

# **CARNIVAL OF QUALITY**

## **2016 NHHCA Fall Conference & Trade Show**

**Wednesday, September 14th  
The Radisson—Manchester**





## OPENING KEYNOTE



### Memory Power

**Paul Mellor**

If there were a magic pill that would improve your memory, would you take it? Fortunately, you don't need to. This fun and interactive session rids your poor memory of misplaced glasses, forgotten names, and statements such as, "I know it's here somewhere" to a mind that's efficient and reliable. This program dispels the myth that memory can't be improved. It can; easily and effectively. You'll learn techniques on organizing your thoughts, remembering names and faces, and overcoming absent-mindedness. When you're skilled in memory, all your other skills get better. You can improve your memory. This program shows you how.

*Paul Mellor, author of MEMORY! How to Remember Anything, was a finalist in the USA Memory Championship, where he recalled the names of over 90 people in less than 15 minutes, remembered in exact order over 100 single-digit numbers after a five-minute study, and recalled the exact order of a shuffled deck of playing cards after less than a three-and-a-half minute review. His fun and energetic programs have been delivered to audiences nationwide. A Communications graduate of Western Carolina University, the New England native is also the author of You're Almost There, chronicling his journey as having run a marathon (26.2 miles) in all 50 states.*

## CLOSING KEYNOTE

### **The Future of CARE: The Great Eight, Facilitating the Gold Standard and Predicting Success**

**Kris Mastrangelo—Harmony Healthcare International**

Kris Mastrangelo, President & CEO of Harmony Healthcare International, will share an overview of the eight major areas of focus for every Skilled Nursing Facility Operator: IMPACT Act, 5-Star Analysis, Proposed Rule, Compliance, PEPPER, Value-Based Purchasing, Bundled Payments, and Antibiotic Stewardship. Learn about the changing landscape of compliance enforcement, and what penalties may look like with and without a compliance program. Kris will discuss the latest compliance risks, and data-driven strategies to help providers address risk.



Attendees of this program will be able to:

- State the eight (8) key areas of focus for SNF operational, clinical, and quality success in 2016 and beyond.
- Describe how the PEPPER Report supports and Effective Compliance Program in the SNF.
- Identify the major changes to the overall Five-Star Rating.

*Kris has more than 18 years of experience in the long-term care industry. An Occupational Therapist degree from Tufts University followed by a Master's in Business Administration and Nursing Home Administrator's License affords Kris an in-depth perspective into the nursing home industry.*

*Initially providing direct care as an occupational therapist, Kris became familiar with the Medicare reimbursement system. Her position evolved into the management of in-house rehabilitation programs to Vice President of Operations for a national consulting company to Vice President of Reimbursement. Her experience includes the development and presentation of training modules (clinical, financial, operational and reimbursement) for large healthcare corporations, implementation of in-house rehabilitation programs, management of Medicare and Medicaid cost reporting, change of ownership applications, budgeting, skilled nursing facility clinical and financial analysis along with vendor contracting.*

Get your tickets for the

# CARNIVAL OF QUALITY

## NHHCA's Annual Conference & Trade Show

Wednesday, September 14, 2016

The Radisson Hotel—Manchester, NH

### Event Schedule

- 7:45a—Event Check-in begins
- 8:15a-9:35a—Opening Remarks & Keynote
- 9:50a-10:50a—Mid-Morning Breakouts
- 11:00a-12:00n—Late Morning Breakouts
- 12:00n-2:00p—Construction Trade Show & Lunch
- 2:00p-3:00p—Afternoon Breakouts
- 3:15a-4:15p—Closing Keynote

### You CAN!

September is Hunger Action Month. As Seniors Aid New Hampshire is a strong supporter of the NH Food Bank, the NHHCA has decided to join their efforts to raise awareness of hunger nationwide and in NH. Trade Show Exhibitors will be building Construction projects—and the food used will be donated to the NH Food Bank. **If you'd like, you can help too! Bring a non-perishable food item or \$1 and it will be added to the donations that the NH Food Bank picks up at the end of the day.**

## MID-MORNING BREAKOUTS - 9:50A-10:50A (1.0 CEU)

### Rational Suicide - Is it Possible?

*Daniel S. Stadler, MD -*

*Dartmouth-Hitchcock Medical Center*

We will explore the various ways an individual can express and implement a desire to die in the face of serious illness and in the absence of serious psychiatric . We will explore the choices available to patients and health professionals and the legal, ethical and practical implications of these issues. The session will be interactive and provocative.

