



Nurse Leadership Symposium & Social Worker Conference



November 8, 2018

The LeadingAge Iowa Nurse Leadership Symposium and Social Worker Conference is designed to celebrate and recognize clinical leaders and social services directors from across the state through top notch education, great food and networking opportunities, and prizes. This year, LeadingAge Iowa is extending the invitation to activities personnel. The 2018 Symposium is focusing on Quality of Life and reimbursement offering excellent choices in breakout sessions.

8:30 a.m. Registration/Check-in (continental breakfast)

8:55 a.m. Welcome

9:00 a.m. – 10:15 a.m. Motivating Your Staff for Quality of Care

Do your employees indicate the feelings of “I LOVE my job!!”...or the feelings of “I showed up...what else do you want?” Motivation is “what drives you” to behave in a certain way or to take a particular action. It is your WHY! What motivates you? Is it possible to motivate others? This session details specific, common-sense techniques to motivate your staff. Discover techniques for giving praise and guidance on constructive criticism. Learn ways to determine individual employee needs and motivation techniques that meet those needs. Be the motivator in your organization!

- Outline poor techniques/barriers for staff motivation.
- Identify the four primary motivation methods.
- Describe guidelines for constructive criticism.

Catherine R. “Cat” Selman, BS, President and Co-owner, The Healthcare Communicators, Vonore, TN

10:15 a.m. Break

10:30 a.m. – 11:45 a.m. Quality of Life

“A facility must treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of his or her quality of life, recognizing each resident’s individuality. The facility must protect and promote the rights of the resident.” This includes actively seeking information from the resident regarding significant interests and preferences in order to provide necessary assistance to help residents fulfill their choices, over aspects of their lives in the facility. As a result of these CMS directives, surveyors are looking more closely at the delivery of care and services to the elders in our facilities regarding quality of life. What is “quality of life?” Does one definition fit everyone? How do surveyors assess this important aspect of an elder’s life? The RAI helps nursing home staff look at residents holistically “as individuals for whom quality of life and quality of care are mutually significant and necessary.” Interdisciplinary use of the RAI promotes this emphasis on quality of care and quality of life. Assessing the components of a resident’s quality of life has fostered a more holistic approach to resident care and strengthened team communication. This interdisciplinary process, which includes input from the elder and/or their family/legal representative, directly influences an individual’s experience of care, including: workplace practices, the nursing home’s cultural and physical environment, elder/staff satisfaction, clinical and care practice delivery, shared leadership, family and community relationships, and Federal/ State/ local government regulations. Come and learn what your team needs to have in place to meet the survey focus in these areas!

- Recall the relationship between “Quality of Life” and “Resident Rights.”
- Define the importance of “choices” in regard to Quality of Life.
- Describe how a surveyor will assess a resident’s quality of life.

Catherine R. “Cat” Selman, BS, President and Co-owner, The Healthcare Communicators, Vonore, TN

11:45 a.m. – 1:00 p.m. Lunch (included), Networking and Legislative Update

Sponsored by:



Breakout Sessions 1:00 p.m. – 2:15 p.m.

Skilled Nursing Facility Quality Reporting Program (SNF-QRP)

SNF Providers must submit all necessary data to calculate the SNF QRP measures on at least 80 percent of the MDS assessments. SNFs that don't have 100 percent of the required data submitted on 80 percent of the MDS assessments will receive a 2 percent reduction to the annual payment update for FY 2020. This session will review the current SNF QRP measures and the MDS items that impact those measures. Providers will learn about resources available to monitor the SNF QRP measures.

- Identify measures related to the SNF QRP.
- Recall MDS items that impact SNF QRP.
- Use CMS resources to monitor SNF QRP measures.
- Navigate CASPER reports to identify MDS coding errors that impact the SNF QRP.

