
Green Bay ▪ April 1-3, 2020

WHCA/WiCAL

ATTENDEE BROCHURE



This year marks the 58th Annual WHCA/WiCAL Spring Conference, which will be held April 1-3 at the Hyatt Regency Hotel & KI Convention Center in downtown Green Bay! The Spring Conference theme is "The Roaring 2020's: Welcome to the Golden Age of Long Term Care." Let's all welcome this new era of long term care, as we find new ways to grow, thrive, and succeed together in the 2020's.

This year's conference will provide attendees with over 30 hours of engaging educational programming, valuable networking opportunities, and an Expo with over 70 vendors specializing in long term care products & services. The educational programs will meet your continuing education needs with dynamic, informative presentations on the issues that matter most to the long-term care provider community.

You'll come for the premier educational programming, and you'll want to stay for the fun and fellowship that is a cornerstone of the WHCA/WiCAL Spring Conference! At this year's opening night reception, we welcome all the MVPs of LTC with cold beverages and tailgate-themed food, in a casual networking environment. Then, get ready to don your flapper dresses and pin-striped suits at the bees knees of Gatsby-themed Parties. It'll be a roaring good time, complete with dueling pianos, cocktails, and delicious food!

Spring Conference offers attendees invaluable continuing education, fun and recreation, and networking with the top vendors in long term care. This year, join a growing movement of providers, staff, vendors, and other stakeholders as we prepare for a year and decade of growth and opportunity. You'll leave the 58th Annual Spring Conference with new tools and a renewed passion to serve!

WHCA/WiCAL Conference/Conference Acronym listing:

Overall Track:	M	Maintenance
SNF Skilled Nursing Facility	D	Dietary/Food Service
AL Assisted Living	A	Activity/Life Enrichment
Suggested Audience:	HR	Human Resources
O Operations (NHA, Directors, Regional/Corp Operators)	NA	Nursing Assistant
C Clinical (DON, MDS, Nurse Educators, Regional Nurses, Charge Nurses, etc)	B	Business Office/Billing/Coding
S Social Services	T	Therapy
	ALL	appropriate for any attendee in overall category

EDUCATION COMMITTEE MEMBERS:

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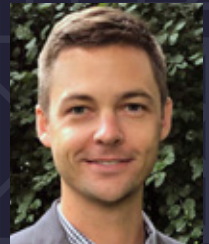
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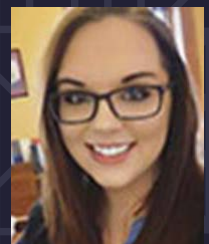
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4. When you enter the code, the system will automatically load your event.

(You do not need to download the app if you already used it for a prior Conference or Conference)



SESSION PLANNER

TIME:	SESSION:	SPEAKER:
Wednesday, April 1, 2020		
1:00–2:00 pm	Medications in Managing Difficult Behaviors (A Reality Check)	Dr. Robert Lacoste, <i>Behavioral Care Solutions</i>
1:00–2:00 pm	Maximizing Your Facilities Returns for PDPM	Michael Peer, <i>CliftonLarsonAllen LLP</i>
1:00–2:00 pm	Cultural Realities of Change – Part 1	Brett Remington, <i>Blue Rock WI</i> Buck Rhyme, <i>RR Consulting Group</i>
2:00–2:15 pm	BREAK	
2:15–3:15 pm	Achieving Your Quality Goals: CMS’s Twelfth Scope of Work	Toni Kettner and Diane Dohm, <i>MetaStar/Superior Health Alliance</i>
2:15–3:15 pm	Cultural Realities of Change – Part 2	Brett Remington, <i>Blue Rock WI</i> Buck Rhyme, <i>RR Consulting Group</i>
2:15–3:15 pm	Regulatory Considerations for Behavioral Health in Long-Term Care	Anthony Bunin, <i>Behavioral Care Solutions</i>
3:30–4:30 pm	Board Meeting	
5:00–8:00 pm	MVPs of LTC Opening Night Reception	
Thursday, April 2, 2020		
8:00–9:15 am	KEYNOTE: “Inspiring a Winning Team”	Cat Selman, <i>The Cat Selman Company</i>
9:15–9:30 am	BREAK	
9:30–10:30 am	Post-Acute and Senior Living Facing Historic Changes	Darrin Hull, <i>Health Dimensions Group</i>
9:30–10:30 am	Evolving Trends: The New Generation of Therapy Services	Sarah Wendel, <i>HealthPRO Heritage</i>
9:30–10:30 am	Analyzing the Top 10 Deficiencies in Wisconsin	Ann Angell, <i>Wisconsin Department of Health-Bureau of Nursing Home Resident Care</i>
9:30–10:30 am	Wisconsin Assisted Living Regulatory Overview – Survey Trends, Issues & Solutions	Alfred Johnson, <i>Wisconsin Department of Health-Bureau of Assisted Living</i>
10:30–10:45 am	BREAK	
10:45–11:45 am	Quality Initiatives - Reducing Staff Turnover	Cat Selman, <i>The Cat Selman Company</i>
10:45–11:45 am	Tools for Successful Dementia Care	Susan Schneider, RN, Principal <i>Assisted Living Consultants Consortium LLC</i> Marion Chapin, Certified Dementia Specialist Trainer <i>Dementia Care – Positive Solutions</i>
10:45–11:45 am	Common ICD – 10 Coding Errors and the PDPM Impact	Theresa Lang, <i>Grace Lutheran Communities</i>
10:45–11:45 am	Seniors Thriving in Place	Sarah Wendel, <i>HealthPRO Heritage</i>
10:45–11:45 am	MDRO’s and New EBPs in LTC	Beth Ellinger, <i>WI Dept of Health</i>
11:45 am–2:15 pm	Expo & Lunch	
2:15–3:15 pm	Re-Sensitizing our Desensitized, Sensitive Staff	Cat Selman, <i>The Cat Selman Company.</i>