We will review a series of case reviews in which a patient with serious illness approaches the health care system looking for interventions which are likely to lead to death. For each case we will ask the following questions and explore the answers in a discussion format:

- Is this suicide?
- Is this pathological?
- Is this legal?
- What would you do?

*Daniel Stadler, MD leads the Geriatric Team at DHMC, Lebanon, is the Medical Director of Genesis Health and Rehabilitation in Lebanon, NH and an Associate Professor of Medicine at Dartmouth Medical School. He completed his medical training at Case Western Reserve Medical School and in residency in Primary Care Internal Medicine at DHMC.*

### Expanding Walls: The Role of Social Media in Long-term Care

*Elisa Bovee - Harmony Healthcare International*

Within the past decade, social media (Facebook, Blogs, Twitter, Instagram, Facetime, etc.) has become an activity of daily living for the residents and employees of Skilled Nursing Facilities (SNFs). Furthermore, social media is now an integral arm of SNF marketing and admissions . What does this mean? By bridging communication gaps between residents and their family and friends, social media expands the walls of the residents beyond the SNF and helps to develop an increased sense of competency and personal happiness. This presentation will provide insight from both a Occupational Therapist and Administrator on how social media can amplify "quality of life" among residents when incorporated into daily activities and programming. Additionally, social media can be used to promote SNFs to potential clients via online content, while at the same time, opening the daily lines of communication with friends and families of residents.

While social media provides a number of positive interactions for SNFs and their residents and employees, residents' privacy rights and HIPAA pose unique challenges to the long-term care industry. This seminar will provide a fresh look on how to incorporate social media into your SNFs in a variety of ways, while remaining compliant on all levels.

## MID-MORNING BREAKOUTS (CONTINUED) - 9:50A-10:50A (1.0 CEU)

**Elisa Bovee, MS OTR/L**, is the Vice President of Operations for Harmony Healthcare International (HHI), an industry leader in healthcare consulting with a specialty in long-term care. In her role, Elisa manages a diversified team of HealthCARE Specialists who have extensive knowledge in the areas Compliance, Audits, Analysis, Reimbursement, Regulatory, Education/training and Efficiency. Inclusive of, but not limited to, MDS 3.0, RUG-IV, documentation, therapy program development and state-specific Medicaid Case Mix. The Harmony HealthCARE team provides auditing of the medical record and the MDS for both Medicare and Medicaid beneficiaries. Currently, Harmony Healthcare International (HHI) provides services in 26 states.

Elisa has been working in the post-acute care industry for over 20 years, practicing and providing consulting services related to therapy and Medicare regulations and guidelines. Elisa has served as an appeals coordinator for a national nursing home company, working with facilities to address Medicare denials.

Elisa began her work for Harmony Healthcare International (HHI) as a HealthCARE Specialist. As a HealthCARE Specialist, Elisa has mastered reimbursement guidelines for Medicare and Medicaid in the skilled nursing facility. Elisa transitioned to the Director of Education and Training for Harmony in 2005. In this role, Elisa has written many articles featured in select long-term care industry trade magazines. Additionally, she has provided public and private education on a national level focused on a multitude of topics for the post acute setting. Elisa has also done extensive training for MDS Coordinators, Therapy Directors and staff focused on clinical care strategies while maintaining accurate and appropriate reimbursement and preventing denied claims. Elisa currently manages the operations for Harmony Healthcare International (HHI) on a national level.

