



ACHCA

American College of
Health Care Administrators



Leadership First: Achieving Quality Results

43rd Annual Convocation & Exposition

May 15-19, 2009

Rhode Island Convention Center | Providence, RI

Preliminary Program

Share the experience with

others! The Convocation offers valuable education and networking opportunities for a number of disciplines. Plan now to bring members of your team (Marketing, HR, Nursing, Finance, AITs) so that your organization can make the most of Convocation - and earn discounted rates for additional registrants!

Dear Friends and Colleagues:

On behalf of the ACHCA Board of Directors, we are pleased to invite you to attend the ACHCA 2009 Annual Convocation & Exposition. Please join your peers, distinguished presenters, and exhibitors in Providence at the Rhode Island Convention Center, May 15-19.

Our 43rd Annual Convocation promises to be the best yet, boasting ten educational tracks, five certificate programs and several social activities – all of which are included with full registration. Also, be sure to join us for the Albert Slatky Memorial Golf Outing fundraiser on May 18.

As you review this preliminary program, you'll find a wide array of educational sessions that address the unique opportunities and challenges we face in long term care – along with a look toward where our field is headed and how best to position yourself for the future. We have attracted some of the most widely respected names in the field to share their insight and expertise. You will leave Convocation empowered, both personally and professionally.

Key to each Annual Convocation are the planned social events where you can relax, enjoy, reconnect with old friends, and begin new relationships to last you through the years. Activities include a preconference welcome reception, an opening reception in the exhibit hall, our annual awards banquet, a golf fundraiser and an Academy FUN-raiser. Be sure to spend time in the Exhibit Hall. Our exposition partners will provide you with the cutting-edge solutions you and your organization need to deliver superior resident care cost-effectively and efficiently.

Providence offers a variety of amenities for visitors as well. Take advantage of great shopping, world-class dining, a lively arts and music scene, museums, theaters, and botanical gardens.

Our annual Convocation is the premier educational event in the field, offering LTC leaders a unique opportunity to **Learn, Network and Recharge.**

We look forward to seeing you in Providence in May.

Sincerely,



Stephen L. Esdale, CNHA, FACHCA
Chair, ACHCA Board of Directors



Bill McGinley, CNHA, CALA, CAS, FACHCA
Chair, ACHCA 2009 Convocation Committee

Be sure to join us in



Providence!

LEARN, NETWORK and RECHARGE at the Premier Educational Event for Long Term Care Administrators and Executives!

LEARN with more than 65 hours of educational sessions:

With presentations by the top educators and experts in the field, the ACHCA Annual Convocation is the premier event for long term care administrators and other top executives. Take advantage of a multitude of stand-alone sessions or select targeted focus areas:

- Professional Development
- Human Resources
- Quality Improvement
- Marketing
- Technology
- Interdisciplinary/Clinical Business
- Continuum of Care
- Students and Administrators-in-Training

Plus, these exciting Certificate Programs:

- Employment Law
- MDS Review & Competency - Back by Popular Demand!
- Assisted Living
- Finance - Two Certificates Available!

NETWORK and RECHARGE:

Whether you are new to the profession or long-established in the field, Convocation offers the opportunity to build new relationships and reaffirm existing friendships. A variety of social events give you time to get to know your peers and talk to others who understand the rewards and challenges you face on a day-to-day basis.

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Welcome to Providence!

Providence, Rhode Island seamlessly blends the urban sophistication of a big city with the graceful charm of a small town. Sightseers leisurely glide in gondolas on the Providence River, past gleaming office buildings. Cobblestone streets lead to some of the finest restaurants in the country. Our host city offers plenty of family fun, a critically-acclaimed arts scene, a sophisticated nightlife, and world-class dining options.

WaterPlace Park is the focal point of Providence's revitalized downtown. Ride a water taxi down Providence's redesigned rivers, stroll the scenic river walk, or just sit in the gazebo and enjoy the view. This is also the site of special events like WaterFire, a multi-sensory art installation, highlighted by a series of bonfires on the three rivers of downtown.