SESSION PLANNER

TIME:	SESSION:	SPEAKER:
Thursday, April 2, 2020		
2:15–3:15 pm	PIPS and PDSA Cycles – An Essential Part of Everyday Operations	Lori Koeppel, RN, BSN, NHA, DNS-CT, WCC, <i>Koeppel Healthcare Solutions, LLC</i> Lauren Snyder, RN BSN, NHA, WCC- Director of Nursing, <i>Villa Maria Health and Rehab</i>
2:15–3:15 pm	The International Dysphagia Diet Standardisation Initiative (IDSSI) – What Does It All Mean?	Vickie Berquist, <i>DHS</i>
2:15–3:15 pm	PDPM: What Have We Learned?	Louann Lawson, <i>Pathway Health</i>
3:15–3:30 pm	BREAK	
3:30–4:30 pm	Medicare Billing from Admission Through Payment	Larry Lester, Terri Lee, Tina Campbell, Karen Hobbs, <i>Wipfli LLP</i>
3:30–4:30 pm	Workplace Chemicals: The OSHA Hazard Communication Program	George Gruetzmacher, <i>WI State Laboratory of Hygiene / UW Madison</i>
3:30–4:30 pm	Do you Want a Side of FRIs with that Complaint?	Tina Belongia, <i>North Shore Healthcare</i> Mitul Lindemann, <i>Synergy Senior Health Care</i>
3:30–4:30 pm	The Power of Human Touch	Vicki Johnson, <i>Age-u-cate</i>
4:30–7:30 pm	Dueling Pianos/Gatsby Party	
Friday, April 3, 2020		
8:00–9:30 am	Working With Your Pharmacist and Providers to Optimize Medication Management	Dr. Matthew Palmer, <i>AlixRx</i>
8:00–9:30 am	Strategies to Improve Transition Plans for Difficult-to-place Residents in Wisconsin	Moderator: Lori Koeppel, RN, BSN, NHA, DNS-CT, WCC, <i>Koeppel Healthcare Solutions</i> , Panelists: Laura Rose, <i>Wisconsin Hospital Association</i> , Ann Angell, <i>Wisconsin Department of Health-Bureau of Nursing Home Resident Care</i> Cassie Stremer, <i>Bellin Health</i>
8:00–9:30 am	The Advantage of Being Part of PEAL/WCCEAL	Pat Boyer, Kate Dickson, <i>WHCA/WiCAL</i> , Dalm Kelm, Kathy Hilgart-Schraufnagel, <i>Birch Haven</i> , Lisa Nelson, <i>Community Liason</i> , <i>Pinnacle</i>
9:30–9:45 am	BREAK	
9:45–11:15 am	A Panel Discussion of Cybersecurity Issues Impacting our Senior Living Communities	Moderator: Pat Lemire, <i>M3 Insurance</i> Panelists: Don Glidewell, <i>Think Anew</i> Paul Johnson, <i>Wipfli LLP</i> Peter Kujawa, <i>Locknet – An EO Johnson Company</i>
9:45–11:15 am	Death & Dying	Gerard Bodalski, <i>Alden Estates of Jefferson</i>
9:45–11:15 am	Results of Wisconsin Study on Light’s Effect on the Elderly	Rodney Heller, <i>Energy Performance Lighting</i>

Medications in Managing Difficult Behaviors (A Reality Check)



Dr. Robert Lacoste,
Behavioral Care Solutions

An overview of the current psychiatric treatments available for the major classes of disorders seen in the older adult population residing in the nursing home setting. This will include a review of the classes of medications used to treat depression, anxiety, dementia, and other disorders and their current outcome studies regarding the efficacy of each medication.

Session Objectives:

- Understand the difference between statistical and practical significance and why it matters
- Have a more realistic expectation of the extent that medication can benefit the agitated patient, as well as the risks it poses
- Appreciate that association is not (necessarily) causation

Suggested Audience: O, C, S

Maximizing Your Facilities Returns for PDPM



Michael Peer, *CliftonLarsonAllen LLP*

This session will provide an overview of the new Patient-Driven Payment Model (PDPM). The presenter will discuss how accurate ICD – 10 coding, use of restorative nursing and therapy management will be critical to optimizing payments under PDPM. The presenters will also discuss what facilities have learned since October 1st to strategically plan to maximize financial returns and clarifications and updates issued by CMS.

Session Objectives:

- Understand how PDPM links payment to residents' conditions and care needs
- Explore the importance of proper clinical management, now that payment is not linked to volume of services provided
- Identify potential operational changes that may be necessary to maximize returns under Synergy Senior Health Care PDPM

Suggested Audience: O, C

Cultural Realities of Change – Part 1



Brett Remington, *Blue Rock WI*
Buck Rhyme, *RR Consulting Group*



Leadership is all about change, yet most organizational cultures are naturally resistant to change. This session is specifically designed to help leaders at all levels of an organization prepare for, and execute positive change. We'll discover what type of leader you are and develop strategies to help your team navigate through the intrinsic barriers to progress.

Session Objectives:

- Explore the evidence which describes the emotional journey employees experience during a change process
- Understand, anticipate, and address the 5 archetypes of change in your organization
- Apply a framework to successfully lead your change
- Increase the likelihood of making the change stick

Suggested Audience: O

SAVE THE DATE!

2020 FALL CONVENTION AND EXPO

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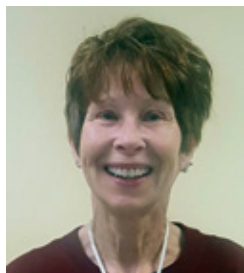


WEDNESDAY, APRIL 1 • 5-8 PM
ATRIUM @ THE HYATT REGENCY HOTEL

Before the Conference 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!

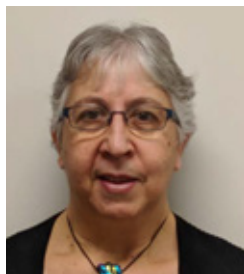
Stop by and enjoy a few cold beers, some classic tailgating games, and mouthwatering food. This is a perfect opportunity to build lasting relationships in a relaxing, fun, inviting atmosphere!

Achieving Your Quality Goals: CMS's Twelfth Scope of Work



Toni Kettner and Diane Dohm, MetaStar/Superior Health Alliance

The Superior Health Nursing Home Quality (MetaStar) initiative builds on years of successful experience assisting nursing homes with improving outcomes and the quality of care for the nursing home residents we serve. In this session you will learn how participation in our new quality initiatives will assist you to meet regulatory requirements, improve your total quality 5 Star rating, reduce resident harm and reduce hospitalizations preparing you to drive change and ensure future success.