Suzy Harvey, RN-BC, RAC-CT, Managing Consultant, BKD, CPA and Advisors, Springfield, MO

Implications of CMS Guidance for Activities, Social Services, Staff Practices, and Negative Psychosocial Outcomes

The Activity Guidance and Psychosocial Severity Outcomes Guide were implemented in 2006, by the Centers for Medicare & Medicaid Services (CMS). Has the guidance actually made a difference in the survey process? Have facilities significantly changed the process by which they provide activity services and meet residents' psychosocial well-being? And has this process stimulated a "total team" concept for meeting all of these needs? Surveyors have been better trained and instructed to look for individualized activity programming and assess residents' psychosocial well-being. Surveyors are now able to link non-compliance in activities, social services, and other aspects of care with actual psychosocial harm. Cat Selman, a nationally-recognized educator and speaker who served on the CMS Panel of Experts that drafted the current Activities Guidance, will provide an overview of surveyor protocol, facility practice, and their links to psychosocial harm. She will also be providing tips and recommendations as to programming, documentation, and systemic process that should be in place to help a resident maintain or attain their highest practicable level of psychosocial well-being. This is the session to attend if you want to be fully prepared for your next survey!

- Describe six negative psychosocial outcomes identified by CMS.
- Define CMS' "Reasonable Person Concept" as related to the assessment of psychosocial negative outcomes.
- Discuss examples of psychosocial negative outcomes at Harm Level 4, Immediate Jeopardy.

Catherine R. "Cat" Selman, BS, President and Co-owner, The Healthcare Communicators, Vonore, TN

2:15 p.m. Break

Breakout Sessions 2:30 p.m. – 3:45 p.m.

Preparing for the New Patient Driven Payment Model

The FY 2019 Final Rule set into motion a new Medicare Part A payment model for SNFs effective October 1, 2019. The Patient Driven Payment Model (PDPM) is a 180-degree turn from the way SNFs have been doing MDS assessments for Medicare Part A payment. This session will review the components of the PDPM as well as strategies for SNFs in preparing for the upcoming changes.

- Identify the components of the PDPM.
- Outline the changes in MDS coding that will impact the PDPM.
- Develop strategies to prepare for PDPM.

Suzy Harvey, RN-BC, RAC-CT, Managing Consultant, BKD, CPA and Advisors, Springfield, MO

Documenting for Dollars – The Commonsense Approach for Activities and Social Services

Everyone knows that we don't get reimbursed by the government for direct social services or activities as entities within themselves. However; both departments can contribute volumes of supportive documentation for facility reimbursement. Do your activity and social service departments know the specific items and MDS codes that place a resident in a certain case-mix category? Do they know the level of intensity necessary for documentation to support the reimbursement and help other departments? And finally, do they know if they need to be doing this? In this session, Cat will address specific MDS 3.0 sections, items, and codes that involve social services and activities. She will be providing detailed instruction and outlining responsibilities for documentation to help support other departments for that desperately needed reimbursement!

- Compare the relationship of depression and mood state to case-mix reimbursement criteria.
- Explain required documentation components for behavioral issues.
- Describe the MDS 3.0 codes for Section F that are the focus of surveyors.

Catherine R. "Cat" Selman, BS, President and Co-owner, The Healthcare Communicators, Vonore, TN

3:45 p.m. Adjourn

FACULTY

Suzy Harvey, RN-BC, RAC-CT, Managing Consultant, BKD, CPA and Advisors, Springfield, MO

A member of the BKD National Health Care team for eight years, Suzy Harvey has more than 34 years' experience in long term care. She provides clinical consulting and education on Medicare compliance and reimbursement strategies. Harvey has trained numerous skilled nursing facilities, swing bed and skilled nursing units on Medicare extended care services and the minimum data set (MDS) process. She does comprehensive follow-up reviews to the trainings, to assist providers in maximizing their Medicare reimbursement with a focus on proper patient care and regulation compliance. She has assisted in training staff on utilization of the critical access hospital swing bed programs and provided audits of medical records to monitor for Medicare regulatory, compliance and utilization issues. Harvey has experience as a director of nursing, MDS/Medicare coordinator, and has been involved in the MDS process since mandated by OBRA in 1987. Harvey is board certified as a gerontological nurse and Resident Assessment Coordinator-Certified (RAC-CT) and is licensed in the state of Missouri as a registered nurse (RN).