Providence is considered one of the most important culinary cities in the U.S. It features numerous critically acclaimed restaurants and is a major center for the study of the culinary arts, producing some of the most well-respected chefs and restaurateurs in the world, including Emeril Lagasse.

Home to the famous Rhode Island School of Design (RISD) and a staunch supporter of the arts, the City of Providence has become a haven for artists and entertainers. With the largest number of working artists in the country, Providence boasts an eclectic mix of galleries, theaters, and museums.

Families will enjoy Roger Williams Park. This 430-acre park features waterways, walks, outdoor gardens, as well as a Carousel Village, Museum of Natural History and Planetarium, and the park's crown jewel, Roger Williams Park Zoo.





Schedule at a Glance

Friday, May 15

7:00 pm Preconference Welcome Reception – all are invited!

Saturday, May 16

7:00 am – 5:00 pm Registration
 8:00 am – 4:00 pm Exhibitor Move-in
 8:00 am – 11:20 am Concurrent Sessions
 11:20 am – 12:45 pm Lunch on your own
 12:45 pm – 2:30 pm Welcome and Annual Business Meeting, Session 1
Keynote by Dr. Vincent Mor
 2:30 pm – 2:45 pm Bylaws Forum
 3:00 pm – 5:15 pm Concurrent Sessions
 5:15 pm – 7:15 pm Chair's Reception in the Exhibit Hall

Sunday, May 17

7:00 am – 5:00 pm Registration
 7:00 am – 7:30 am Interfaith Memorial Service
 7:30 am – 8:45 am Certified and Fellow Breakfast (tickets required)
Presentation by Dr. Douglas Olson
 9:00 am – 10:30 am Concurrent Sessions
 10:45 am – 12:15 pm General Session: The New Order
panel discussion
 12:15 pm – 2:15 pm Lunch in Exhibit Hall
 2:15 pm – 3:15 pm Annual Business Meeting, Session 2/Academy Meeting
 3:15 pm – 4:15 pm Plenary Session by Msgr. Charles Fahey
 4:30 pm – 5:30 pm Concurrent Sessions
 5:30 pm – 7:15 pm Reception in Exhibit Hall
 7:30 pm Academy FUN-raiser

Monday, May 18

7:30 am – 12:00 pm Albert Slatky Memorial Golf Outing
 8:00 am – 5:00 pm Registration
 8:30 am – 11:45 am Concurrent Sessions
 11:45 am – 1:30 pm Lunch on Your Own or Peer2Peer Dutch Treat Lunch
 1:30 pm – 3:00 pm General Session: Models of Excellence
 3:15 pm – 4:15 pm Plenary Session by Damaged Care
 5:30 pm – 8:30 pm Awards Banquet, Biltmore Hotel

Tuesday, May 19

8:00 am – 11:00 pm Registration
 8:30 am – 11:45 am Concurrent Sessions

About The College

Founded in 1962, the American College of Health Care Administrators is the only professional association devoted solely to meeting the professional needs of today's long term care administrator. The College's mission focuses on advancing leadership excellence in long term care through the provision of leadership education, promotion of professional advancement programs such as Fellowship and Professional Certification, and facilitation of leadership development. The College's diverse membership includes administrators and executives of assisted living communities, nursing homes, subacute facilities and retirement communities, as well as academics and other industry leaders. For more information about The College, call the National Office at (202) 536-5120 or visit www.achca.org.

General Information



Registration Information

Register by April 17, 2009 for the Early Bird Rate.
Register by May 7, 2009 to qualify for the Advance Rate.
Please register onsite after May 8, 2009.

All Full Registrations and Full Guest Registrations include a ticket to our preconference welcome reception on Friday evening, Academy FUN-raiser Sunday night and annual awards banquet on Monday! Please check off the appropriate boxes on your registration form to receive your tickets.

| Early Bird Registration | Advance Registration |
|--------------------------------|-----------------------------|
| \$599 members | \$699 members |
| \$699 nonmembers | \$799 nonmembers |
| \$175 students | \$175 students |

Register online! Visit www.achca.org today. Or register by fax or mail using the registration form in the back of this brochure.