Session Objectives:

- Review the Superior Health Quality Alliance (QIN/QIO) structure
- Summarize the relationship between CMS and the QIN/QIO
- Describe the current QIN/QIO quality priority areas and strategic aims for NH's
- Discuss how your participation in the NH aims can improve your quality outcomes

Suggested Audience: O, C

Cultural Realities of Change – Part 2



Brett Remington, Blue Rock WI
Buck Rhyme, RR Consulting Group

Leadership is all about change, yet most organizational cultures are naturally resistant to change. This session is specifically designed to help leaders at all levels of an organization prepare for, and execute positive change. We'll discover what type of leader you are and develop strategies to help your team navigate through the intrinsic barriers to progress.



Session Objectives:

- Explore the evidence which describes the emotional journey employees experience during a change process
- Understand, anticipate, and address the 5 archetypes of change in your organization
- Apply a framework to successfully lead your change
- Increase the likelihood of making the change stick

Suggested Audience: O

WHCA/WiCAL

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Thursday April 2
Lower Level of the KI Convention Center
in B1 and B2

COCKTAIL RECEPTION 4:30-5 PM

**FOLLOWED BY GATSBY PARTY
AND DUELING PIANOS EVENT
5-7:30 pm**

**COSTUMES AND DRESSING IN
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Rip Roaring Humor to Go Along With Their
Incredible Performing Skills.
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Regulatory Considerations for Behavioral Health in Long-Term Care



Anthony Bunin, Behavioral Care Solutions

This presentation reviews changes to governmental guidelines regulating the use of psychotropic medications and provision of behavioral health services in long-term care facilities as established by the Omnibus Reconciliation Act (OBRA) of 1987, and more recently, the 5-Star Rating system. A major component of these guidelines is to regulate the clinical indications of psychoactive drugs (neuroleptics, benzodiazepines, and sedative hypnotics) in residents of long-term care facilities and to ensure that broader non-pharmacological programs are in place to aid in this process. Responsibilities of the prescribing physician or psychiatrist, facility medical director, and consulting pharmacist and behavioral health service teams-as well as quality assurance procedures-in complying with OBRA regulations are discussed. In addition, a focus on the changes to the OBRA standards F-757/758 are highlighted. Evidence that OBRA regulations have initiated broader programs to reduce the use of psychoactive medications and chemical restraints in long-term care facilities is reviewed. Implications to the recent changes of the OBRA regulations for the training and clinical practice of psychiatrists, psychologists, social workers, and primary care physicians are discussed as well as recommendations for increasing the availability and scope of services of mental health services for this population via multidisciplinary geropsychiatric consultation liaison teams.

Session Objectives:

- Gain an understanding of existing regulations dealing with behavioral healthcare and psychiatric management
- Learn strategies to enhance compliance with updated regulations
- Learning the benefits of a comprehensive behavioral healthcare plan

Suggested Audience: O, C, S

EARLY BIRD REGISTRATION
FOR MEMBERS
REGISTER BY
MARCH 6, 2020 TO BE
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Prize will be drawn & awarded
at the Expo on Thursday, April 2
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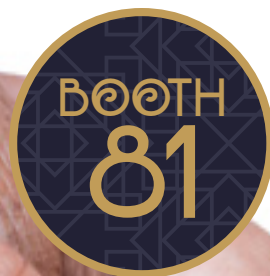
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KEYNOTE: "INSPIRING A WINNING TEAM" Cat Selman, The Cat Selman Company

If you have direct or indirect responsibility for the performance of others — whether it's a small group or a large group — you know it takes more than good leadership skills to develop and motivate staff. Discover how to create and employ people-focused strategies and plans that will ultimately maximize your organization's care delivery and bottomline results. According to recent research on employee retention, happy employees stay twice as long in their jobs as their least happy colleagues. A great facility culture can make the critical difference between organizational success and dismal failure. It impacts just about every business metric we have, from customer service to productivity to profitability. It is the key to retention because employees don't want to leave a great culture. It is the key to recruitment because applicants want to work for you. But how can you get there? Our industry is facing frustrations and challenges that have never been seen before. Join Cat as she shares "common-sense, tried and true" techniques to motivate and inspire your employees. Start building your winning team today.

Session Objectives:

- Describe the difference between "person-centered care," and "person-centered supervision"
- Develop staff training around core competencies
- Describe ten strategies for developing a successful facility culture

Suggested Audience: ALL



As a speaker in all fifty states, Cat is in demand and on topic. Her career history includes: President/Co-Founder, The Healthcare Communicators, Inc.; Co-Founding Director, Quality of Life Alliance; Division

Marketing Manager, National Heritage, Inc.; Corporate Activities and Social Work Consultant, National Heritage, Inc.; Director of Social Services and Activities, Floodrian Manor.

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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:

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

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Post-Acute and Senior Living Facing Historic Changes



Darrin Hull, *Health Dimensions Group*

Like never before, post-acute, long-term care, and senior living providers are facing a time of great change and uncertainty. Join Health Dimensions Group (HDG), a leading senior care consulting and management firm, for a presentation

to learn about the major issues and opportunities affecting aging services organizations in the coming year. Top trends such as occupancy challenges, workforce complexities, innovations in clinical care and service, and more will be discussed.

Session Objectives:

- Understand the most significant trends and issues that will transform aging services
- Become familiar with changing regulatory and payment models affecting senior care and service
- Consider strategic areas of priority and focus for strategic and operational planning within post-acute, long-term care, and senior living organizations

Suggested Audience: ALL

Evolving Trends: The New Generation of Therapy Services



Sarah Wendel *HealthPRO Heritage*

While PDPM has refocused the skilled nursing world's attention to skilled nursing services, skilled therapy services remain essential to the success of every short term rehabilitation program. This presentation will discuss why an excellent therapy programming is

still critical under PDPM and how your therapy team can maximize their clinical impact.

Session Objectives:

- Understand the most significant trends and issues that will transform aging services
- Become familiar with changing regulatory and payment models affecting senior care and service
- Consider strategic areas of priority and focus for strategic and operational planning within post-acute, long-term care, and senior living organizations

Suggested Audience: O, C

Analyzing the Top 10 Deficiencies in Wisconsin



Ann Angell, *Wisconsin Department of Health Bureau of Nursing Home Resident Care*

This session will include the Top Ten Deficiencies in the State of Wisconsin. Ann will discuss examples of what is driving these deficiencies and what the expectations are of Skilled Nursing Facilities

Session Objectives:

- Determine the Top 10 Deficiencies in Wisconsin as compared to the National Top 10.
- Describe examples of the type of situations that result in these deficiencies
- Assist facilities in understanding how to avoid these deficiencies.