### Inner Light, Part 1

**Laurie Flynn, RN & Erica Myers—**  
**Kendal at Hanover**

*This program will take place across TWO breakout sessions. It is highly recommended that attendees register for BOTH sessions in order to fully take advantage of the program.*

This session will introduce attendees to Kendal at Hanover's Inner Light Program, our successful person centered program of care. The "Inner Light Doctrine" was defined by Quaker Rufus Jones in 1904. This inner light or spirit gives us passion, meaning and purpose in our lives. Our focus is to show how residents and staff benefit from maximizing choice, autonomy and comfort, allowing us to foster nurturing relationships in an environment that promotes wellness of mind, body and spirit. Participants will learn how to establish their own resident centered care programs, and ways to inspire staff into engagement and action.

The purpose of this session is to teach attendees that an effective person centered care program can achieve

measurable improvements in quality of care and quality of life for residents living in long term care. Attendees will be able to view a complete actualized program that has grown into maintenance stage development with real goals achieved in areas of anti-psychotic reduction, pain management, and staff and resident satisfaction, and leave with the tools to begin necessary changes in their own facilities.

This presentation will be an interactive and thoughtful discussion about the ways that care givers can partner with residents to encourage their inner light.

The presenters are prepared to reach the audience through explanation of the real life application of a successful person centered care model, and provide tools to the attendees to help them replicate this kind of success in their own facilities.

**Laurie Flynn, RN** is the Director of Nursing for Kendal at Hanover, completing her sixteenth year at Kendal in June 2015. Laurie graduated from the David Hale School of Practical Nursing in 1976 and formally finished her education with River Valley Technical College and her Bachelors of Science in Health Care Administration and Case Management from Granite State University in 2001. She is a Certified Director of Nursing Management in Long Term Care (CDONA/LTC) and holds her Nursing Home Administrators License (NHA) in the state of NH. Laurie has worked tirelessly within Kendal system around quality of life initiatives for Kendal at Hanover residents, culminating in the Inner Light Program.

**Erica Myers** is the Life Enrichment Program Director for Kendal at Hanover. She began her career at Kendal working in the Adult Day Program as an activity coordinator in 2005, then as an Activity Specialist for the Health Center and finally as the Director of the department, where she has been for the past 8 years. Erica received her Bachelors of Science in Human Development & Family Studies from the University of Connecticut with a minor in both Gerontology and Psychology in 2001, and also holds a certification as an Activity Director by the National Activity Professionals Council. Erica has developed the "Life Enrichment Program" at Kendal which centers around supporting residents' current recreational pursuits coupled with their life histories and cultural backgrounds to provide engaging programs and learning opportunities. Her special interests include wellness programs (both physical & cognitive) for those with memory impairment and holistic approaches to care such as music therapy, horticulture, and pet therapy.

### How to Remember "What's His Name" and Other Important Stuff

**Paul Mellor—Opening Keynote Speaker**

In today's business world, having the ability to remember names and faces, beat absent-mindedness, and recall facts and figures puts you at the head of the pack. In this fun-filled session you'll learn time-tested techniques for recalling names, speaking without notes, and gaining control of your day without the fear of forgetting. When you're skilled in memory all your other skills get better. This program shows how.

## LATE-MORNING BREAKOUTS - 11:00A-12:00N (1.0 CEU)

### Building a program of Resident Hospice Volunteers in Skilled Nursing Facilities

**Leeanne Tigert, DMIN—Concord Regional VNA**

In this program we will share our experience of developing and maintaining a program of resident hospice volunteers in two skilled nursing facilities. These volunteers are residents/patients

in the facility who receive hospice training and then serve as volunteers to other residents who are on hospice services.

**Leeanne Tigert, DMIN** is the CRVNA Hospice Care Services Manager in which she supervises the Social Workers and Spiritual Care Counselors in patient care, bereavement, and volunteers. She is a Licensed Pastoral Psychotherapist and has a Certificate in Palliative Care Chaplaincy. She is also an Mindfulness-Based Stress Reduction teacher, and has taught at many conferences and groups.



## **LATE-MORNING BREAKOUTS (CONTINUED) - 11:00A-12:00N (1.0 CEU)**

### **SB 127:**

#### **What it is and how you use it**

*Charles Powell—Devine, Millimet, & Branch, LLC*

This program will explain the genesis and benefits of SB 127.

Attendees will understand the uses of SB 127 and how to apply the statute's mechanisms for triggering the completion of a Medicaid application, even in circumstances where a resident or the resident's agent refuse to cooperate.