Hotel Reservations

Westin Providence \$179 per night
Providence Biltmore \$169 per night

Make your reservations by April 15, 2009 to take advantage of our reduced rates. To secure our group rates at these hotels, please call the Westin at 800-937-8461 or the Biltmore at 401-421-0700. Be sure to mention ACHCA.

OR book online by visiting www.achca.org and clicking on one of the hotel links on the home page.

Bring other members of your team!

The Convocation offers valuable education and networking opportunities for a multitude of disciplines. Register additional attendees from your facility for a discounted rate. See the registration page for details.

Travel

Just an hour from Boston and three hours from New York City, Providence is a capital that is easy to get to and easy to navigate, once you arrive! It boasts a convenient airport, fast and reliable train service, and a convenient bus system.

Providence is an easy commute for travelers. It offers convenient highway access and a bustling train station in the heart of downtown – directly across the street from our show hotels! Visit www.amtrak.com or call (800) USA-RAIL for more information. Only 10 minutes from downtown Providence, Warwick's T.F. Green Airport offers more than 160 direct flights via major carriers.

Continuing Education Credits

The American College of Health Care Administrators (ACHCA) is a Certified Sponsor of professional continuing education with the National Association of Long Term Care Administrator Boards (NAB). This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the NAB and is approved for 69 clock hours and 21 participant hours. NAB Approval #1452009-29437-69. This program has also been approved by the KS and MO state nursing home licensure boards. State licensure boards, however, have final authority on the acceptance of individual courses. ACHCA is an approved provider of continuing education by the Virginia Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

Refund and Cancellation Policy

Requests for refunds and cancellations must be made in writing. Until April 15, 2009, ACHCA will refund your entire registration fee, less a \$75 processing fee. After April 15, no refunds will be issued. In the event of a facility survey, please send us proof that your survey occurred during the Convocation & Exposition dates and we will refund your registration fee. Substitutions are welcome.

Convocation Social Events

Preconference Welcome Reception

Friday, May 15, 7:00 – 8:30 pm

If you're in town on Friday, please plan to join us in the Rotunda of the Convention Center for a casual get-together of all Convocation participants. Come as you are to enjoy some refreshments, visit with old friends, and make new acquaintances – before sessions begin in the morning. Grab your name badge while you're there, to beat the crowd Saturday morning!

Event Sponsored by the Rhode Island Chapter of ACHCA

Chair's Reception

No ticket required

Saturday, May 16, 5:15 – 7:15 pm

Join College leadership for what promises to be a fun and memorable event. This is your chance to meet, or get reacquainted with, those taking the The College into the future. Enjoy great company and refreshments in the exhibit hall. Companies from across the country will exhibit the latest in LTC products and services.

Sponsored by Therapy Resources Management, Heritage Healthcare Services, HinckleyAllenSnyder LLP, Mobilex USA, and the New England Alliance

Certified and Fellow Breakfast

Tickets required – see registration form

Sunday, May 17, 7:30 – 8:45 am

All ACHCA-Certified Administrators and Fellows are encouraged to attend this annual tradition. Join us in honoring those who have achieved advanced professional status. If you have achieved Professional Certification or Fellow status during the last year, please give your colleagues this opportunity to honor your dedication to the profession. It is at this event that Dr. Douglas Olson will unveil ACHCA's brand new mentoring program, through the Academy of Long Term Care Leadership and Development.

Sponsored by Medline Industries

Academy "FUN"-Raiser

Free ticket provided to the first 250 Full Registrants and Full Guest Registrants

Sunday, May 17, 7:30 pm

This year's FUN-raiser will be held at the Union Station Brewery – just across the street from the Convention Center. Join us for an evening of fun, collegiality, and surprises. Proceeds will help us support The College's Academy of Long Term Care Leadership and Development. NOTE: Space for this event is limited. A ticket will be given at no cost to the first 250 Full Registrants and/or Full Guest Registrants who pre-register for the FUN-raiser by checking the box on their registration forms.