Suggested Audience: O, C

Wisconsin Assisted Living Regulatory Overview – Survey Trends, Issues & Solutions



Alfred Johnson, *Wisconsin Department of Health -Bureau of Assisted Living*

This session will include an update on regulatory issues in Wisconsin Assisted Living Facilities. Challenges facing facilities with increased acuity and needs of residents will be discussed. In addition, strategies

to improve consumer outcomes and increase regulatory compliance will be shared

Session Objectives:

- Discuss current top deficiencies in the Assisted Living environment
- Describe situations that facilities face with increased resident needs
- Explain how facilities have been successful in improving consumer outcomes and increasing regulatory compliance.

Suggested Audience: O, C



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Quality Initiatives – Reducing Staff Turnover



Cat Selman, *The Cat Selman Company*

Staff turnover rates in long-term care and senior living are at a crisis level. In nursing facilities, employee turnover is 35%, while CNA turnover is at 43%. Social Services and Activity staff fall at 23%, and Food Services is at a rate of 34%. Conservative

estimates of turnover across the long-term care sector range from 45 to at least 66 percent. One in 4 nursing assistants are actively looking for another job. Numerous facilities are experiencing a much higher rate of turnover. Often facilities are “left in the lurch,” attempting to fill those positions, either temporarily or permanently. The amount of time, money, and training lost due to staff turnover runs into the thousands. Excessive turnover rate is not something that our industry should have to accept and live with. Join Cat as she shares proven strategies and techniques to improve staff “satisfaction and retention.”

Session Objectives:

- Describe five techniques to match the person to the job
- Describe four primary drivers of employee engagement
- Describe inexpensive employee “perks” that can be incorporated into a facility retention program

Suggested Audience: O, C

Tools for Successful Dementia Care



Susan Schneider, RN Principal, *Assisted Living Consultants Consortium LLC*

Marion Chapin, Certified Dementia Specialist Trainer, *Dementia Care – Positive Solutions*



Providing quality dementia care for your residents is a daily challenge. Challenging behaviors are often a source of frustration for staff and can result in compliance problems and customer dissatisfaction. Learn how to set your team up for success in dealing with challenging behaviors so that your outcomes are resident and family satisfaction, staff satisfaction and regulatory compliance.

Session Objectives:

- Set your staff up with compliant systems and tools to support successful management of behaviors commonly associated with dementia
- Provide your staff with approaches that work with dementia behaviors – enhancing the lives of those with dementia

Suggested Audience: O, C

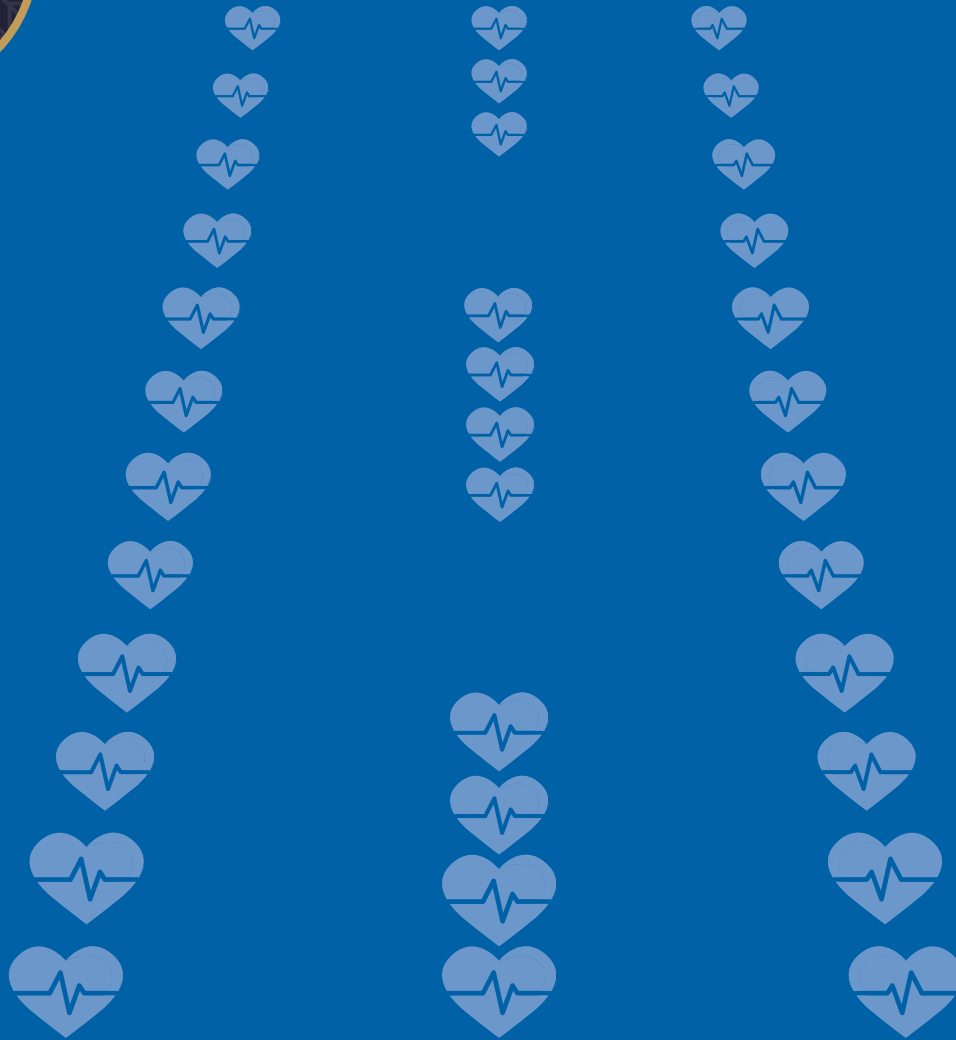
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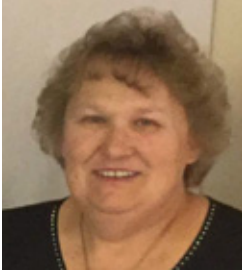
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Common ICD-10 Coding Errors and the PDPM Impact



Theresa Lang, *Grace Lutheran Communities*

Many SNFs continue to use diagnosis as found on the hospital discharge summary. These acute diagnosis are not why the resident is being admitted or treated in the SNF. An example the resident was admitted for osteoarthritis of the hip

and had a hip replacement. When admitted to the SNF the osteoarthritis of the hip is no longer coded, rather the joint replacement aftercare is coded. In this session we will discuss common ICD-10 coding errors seen in the SNF and how diagnosis can impact the PDPM daily rate.