Catherine R. "Cat" Selman, BS, President and Co-owner, The Healthcare Communicators, Vonore, TN

Educator. Motivator. Communicator. Consultant. Author...Catherine R. "Cat" Selman, BS, uses her dynamic personality and compelling presence to spread the message of positive, realistic, and commonsense strategies for the aging services professional. She presently serves as president and co-owner of The Healthcare Communicators, Inc., a company specializing in continuing education for health care professionals. Selman received her degree from Trevecca Nazarene University, with continued graduate work at the University of Southern Mississippi. With more than 30 years' experience in management, education and consultation, Selman has trained providers and surveyors in all 50 states. Since 1989, she has often been requested by the Centers for Medicare and Medicaid Services (CMS) to sit on stakeholder/expert panels responsible for the revision of surveyor guidance and compliance issues. In demand, and on topic, she is considered an authority in aging services.

SYMPOSIUM NOTES

Dress for this symposium is business casual. Layered clothing is recommended for your comfort.

CONTINUING EDUCATION CREDIT

Iowa Board of Nursing Provider #67: 5 contact hours. Retain Certificate for four years. Providership regulations do not allow for partial credit to be given for any portion of this program. Retain certificate for four years.

Social Workers: 5 contact hours maximum for attending the entire program. This program is intended to meet the criteria established by the Iowa Board of Social Work Examiners. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain your certificate for four years.

Nursing Home Administrators: This program counts for 5 contact hours. This program is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. No partial credit allowed. If audited, you will be asked to provide your certificate of attendance and program material. Retain certificate for four years.

Assisted Living Managers: 5 contact hours continuing education for attending the entire program towards maintaining Assisted Living Leadership Certification.

For other long term support and service provider professional not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios and number of hours earned. If you require information for this purpose, please contact Amy Huisman in advance for assistance.

LOCATION & LODGING

LeadingAge Iowa has setup a block of sleeping rooms. To get the special room rate listed below you must request the "LeadingAge Iowa room rate." The cutoff date for reservations is October 19, 2018.

Holiday Inn & Suites at Jordan Creek
6075 Mills Civic Parkway, West Des Moines, IA 50266
515-309-3900 \$119.99/night

REGISTRATION INFORMATION

Register online at www.LeadingAgeIowa.org or contact Dawn Balder at 515-440-4630 or DBalder@LeadingAgeIowa.org

Discounted Rate if Paying by Check

- **LeadingAge Iowa Member Facility** **\$225**
- **DON 101 or DON Bootcamp Attendee Rate** **\$175**
- **Additional LAI Member Rate** **\$150**
- **Prospective LeadingAge Iowa Member Rate** **\$300**

Paying by Credit Card

- **LeadingAge Iowa Member Facility** **\$235**
- **DON 101 or DON Bootcamp Attendee Rate** **\$180**
- **Additional LAI Member Rate** **\$155**
- **Prospective LeadingAge Iowa Member Rate** **\$310**

Registration fees include seminar instructions, electronic access to handouts, light breakfast, lunch, refreshment break, and CEU certificate.

CANCELLATION/REFUND POLICY

The registration deadline is November 5, 2018. Any phone or onsite registrations after November 5 deadline will incur an additional \$25 processing fee. No-shows will be billed. Substitutions welcome anytime via fax or email. A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$50 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received and the number of business days remaining prior to the program. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided. All cancellations and substitution requests must be sent to Amy Huisman (AHuisman@LeadingAgeIowa.org) by email or faxed to 515-440-4631. Facilities that have an unannounced annual survey by DIA during the meeting dates will be eligible for a full refund.

LeadingAge Iowa, 11001 Aurora Ave, Urbandale, IA 50322
515-440-4630 or www.LeadingAgeIowa.org