Sponsored by the NY Chapter of ACHCA

Albert Slatky Memorial Golf Outing

Registration required – see golf registration form

Monday, May 18, 7:30 am – 12:00 pm

Tee up to support The College. Enjoy a morning of golf and be back in time for education in the afternoon. This year's outing will be hosted at the beautiful Triggs Memorial Golf Course and includes an award luncheon. Proceeds from this fundraiser will benefit the College's Academy of Long Term Care Leadership and Development.

Sponsored by Larry Slatky

Annual Awards Banquet

Free ticket provided to Full Registrants and Full Guest Registrants

Monday, May 18, 5:30 – 8:30 pm

All are invited to join old friends and new colleagues for a relaxing evening of good food, great company, and plenty of camaraderie. Join us in celebrating the achievements of our national award winners. The installation of our Board of Directors completes a special evening for all.

Attention Full Registrants and Full Guest Registrants

Pre-registration is required to receive your free ticket to the Academy FUN-raiser and Annual Awards Banquet. Please be sure to check the boxes on your registration form to receive your free ticket to these events.

Explore the ACHCA Exhibit Hall

You'll find the very latest equipment, products, and services from healthcare suppliers nationwide and have time to spend with each of them. Save time and money by doing business on-site. Be sure to join us for both lunch AND an evening reception in the Exhibit Hall on Sunday.

Exhibit Hall Schedule

Saturday, May 16, 5:15 – 7:15 pm

Chair's Reception in Exhibit Hall

Sunday, May 17, 12:15 – 2:15 pm

Lunch Served in Exhibit Hall

Sunday, May 17, 5:30 – 7:15 pm

Reception in Exhibit Hall



2009 Convocation Schedule

| Friday, May 15 | | | | | |
|---------------------------|--|---|--|--|--|
| 7:00 pm - | Preconference Welcome Reception | | | | |
| Saturday, May 16 | | | | | |
| 8:00-9:00 am (1 CEU) | 101. Shared Vision: A Powerful Leadership Tool -Pratt C AL ID | 102. Nuts and Bolts of Accounting and Finance I -Ealey F CD S CP | 103. Coaching for Peak Performance -Smikle HR | 104. AL Simulation I -Mason AL ID CP | 105. MDS Review and Competency I -Klusch ID CP |
| 9:00-9:10 am | Break | | | | |
| 9:10-10:10 am (1 CEU) | 106. Turning Chaos into Calm: An Essential Administrator Role -Gilster, Delessandro C HR | 107. Nuts and Bolts of Accounting and Finance II -Ealey F CD S CP | 108. Engaging Employees in Systematic Change -Heldenbrand, Simms C AL HR | 109. AL Simulation II -Mason AL ID CP | 110. MDS Review and Competency II -Klusch ID CP |
| 10:10-10:20 am | Break | | | | |
| 10:20-11:20 (1 CEU) | 111. Improvement, Innovation & Ingenuity: Jump-Starting Spectacular Performance -Smikle QI HR C AL | 112. Licensure Review Course for Chapter Implementation -Panel F CD CP | 113. Developing Tomorrow's Leaders -Gilster, Delessandro HR C AL S | 114. AL Simulation III -Mason AL ID CP | 115. MDS Review and Competency III -Klusch ID CP |
| 11:20 am-12:45 pm | Lunch on Your Own | | | | |
| 12:45-2:30 pm (1 CEU) | 116. Welcome/Annual Business Mtg Part I/Keynote: <i>Innovation in a Time of Change</i> by Dr. Vincent Mor | | | | |
| 2:30-2:45 pm | Bylaws Forum | | | | |
| 3:00-4:00 pm (1 CEU) | 117. Customer Satisfaction Is Cheap, Customer Loyalty Is Priceless -Stackpole MK C AL S | 118. Financing Senior Living Capital Projects in Today's Market -Hahn F C AL CP | 119. What's New, Different and on the Horizon in Labor and Employment Laws -Lyncheski, Hardy HR CP | 120. AL Simulation IV -Mason AL ID CP | 121. MDS Review and Competency IV -Klusch ID CP |
| 4:00-4:15 pm | Break | | | | |
| 4:15-5:15 pm (1 CEU) | 122. Selling Your Services Using Influence and Persuasion -Stackpole MK C AL | 123. Managing Your 5-Star Rating with Technology and Communication -Fugaro, Rak T MK ID | 124. What's Hot and What's Not with Union Activity in LTC -Lyncheski, Hardy HR CP | 125. Assisted Living: Considerations for Market Entry -Rader AL MK C S | 4:15-5:45 pm 1.5 CEUs 126. MDS Review and Competency V -Klusch ID CP |
| 5:15-7:15 pm | Exhibit Hall Opening Reception | | | | |
| Sunday, May 17 | | | | | |
| 7:00-7:30 am | Interfaith Memorial Service | | | | |
| 7:30-8:45 am (1 CEU) | 201. Certified and Fellow Breakfast: <i>Ready to Launch: ACHCA Mentoring Program</i> by Dr. Douglas Olson PD | | | | |
| 9:00-10:30 am (1.5 CEUs) | 202. Cultivating a Culture of Quality -Pratt QI C AL | 203. Managing Online Threats to Your Organizations Reputation -Stern MK C AL T | 204. Get Your FLSA House In Order Before It's Too Late -Lyncheski, Hardy HR CP | 205. From Administrator to Resident: Perspective from the Other Side -DuBois ID C MK S | 206. MDS Review and Competency VI -Klusch ID CP |
| 10:30-10:45 am | Break | | | | |
| 10:45-12:15 pm (1.5 CEUs) | 207. The New Order: The Impact of the New Administration on Long Term Care Panel Discussion C AL F S | | | | 208. MDS Review and Competency VII -Klusch ID CP |
| 12:15-2:15 pm | Lunch in Exhibit Hall | | | | |
| 2:15-3:15 pm | Annual Business Meeting II/Academy Meeting | | | | |
| 3:15-4:15 pm (1 CEU) | 209. Plenary Session: <i>Improving End of Life Care in a Changing Environment</i> -Msgr. Charles Fahey | | | | |
| 4:15-4:30 pm | Break | | | | |
| 4:30-5:30 pm (1 CEU) | 210. Measuring Quality Using Six Sigma -Sheridan QI C AL | 211. Improving Results Through Innovative IT Solutions -Arlotto QI T C | 212. ACHCA Chapter Development Workshop (No CEUs) CD | 213. Fundraising for Positive Community Relations -Jaffe MK ID C AL S | 4:30-6:00 pm 1.5 CEUs 214. MDS Review and Competency VIII -Klusch ID CP |
| 5:30-7:15 pm | Reception in Exhibit Hall | | | | |
| 7:30 pm - | Academy FUN-raiser | | | | |