Session Objectives:

- Identify the relationship of MDS I0020b and FL69 of the UB04
- List 5 common coding errors
- Discuss the impact of the admitting diagnosis code on PDPM reimbursement
- Describe the role of the Triple Check process in diagnosis coding

Suggested Audience: O, C



Seniors Thriving in Place



Sarah Wendel, *HealthPRO Heritage*

Seniors want to thrive in place, not simply age in place! Join our speaker to discuss innovative solutions for creating a consistent culture of wellness in support of every resident living their best (and most independent) lifestyle. Proactive, evidence-based programming and

skilled interventions serve many purposes inclusive of: assuring resident safety, early identification of residents' needs/challenges, and a platform for tracking/managing resident outcomes and community performance metrics.

Session Objectives:

- Various interdisciplinary interventions enable residents to thrive in place
- Regular, comprehensive wellness assessments can establish a resident's functional baseline and allow for early detection of decline
- Understand how and why early identification of needs leads to better wellness and functional independence to enable residents to thrive in place

Suggested Audience: CCRCs, AL/ILs, intermediate level for admins, c-suite level and more

MDRO's and New EBPs in LTC



Beth Ellinger, *WI Dept of Health*

General infection prevention overview as well as go into some detail about MDROs and the burden of these organisms in LTCFs. She will discuss the challenges of implementing transmission-based precautions in LTCFs and the new CDC guidance for Enhanced Barrier Precautions as a strategy to mitigate these challenges.

Session Objectives:

- Review infection prevention
- Become familiar multi-drug resistant organisms (MDROs) and challenges with prevention in long-term care
- Review transmission precautions including enhanced barrier precautions (EBP)

Suggested Audience: O, C



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Re-Sensitizing our Desensitized, Sensitive Staff



Cat Selman, *The Cat Selman Company*.

"What do you mean I forgot to knock on the resident's door?" "I'm sure I spoke to Mrs. Jones when I passed her in the hallway..." "He's always hollering for help - it doesn't mean he needs anything..." "Yes, I got her fed and she ate over half her meal. Did I talk to her? Yes, I told her to eat her food..." Did you know that since the new CMS RoP went into effect, more facilities have received citations for quality of life and psychosocial well-being issues than ever before? Did you also know that it is our most efficient, solid, caring staff members (even department heads) that are getting these citations for us? We have become so de-sensitized to what we see, hear, and work around each day, that we no longer really see our elders as individuals. We're just "getting the job done." Join this session for a very much needed "wake-up call!" We need to discover a person's "real story," the story of their lives, so that we can begin to meet needs, preferences, and interests on a more individualized basis. The key is for staff to know those personal stories. Learn how to reacquaint yourself and your staff with the appropriate methods to meet resident needs and comply with federal/state mandates for the provision of quality of life. Cat will be addressing the most cited deficient practices in this area - not something you want to miss!

Session Objectives:

- Describe specific residents' rights that are the focus of surveys when assessing quality of life
- Describe components of a resident's "life story," and how that differs from a social history
- Describe the "most-cited" deficiencies in quality of life and person-centered care
- Describe successful staff techniques in the provision of services for resident preferences and quality of life

Suggested Audience: ALL

PIPS and PDSA Cycles – An Essential Part of Everyday Operations



Lori Koepfel, RN, BSN, NHA, DNS-CT, WCC, *Koepfel Healthcare Solutions, LLC*

Lauren Snyder, RN BSN, NHA, WCC- Director of Nursing *Villa Maria Health and Rehab*

Do you believe you are effectively incorporating PIPs and PDSA cycles into your QAPI program? What evidence do you have to prove this? This session will provide practical steps you can implement in your facility to enhance staff understanding and buy in to the value and necessity of effective performance improvement projects. We will discuss reasonable ways to create a process for initiating

performance improvement projects. If you want to enhance your ability to defend potential compliance concerns and improve your facilities quality outcomes, then this session is for you. PIPS and PDSA cycles- they are not all bad!

Session Objectives:

- Implement reasonable and effective parameters for PIP and PDSA use
- Enhance employee buy-in and understanding of value and necessity of QAPI process framework methodologies
- Effectively incorporate performance improvement projects into facility QAPI program

Suggested Audience: ALL



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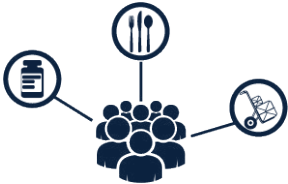


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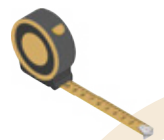
Resident Satisfaction



Emerging Market Trends



Legislative Affairs



Quality Metrics

The International Dysphagia Diet Standardisation Initiative (IDSSI) – What Does it All Mean?



Vickie Berquist, DHS

The International Dysphagia Diet Standardisation Initiative (IDSSI) is a global standard with terminology and definitions to describe texture modified foods and thickened liquids used for individuals with dysphagia of all ages, in all care settings, and for all cultures.

This presentation will explain the history behind IDSSI and where to access the resources for implementation.

Session Objectives:

- Understand why IDSSI was developed
- Understand the relationship of the regulations to standards of practice and how this applies to IDSSI
- Understand where to access all the IDSSI information for implementing it in your own organization

Suggested Audience: SNF

PDPM: What Have We Learned?



Louann Lawson, Pathway Health

Participants will discover how the implementation of PDPM has changed both documentation systems and clinical practice. The focus on resident clinical conditions has influenced the way SNF staff document assessments, chart daily observations, and formulate care

plans. Learn best practices for adapting to these major changes.