Attendees will also understand "best practices" in exercising the authority granted under the statute, including what must be done (and when) to take full advantage of the authority that SB 127 provides.

*Charles Powell is a shareholder at Devine Millimet in its Manchester, New Hampshire office, having been with the firm for over 21 years. He has an active healthcare practice in which he advises long-term care facilities with regard to admissions, intake procedures, collections, and regulatory proceedings. Attorney Powell also has been involved in drafting key legislation designed to assist healthcare providers to recover the costs of care under both Medicaid and private pay arrangements, including SB 138 (RSA 151-E:19) and SB 127 (RSA 151-I). Although much of his time is spent counseling clients to improve their business practices to avoid the need for litigation or collections work of any type, Charles has more than two decades of experience in state and federal courts, enforcing the right to payment where other efforts have failed.*

*Charles is part of Devine Health, Devine Millimet's healthcare practice group which represents hospitals, long-term care facilities, physician practices, individual practitioners, and agencies responsible for the health and related needs of individuals with developmental disabilities and mental illness.*

### **Building the Best C.difficile Prevention Program**

*Margaret Crowley—New England QIN-QIO*

According to recent CDC surveillance, C.difficile infection (CDI) among the elderly continues to result in significant rates of morbidity and mortality. And, CDI is not showing signs of decline. This program will address current understanding of C.difficile prevention and control that will help you to build a smart program in your facility.

Questions to be addressed include: What is the "index of suspicion" for C.difficile? How do I decide when to test for C.difficile? How do I keep C.difficile from being transmitted to other residents? What can I do to prevent C.difficile? How do antibiotics and proton pump inhibitors fit into the CDI equation? What does a great CDI program look like today and how do I start to build it?

*Margaret Crowley is the New Hampshire State Program Director for the New England QIN-QIO. Margaret's career in nursing spans 40 years in acute care, home care, nursing education, and, most recently, quality improvement. Prior to joining Qualidigm and serving as New Hampshire State Director for the QIN-QIO Program, she worked for 8 yrs with NHCQF, the QIO for Maine, New Hampshire and Vermont. Her main area of focus is healthcare associated infection in both the acute and long term care settings. She is passionate about applying a public health perspective to this work and believes that the solution to the problem of C.difficile lies with interconnected facilities working together for a coordinated response.*

### **Inner Light, Part 2**

*Laurie Flynn, RN & Erica Myers—Kendal at Hanover*

*This program will take place across TWO breakout sessions. It is highly recommended that attendees register for BOTH sessions in order to fully take advantage of the program.*

*Please Mid-morning breakouts for program description and speaker biographies.*

## **AFTERNOON BREAKOUTS - 2:00P-3:00P (1.0 CEU)**

### **Certification & Survey Team Updates PLUS the Impacts of Legalization of Therapeutic Cannabis on SNFs**

*John Martin & NH DHHS Survey & Certification Survey Team*

The members of the C&S Survey team, led by **Mike Fleming** – will talk about recent regulatory updates, survey trends, and current happenings with CMS. **John Martin**, Chief of the Bureau of Licensing & Certification at NH DHHS will join the team during the presentation to discuss the new therapeutic cannabis regulations and what they mean for your facility, residents, and staff.

### **Senior Drama**

*James Dodge—Senior Moments Acting Troupe*  
*Kellie Fiers—Genesis-Langdon Place of Dover*

In this program you will meet members of the Senior Moments acting group and we will present several skits.

*James Dodge is the Artistic Director of the Senior Moments Acting Troupe*  
*Kellie Fiers is the Activities Director at Genesis-Langdon Place of Dover*

### **804/805 Licensure Surveyor Forum PLUS the Impacts of Legalization of Therapeutic Cannabis on ALFs**

*John Martin & NH DHHS Licensure Survey Team*

The members of the Licensure Survey team, led by **Wendy Smigelski** – will talk about recent regulatory updates, survey trends, and current happenings with the 804/805 Rules. **John Martin**, Chief of the Bureau of Licensing & Certification at NH DHHS will join the team during the presentation to discuss the new therapeutic cannabis regulations and what they mean for your facility, residents, and staff.