| Monday, May 18 | | | | | |
|------------------------------|--|--|---|---|---|
| 7:30-12:00 noon | Golf Outing - Triggs Memorial Golf Course | | | | |
| 8:30-10:00 am (1.5 CEUs) | 301. Facilities Management Excellence: Driving Business Results -Malbogot T QI C AL | 302. Evaluating Departmental Operations: Maximizing Performance -Altman, Riddell QI ID C AL | 303. Professional Certification Readiness I: Process Overview -Knapp PD | 304. Grandma Stole My Ipad -York, Amiano T MK ID C AL S | 305. Taking the "Disaster" Out of Disaster Preparedness -Miller C AL ID |
| 10:00-10:15 am | Break | | | | |
| 10:15-11:45 am (1.5 CEUs) | 306. Caring and Structure: The Building Blocks of a Powerful Organization -Huston C AL ID S | 307. Mission Driven, Resident-Centered Care -Prickett, Shearon C ID | 308. Professional Certification Readiness I: Sample Test and Review -Knapp PD | 309. Cultural Change: Measuring Success -Brown HR ID C AL | 310. The Brutal Truth About the Patient Admission Process -Christ MK C AL T |
| 11:45-1:30 pm | Lunch on Your Own | | | | |
| 1:30-3:00 pm (1.5 CEUs) | 311. Models of Excellence QI T HR MK C AL ID | | | | |
| 3:00-3:15 pm | Break | | | | |
| 3:15-4:15 pm (1 CEU) | 312. Plenary Session: <i>Damaged Care, The Musical Parody About Health Care in America</i> | | | | |
| 5:30-7:30 pm | Awards Banquet, Biltmore Hotel | | | | |
| Tuesday, May 19 | | | | | |
| 8:30-10:00 am (1.5 CEUs) | 401. Providing End-of-Life Care: Incorporating Hospice Services -Clough C HR | 402. Creating an Effective Team Vision of the Future -Gamache ID C AL S | 403. Creating Home: The GREEN HOUSE® Model -Honig HR MK ID | | |
| 10:00-10:15 am | Break | | | | |
| 10:15-11:45 am (1.5 CEUs) | 404. Creating a Community That Supports Wellness -Witte C HR ID | 405. Leaders' Guide to MDS -Mastrangelo ID F | 406. Marketing Your Activities Program to Prospective Customers -Cabral MK C AL S | | |