Session Objectives:

- Review PDPM components
- Identify clinical systems which provide supporting documentation for payment
- List potential changes to your facilities charting systems to more effectively support PDPM

Suggested Audience: O, C

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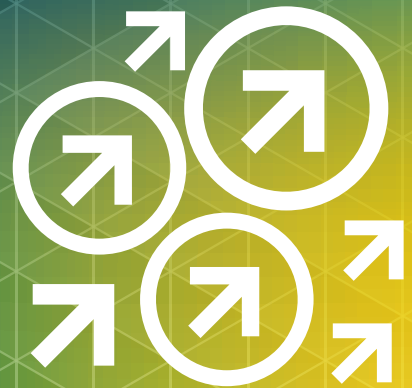




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Medicare Billing from Admission Through Payment



Larry Lester, Terri Lee, Tina Campbell and Karen Hobbs, Wipfli LLP

This session will review the processing of billing and collecting Medicare and Medicare Advantage claims from admission to payment. The session will address the keys to producing a clean claim for faster turnaround and increased cash flow. The session will also address how to identify what your billing software is telling you about your billing process.

Session Objectives:

- Discuss with admission process as it relates to a timely and efficient claims submission process and identify key tasks that should be outlined and assigned
- Review the claims process review including how incorrect data entry can impact the billing process. Discuss the triple check process
- Provide an overview of some of the main challenges related to the collection process such as crossovers, timeliness of billing, partial denials

Suggested Audience: O, B, S



Workplace Chemicals: The OSHA Hazard Communication Program



George Gruetzmacher, WI State Laboratory of Hygiene, UW Madison

Chemicals are everywhere in our world, and in our workplaces. For example: We use them to clean; We use them for lawncare; We use them for cooking; and we use them to treat illness (and call them drugs). Usually they are safe to work with, but it's important to know what we are working with and what the potential hazards are. OSHA requires employers to have a Chemical Hazard Communication (HazCom) Program which is consistent with the international GHS system. HazCom is the processes and procedures for effectively communicating the hazards of chemicals. This session will start with an overview of the requirements, and then look closer at the details of implementation.

Session Objectives:

- Describe how HazCom connects chemical manufacturers, employers, and workers.
- List the required elements of a written HazCom program
- Recognize the GHS classifications of chemical hazards
- Describe the required elements of chemical labeling

Suggested Audience: O, C, M

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INSURANCE



GOLD BUSINESS PARTNER RECEPTION & EXPO

Thursday, April 2 • 11:45 am–2:15 pm • Grand Ball Room

Part of maintaining high quality care is making sure you have the right support services to meet your residents' needs. The Spring Conference Expo offers an opportunity for you to meet with premier vendors who are committed to aiding you in your goals and standards as a care provider. *The Roaring 2020's: Welcome to the Golden Age of Long Term Care* is the theme of the conference & trade show, bringing the long-term care profession's top vendors together in one room, so you can gain facetime with vendors and learn about new and innovative products and services in a fun and casual atmosphere! Lunch will also be served from 11:45 am – 1:45 pm inside the Expo Hall. We encourage you meet with each of the vendors and enjoy your lunch with peers and colleagues inside the Expo Hall.

WE ARE GIVING AWAY \$800 IN CASH AT THE SPRING CONFERENCE EXPO

You MUST attend the Expo for your chance to win CASH.

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You must get a BLACK OUT BINGO by visiting all the vendors listed on your BINGO card; vendors will stamp your card at each visit. Once you have a Black Out BINGO Card, you will return it to one of eight drawing buckets located throughout the expo.

During the Expo, one \$100 CASH prize winner will be drawn from each bucket.

You must be present to win – so meet with all of our vendors and enjoy a delicious lunch!



Do you want a side of FRIs with that complaint?



Tina Belongia, *North Shore Healthcare, Mitul Lindemann, Synergy Senior Health Care*

How much time do you spend investigating resident concerns? What about allegations of missing property? How much time do you spend interviewing staff to determine if an allegation is substantiated or not? Do you ever think “there has to be a better way?” In this interactive session, you will learn tips and tricks to complete a more effective and efficient investigation. Case studies will be reviewed and participants will discuss the required steps in the investigation.



Session Objectives:

- Discuss reporting requirements
- Review the timeline for different types of reportable events
- Discuss importance of a complete, thorough, and organized investigation
- Learn how tracking and trending concerns/grievances/ FRIs can improve overall quality of care and solutions.

Suggested Audience: O, C, S

The Power of Human Touch



Vicki Johnson, *Age-u-cate*

Touch is one of our most fundamental human needs. It remains for a lifetime. It is the first sense to develop in the womb and one of the last ones to go in the dying process. Although our situation, age and condition may change the need for human contact

does not. Lack of meaningful touch as we age is real, especially for the medically frail elder, leading to feelings of isolation, anxiety, poor trust in caregivers, insecurity and decreased sensory awareness.

Participants will learn and experience the differences in types of touch as this session comes alive with new tools and techniques to share compassion and trust with care partners.

Session Objectives:

- Describe how human touch enables care partners to connect and communicate in new ways with older adults, especially medically frail or those living with dementia
- Learn 2 touch techniques that will benefit people living with dementia and their care partners
- Identify the clinical impact of touch on behavior, pain and anxiety in people living with dementia

Suggested Audience: ALL

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Working With Your Pharmacist and Providers to Optimize Medication Management



Dr. Matthew Palmer, *AlixRx*

Pharmacists are well positioned to help fill care gaps in transitions of care and chronic disease management. Organizations that collaborate with their pharmacist have shown value added benefits with improved outcomes and decreased costs of care. We will

discuss the role of the pharmacy and the consultant pharmacist in optimizing medication management for all Senior Living facilities (SNF and ALF) in Wisconsin. We will focus on the use of collaborative practice agreements between physicians, medical directors and pharmacists to streamline the medication reconciliation process, adopt deprescribing systems to reduce poly-pharmacy and integrate the pharmacist into your care team.

Session Objectives:

- Understand and describe the value of incorporating your pharmacist into the care team
- Be able to describe the requirements for using collaborative practice agreements in a LTC facility and review a sample policy
- Identify strategies to engage your pharmacy and providers surrounding transitions of care and optimizing medication management that ultimately improves resident outcomes and satisfaction

Suggested Audience: O, C, S

Strategies to Improve Transition Plans for Difficult-to-Place Residents in Wisconsin



Moderator: Lori Koepfel, RN, BSN, NHA, DNS-CT, WCC, *Koepfel Healthcare Solutions*

Panelists:

Laura Rose, *Wisconsin Hospital Association*

Ann Angell, *Wisconsin Department of Health-Bureau of Nursing Home Resident Care*

Cassie Stremer, *Bellin Health*

This panel discussion will address the challenged challenges acute care and post-acute care providers face when transitioning difficult-to-place residents in Wisconsin. These panelists will discuss collaborative strategies aimed to improve awareness of transition barriers and solutions to improve the hand off throughout the care continuum.