# CARNIVAL OF QUALITY

## EVENT LOCATION

### Radisson Hotel

700 Elm Street,

Manchester, NH 03101

Phone: (603) 625-1000 | Fax: (603) 206-4000

[www.radisson.com/manchesternh](http://www.radisson.com/manchesternh)

## REGISTRATION PROCESS

How to register? Choose one of the following methods:

- Register online at: [www.nhhca.org](http://www.nhhca.org)
- Fax form to: **(603) 226-3376**
- Scan and email form to: [orders@nhhca.org](mailto:orders@nhhca.org)
- Mail form to: **Attn: NHHCA, 5 Sheep Davis Road, Suite E, Pembroke, NH 03275**

Questions? If you have any questions on how to register or wish to make a payment please contact the NHHCA office at (603) 226-4900.

## REGISTRATION FEES, SPECIALS, AND DEADLINES

Affiliation:	Fee before or on 09/05	Fee after 09/05
NHHCA Member	\$ 100.00	\$ 125.00
County Assoc.	\$ 125.00	\$ 150.00
Non-member	\$ 150.00	\$ 175.00

## SPECIAL: Register THREE team members from the same facility and the Facility

**Administrator's Registration is FREE!** A credit will be applied to final invoice for the registration fee.

Administrator must be present at event to receive credit for the registration fee. Administrator must register in advance for the event, day-of-event registrations will not receive credit.

## BREAKOUT SESSIONS

Please make sure to specify on the registration form which breakout sessions (BO) each attendee chooses to attend. If no session is specified, you will be placed in the session with the least amount of preregistered attendees. All breakout sessions will have a strict attendance policy due to the fire codes of the location. Please note space will be limited in some of these sessions – your name must be on the list to enter the session. If your name is not on the list, you may be asked to choose another session. If you are a walk-in, you will only be able to attend a session if there is space available.

## PARKING

Parking is NOT included in the attendee price. Parking is available in the parking garage (\$5.00 with validated parking pass) or metered street parking is available.

## WEATHER

This program will take place rain or shine. If for any reason there is a cancelation in the program, cancelations will be posted on our website ([www.nhhca.org](http://www.nhhca.org)). Please dress accordingly. Please note that some rooms may be colder/warmer than others.

## CANCELTION, ATTENDANCE & PAYMENT POLICY

Please refer to the "NHHCA Seminar Policies and Procedures" document for a complete list of policies and procedures. The document is posted at [www.nhhca.org](http://www.nhhca.org).

- Cancelations must be made in writing 5 business days prior to the program.
- Non-NHHCA members must pay, in full, prior to attending event.
- In order to obtain full CEUs, attendees must attend entirety of program.
- Please review full policy online for greater detail.

**BUY YOUR TICKETS NOW! Register here!**

**Facility Name:**

**Address:**

**Contact Name:**

**Email:**

<b>Attendee name:</b>			
<b>Attendee Title:</b>			
<b>Attendee Email:</b>			
MID-MORNING BREAKOUTS (CHOOSE 1)			
<input type="checkbox"/> Inner Light Part 1	<input type="checkbox"/> Social media	<input type="checkbox"/> Memory	<input type="checkbox"/> Rational Suicide
LATE MORNING BREAKOUTS (CHOOSE 1)			
<input type="checkbox"/> Inner Light Part 2	<input type="checkbox"/> c.Difficile	<input type="checkbox"/> SB 127	<input type="checkbox"/> Hospice
AFTERNOON BREAKOUTS (CHOOSE 1)			
<input type="checkbox"/> Survey & Certification	<input type="checkbox"/> 804/805 Licensure	<input type="checkbox"/> Drama Therapy	

<b>Attendee name:</b>			
<b>Attendee Title:</b>			
<b>Attendee Email:</b>			
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<b>Payment via credit card:</b>		
Credit Card Number:		
Expiration Date	Amount:	
Name On The Card		
Signature		

**Easy and quick—Register online at [www.nhhca.org](http://www.nhhca.org)!**

You may also submit registration via:

- scan and email **orders@nhhca.org**
- fax to (603) 226-3376