Track Legend:

| | |
|-----------|---|
| PD | Professional Development |
| QI | Quality Improvement |
| T | Technology |
| HR | Human Resources |
| MK | Marketing |
| C | Continuum of Care |
| AL | Assisted Living |
| F | Finance |
| ID | Interdisciplinary/Clinical Business |
| CD | ACHCA Chapter Development |
| S | Students and Administrators-in-Training |

Certificate Programs 

| |
|--|
| MDS - 105, 110, 115, 121, 126, 206, 208, and 214 |
| Employment Law - 119, 124, and 204 |
| Assisted Living - 104, 109, 114, 120 |
| Finance - 102, 107, 118 |
| Finance, Chapter Development - 102, 107, 112 |

Certificate Programs

MDS Review & Competency for LTC Leadership (9.5 CEUs)

Leah Klusch, RN, BSN, FACHCA

Earn an MDS Competency credential. Completing the MDS is not a nursing task, but a facility responsibility. The pervasive nature of the MDS process in all levels of facility operations makes it essential for the administrator and other key members of your organization's team to understand it well. Not only does the MDS drive your treatment plan for a resident, it writes your check for Medicare reimbursement. Often under Medicaid, the MDS writes your survey via the quality indicator database. This 8-part operational review covers six areas, moving from basic PPS information to MDS data collection and the federal reimbursement systems. It includes the calculations of the ADL scores and their impact, as well as the actual completion of the MDS tool and the use of the RAPs in the care-planning process. The course also reviews the impact of MDS data on the survey process and quality of care documentation. Achieve an 80% score on the optional test to receive the MDS competency credential.

Certificate Program Requirements: 105, 110, 115, 121, 126, 206, 208, 214 (9.5 CEUs)

Assisted Living (4 CEUs)

Christian A. Mason, CALA, CNHA, FACHCA

Much like "Top Gun" in the military, this 4-session course helps participants fine tune their overall management skills. Teams of three will engage in friendly competition to determine the best of the best in assisted living operational management. Using advanced case study and inbox techniques, coupled with state-of-the-art computer simulation, teams will be challenged to turn around a failing assisted living community. Plagued with quality and financial issues, teams will implement management decisions that will either lead to higher levels of satisfaction and financial success or to closure by regulatory agencies.

Certificate Program Requirements: 104, 109, 114, 120 (4 CEUs)

Employment Law (3.5 CEUs)

John Lyncheski, Esq., FACHCA and W. Scott Hardy, Esq.

This 3-session program will address labor, employment and human resource issues of current importance to long term care. Learn which labor and employment decisions, legislation, and regulations were issued this past year. Receive updates on new developments related to FLSA and an analysis of the recent developments, tactics, and strategies in organized labor's efforts in long term care and how to counter them.

Certificate Program Requirements: 119, 124, 204 (3.5 CEUs)

Finance (3 CEUs)

Tom Ealey, MA, CPA and Tanya K. Hahn, MBA, CPA

Participate in an in-depth review of fundamental accounting and finance, plus learn the key factors in financing senior living capital projects in today's market. Review and analyze simulated data, then make and support your business decisions.