Session Objectives:

- Identifying challenges of acute care and post-acute care problems with placing residents with difficult behaviors
- Trouble shooting and or identifying strategies to place difficult residents with behaviors
- Understanding the importance of pre-admission screening and assessment process

Suggested Audience: O, C, S





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FRIDAY, APRIL 3, 2020 ■ 8:00 - 9:30 AM

The Advantage of Being Part of PEAL/WCCEAL



Pat Boyer and Kate Dickson, WHCA/WiCAL

Dale Kelm and Kathy Hilgart-Schraufnager, Birch Haven

Lisa Nelson, Community Liaison, Pinnacle

This session will explain the basics of PEAL and WCCEAL for new Managers. We will explore the advantages to your assisted living facility of being part of WCCEAL and how this process can assist you in becoming an AHCA/NCAL Quality Award winner.

Session Objectives:

- Discuss the requirements for PEAL/WCCEAL.
- Facility sharing of advantages for being in PEAL and WCCEAL.
- Determine how being a part of the Wisconsin program can lead to the AHCA/NCAL Quality Award

Suggested Audience: ALL



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 AND EXPO

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A Panel Discussion of Cyber Security Issues Impacting our Senior Living Communities



Moderator: Pat Lemire,
M3 Insurance

Panelists:

Don Glidewell, *Think Anew*

Paul Johnson, *Wipfli LLP*

Peter Kujawa, *Locknet –
An EO Johnson Company*



Cyber Liability continues to rank among the top three concerns for businesses across the country. Cyber Liability losses continue to evolve year over year with the causes of losses changing from one year to the next. The end of 2018 saw the highest increase in reported claims within the Cyber Liability Industry with a 24% increase from year end 2017. The year 2019 has seen the most dramatic rise in Ransomware since Cyber Liability losses have been tracked. Many Insurance carriers are reporting a 100% increase in the frequency of Ransomware attacks and a 50% increase in the amount of Ransomware attacks whereby organizations are being forced to make ransom payments. In addition, there have been a dramatic rise in the amount of email inbox compromises that are sweeping across the country. With news like this, how strong is your Network Security today? Please join us for a panel discussion in regards to cyber



security issues impacting our Senior Living Communities



security issues impacting our Senior Living Communities

Session Objectives:

- Identify the most common cyber-attacks today
- What are the most common barriers/challenges for Senior Living facilities regarding cyber security
- What to consider when working with an outside IT Contractor
- Identify the most effective way to train your employees to avoid cyber related attacks in the workplace
- Are you a Target?
- What to do in the event of a Breach and what are the costs associated?

Suggested Audience: ALL

Death & Dying



Gerard Bodalski, *Alden Estate
of Jefferson*

New York Times Bestselling author, Will Schwalbe, honors his mother's two year battle with cancer by using their intimate book club to talk about the most meaningful things in their lives. We will explore books that they shared together, and how we might

do the same in our professional and personal lives.

Session Objectives:

- Enriching end-of-life through books, podcasts, TED Talks and movies.
- Book recommendations for healthcare professionals.
- How the power of imagination can change lives.

Suggested Audience: ALL

Results of Wisconsin Study on Light's Effect on the Elderly



Rodney Heller, *Energy Performance
Lighting*

Convey the results of a study on how light affects the elderly and staff in a health care environment. The morning sun is the trigger that sets our circadian rhythm or internal body clock on a daily basis. The elderly seldom get outside to have this light

set their clock, so it needs to be set by interior lighting. Specific spectrums, timing and intensities of light were used in the morning, afternoon, and evening to simulate the day-night cycle. This presentation will be the result of a 12 month long study of lighting in nursing homes in Wisconsin and how light can be applied to improve the lives' of the elderly and productivity of the staff.

Session Objectives:

- Teach how light can improve the life of the elderly who seldom get outside and how it can improve the environment of staff by lowering errors, sundowners and falls.

Suggested Audience: Risk managers, quality managers, administrators, DON



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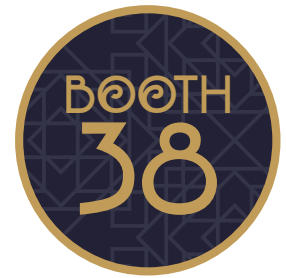
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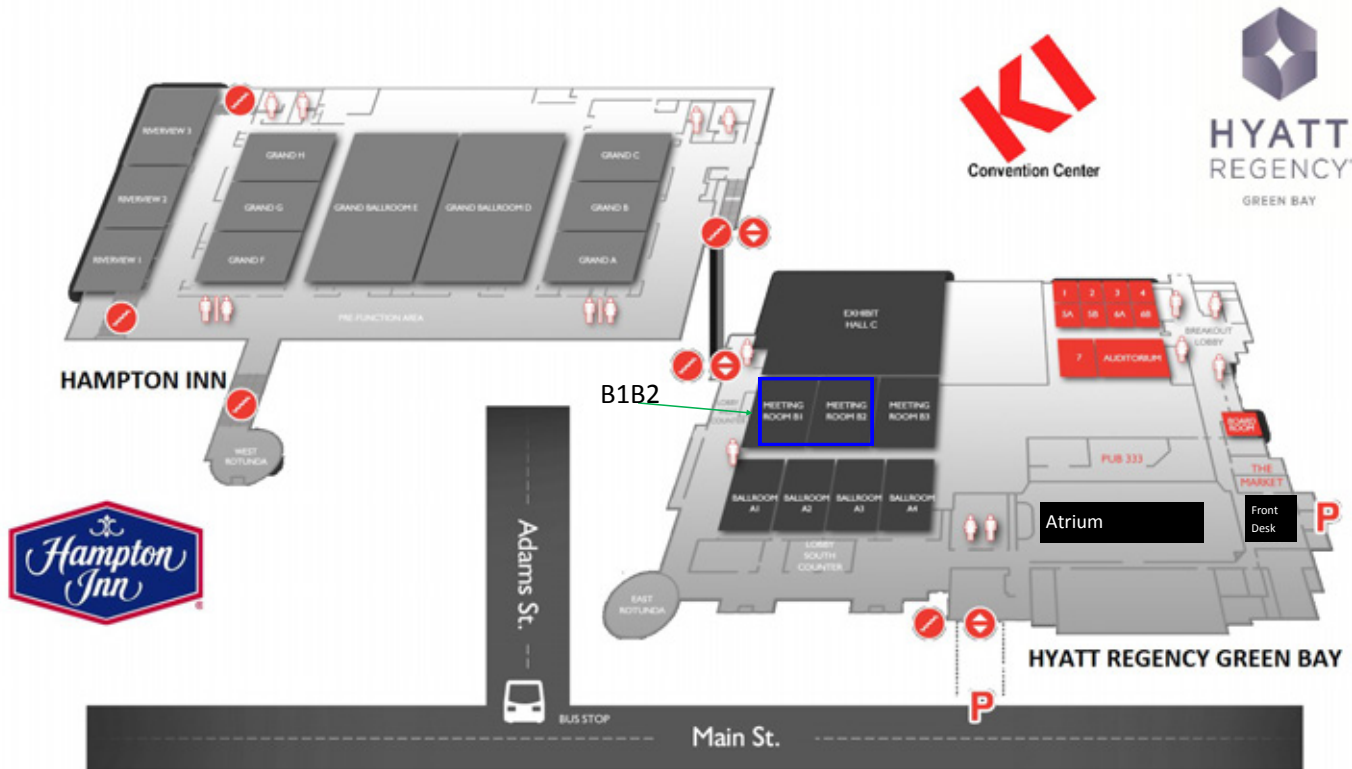
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MEETING ROOM MAP



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There is a small parking lot next to the Hyatt and a large covered parking garage across the street, with a walkway to the convention center.

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—Justin Rathkamp, RHIA
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WHCA/WiCAL

58TH ANNUAL SPRING CONFERENCE & EXPO

Hyatt Regency Hotel & KI Convention Center | Green Bay, WI

Conference: April 1-3, 2020 | Expo: April 2, 2020

Register online whcawical.org/Spring

WHCA/WiCAL REGISTRATION DESK

The registration area will be located in the Grand D Registration area, on the upper level of the KI Convention Center – West. The attendee badges will be pre-printed and available for attendees to pick up at the registration area. It is important during registration, to enter your name exactly as you wish it to appear on your badge.

Registration Desk Hours:

Wednesday, April 1: 10:00 am – 4 pm

Thursday, April 2: 7:00 am – 4:00 pm

Friday, April 3: 7:00 am – 10:00 am

BADGES

Each registrant will receive a name badge that must be worn for admission to educational sessions and all other functions. Badges will be scanned upon entrance to an educational session, and again once the session is done. Having your badge scanned in and out of each session is required in order to obtain any applicable continuing education credits. Please do not remove your badge from its protective casing.

CANCELLATION POLICY

Payments must be made in full in order to attend the Conference. For advance registrants, payment in full must be received by WHCA/WiCAL no later than March 31, 2020. Registration is also available on-site.

Check payments must be sent to:
WHCA/WiCAL, 131 W Wilson St, STE 1001,
Madison, WI 53703

All credit card transactions are subject to a 5% transaction fee. Credit card transaction fees are passed on to the registrant as decided upon by the WHCA/WiCAL Budget Committee.

Cancellations & Refunds: All cancellation requests must be in writing and must be **received** by WHCA/WiCAL no later than 2:00 pm Central on Friday, March 27. Cancellation requests received in writing by 2:00 pm Central on Friday, March 27 will be refunded. Any refund issued for a credit card transaction will be less the credit card (5%) transactional fee. No refunds will be issued for cancellation requests received later than 2:00 pm Central on Friday, March 27. No refunds will be issued for no-shows. Special consideration for refunds will be made for cancellations/refunds due to survey or severe/inclement weather. WHCA/WiCAL reserves the right to issue any approved refund via check.

CEUS

Over 33 hours of educational programming is available at the Spring Conference. This program has been submitted to NAB/NCERS for continuing education credits; approval code coming soon.

DOOR PRIZES

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

MEDICAL EMERGENCIES

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

WHCA/WiCAL

58TH ANNUAL SPRING CONFERENCE & EXPO

Hyatt Regency Hotel & KI Convention Center | Green Bay, WI

Conference: April 1-3, 2020 | Expo: April 2, 2020

Register online whcawical.org/Spring

NO SMOKING POLICY

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

SPECIAL DIET REQUEST

If you require Kosher meals or have specific dietary needs, please indicate such needs on the registration form. Additionally, vegetarian and gluten-friendly food options will be provided/available.

WHAT TO WEAR

All events are business casual. We do our best to ensure each session room is set at a comfortable temperature. However, Spring weather in Wisconsin can be hard to predict; therefore, we recommend dressing in layers.

CONFERENCE HOTEL

Headquarters for the WHCA/WiCAL 58th Annual Spring Conference are at the Hyatt Regency Hotel & KI Convention Center, located at 333 Main St, Green Bay, WI 54301. Contact information for the Hyatt Regency: 920-432-1234. Rates are \$105.00 /night. We encourage you to make your reservation as early as possible as hotel rooms fill quickly, and the room block expires March 11, 2020. Reserve your room here: <https://www.hyatt.com/en-US/group-booking/GRBRG/G-WICL>

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 Conference and other WHCA/WiCAL events, you grant WHCA/WiCAL the right to use your name and photograph for such purposes.

TAPING & CELLULAR PHONES

Material presented at all of the education sessions is the property of the speakers or WHCA/WiCAL. Therefore, taping of the sessions is not allowed. All cellular phones should be set on silent during education sessions.

ADDITIONAL INFORMATION

For additional information please call the WHCA/WiCAL office at 608-257-0125 or contact info@whcawical.org.

ATTENDEE REGISTRATION PRICES

REGISTER ONLINE AT WHCAWICAL.ORG/SPRING

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Friday Only Members:	\$129
Friday Only Non-Members:	\$159
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Early Bird Registration for Members (SNF/AL): Register by March 6, 2020 to be entered into a \$500 CASH drawing.

Prize will be drawn & awarded at the Expo on Thursday, April 2 in the Expo Hall

For additional information and questions about Spring Conference, or to learn more about multi-attendee discounts, please contact Director of Development, Jena Jackson, at Jena@whcawical.org or 608-257-0125.

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