Certificate Program Requirements: 102, 107, 118 (3 CEUs)

Finance: Chapter Education (3 CEUs)

Tom Ealey, MA, CPA and Various Panelists

Attention Chapter Members: Brush up on the fundamentals of accounting and finance, then learn how to present this educational program to others. *The Nuts and Bolts of Accounting and Finance I and II* have been developed as part of a new ACHCA licensure review course designed as an educational program chapters can offer to serve the profession and build membership. After attending the two-part program, learn from panelists how best to present this material in your state or region.

Certificate Program Requirements: 102, 107, 112 (3 CEUs)

Keynote and Plenary Sessions



Keynote

Dr. Vincent Mor

Innovation in a Time of Change

Saturday, May 16

Sponsored by Omnicare

Renowned policy analyst, educator, and researcher, Dr. Vincent Mor has been invited to deliver our keynote address.

Anticipated to be one of the most

significant LTC policy messages of this year, his presentation will focus on such timely issues as:

- The Obama administration's impact on long term care
- Implications of the 5-Star Rating System
- Legislative and regulatory direction
- Resource utilization in an era of economic challenge

Dr. Mor is at the forefront of analyzing and influencing policy, currently serving as Professor and Chair of the Department of Community Health at the Brown University School of Medicine.



Plenary Session

Msgr. Charles J. Fahey

Improving End of Life Care in a

Changing Environment

Sunday, May 17, 3:15 - 4:15 pm

Policy decisions are resulting in two kinds of nursing home residents; short stay for rehabilitation and people on their final journey, often suffering from some intellectual deficits. Msgr. Fahey's presentation will "map the territory" and offer a template for good end of life care.

Msgr. Fahey is Program Officer of the Milbank Memorial Fund; Priest of the Diocese of Syracuse, NY; and Researcher at the Loretto Institute for the Frail Elderly.



Plenary Session

Damaged Care: The Musical Comedy About Health Care in America

Monday, May 18,

3:15 - 4:15 pm

Sponsored by Partners

Pharmacy

"Damaged Care" is a musical comedy about health care in America that addresses important issues of concern to administrators, health care providers, patients, and their families. Written and performed by Dr. Greg LaGana and Dr. Barry Levy, two physicians with many years of experience dealing with these issues, Damaged Care addresses the weakening of the doctor-patient relationship, the dehumanization of health services, the inadequate emphasis on prevention, "superbugs," and other issues, calling forth leadership to address these problems.

Concurrent Session Planner

Saturday, May 16

8:00-9:00 am

101. Shared Vision: A Powerful Leadership Tool

John Pratt, MHA, FACHCA

What is the right vision for your organization? Learn the value of organizational vision and how to develop the vision statement. It is important to make everyone part of the process of formulating this statement. Once in place, it must be effectively communicated internally and externally.

102. Nuts and Bolts of Accounting and Finance I

Tom Ealey, MA, CPA

Refresh your skills, or learn for the first time the nuts and bolts of accounting and finance in this two-part session covering financial statements, cost accounting and the funding/revenue cycle. Several case studies will be integrated, affording participants the opportunity to review and analyze simulated data, then make and support their business decisions.

This session serves as a review of fundamental financial management for licensed administrators, an introduction for students and AITs, and a licensure review course prototype presentation to be offered by ACHCA chapters in their states. Experienced administrators, AITs, students, and chapter leaders are encouraged to attend.

103. Coaching for Peak Performance

Joanne L. Smikle

This session provides a comprehensive framework, the DRAW Model, for building coaching competencies at the individual and organizational levels. It is designed for senior and middle managers, business owners, and anyone responsible for improving employee performance. Learn to refine the leadership skills required to effectively coach all levels of employees. With a focus on creating a learning organization, this session provides practical tools for using coaching to raise the bar on performance. The session is enhanced by case studies, assessments, and other interactive techniques. The assessments are of particular importance, as participants may use them after the session to apply the concepts and begin effective action planning for themselves and their organizations.

104. Assisted Living Simulation I

Christian A. Mason, CALA, CNHA, FACHCA

Much like "Top Gun" in the military, this 4-session course helps participants fine tune their overall management skills. Teams of three will engage in friendly competition to determine the best of the best in assisted living operational management. Using advanced case study and inbox techniques, coupled with state-of-the-art computer simulation, teams will be challenged to turn around a failing assisted living community. Plagued with quality and financial issues, teams will be given an opportunity to implement management decisions that will either lead to higher levels of satisfaction and financial success or to closure by regulatory agencies.

105. MDS Review and Competency I

Leah Klusch, RN, BSN, FACHCA

Earn an MDS Competency credential. Completing the MDS is not a nursing task, but a facility responsibility. The pervasive nature of the MDS process in all levels of facility operations makes it essential for the administrator to understand it well. Not only does the MDS drive your treatment plan for a resident, it writes your check for Medicare reimbursement. Often under Medicaid, the MDS writes your survey via the quality indicator database. This 8-part operational review covers six areas, moving from basic PPS information to MDS data collection and the federal reimbursement systems. It includes the calculations of the ADL scores and their impact, as well as the actual completion of the MDS tool and the use of the RAPs in the care-planning process. The course also reviews the impact of MDS data on the survey process and quality of care documentation. The optional exam includes approximately 150 questions. Candidates must achieve an 80% score on the test in order to receive the MDS competency credential.

9:10-10:10 am

106. Turning Chaos into Calm: An Essential Administrator Role

Susan Gilster, PhD, NHA, FACHCA

Jennifer Delessandro, BS, LNHA

Studies link effective leadership with organizational success. Effective leaders have a specific and strategic plan for the business. Leadership programs and philosophies have proven effective, yet are not widely implemented in long term care and senior living organizations. This session will outline the practices and examine implementation strategies for success. Outcomes data from settings utilizing this framework will be discussed.

107. Nuts and Bolts of Accounting and Finance II

Tom Ealey, MA, CPA

See description of Nuts and Bolts of Accounting and Finance I (102) on page 9.

108. Engaging Employees in Systematic Change

Lois Heldenbrand, PhD and Michael Simms

This presentation focuses on the results of an eight-month field study conducted during the implementation of a staff participation system in a long term care setting. The system was designed to integrate with daily work flow and provide a voice for front-line employees in initiating and implementing change that directly affected their work. The study examined such factors as motivation, recognition, empowerment, participation in decision-making, mid-level management buy in, and organizational trust. Survey results were analyzed using questionnaire data of staff perceptions of their work and work environment, observation and interview data, number of implemented improvements, participation rates, and turnover rates. Similar systems have been documented as best practices by Baldrige Award recipients from other sectors.

Concurrent Session Planner

109. AL Simulation II

Christian A. Mason CALA, CNHA, FACHCA

Please refer to the description of AL Simulation I (104) on page 9.

110. MDS Review and Competency II

Leah Klusch RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

10:20-11:20 am

111. Improvement, Innovation & Ingenuity: Jump-Starting Spectacular Performance

Joanne L. Smikle

This high-energy session focuses on using the three “I’s” to catapult performance throughout the long term care organization. Through a variety of activities, leaders will understand the differences between Improvement, Innovation, and Ingenuity. They will also learn the role each plays in positioning an organization for a sustainable competitive advantage. Get practical strategies for incorporating each of the “I’s” into every aspect of the work, from customer/resident care to marketing, recruitment, and retention. Participants will be introduced to the Obstacles to Innovation and learn how to move beyond them, building the required constituencies to get from ideas to action. This is the presentation for any and every leader who is looking for ways to reduce stagnation and complacency.

112. Licensure Review Course for Chapter Implementation

Panel

ACHCA chapter leaders are encouraged to attend this session to become familiar with the brand new ACHCA Licensure Review Course. The course was developed by the ACHCA Education Committee with input from several chapters. It is designed to be an educational program chapters may offer in their states, to serve the profession and build membership. Attend this session to become familiar with course content and learn presentation techniques. Course materials will be distributed.

113. Developing Tomorrow’s Leaders

Susan Gilster, PhD, NHA, FACHCA

Jennifer Delessandro, BS, LNHA

More than 7,000 administrators will leave their position this year alone, and the pool of incoming candidates has diminished. The roles and responsibilities of an administrator can be overwhelming. Frustrations arise from the inability to manage it all, and be an effective leader. Newly-licensed administrators are required to have experience before they are placed in an administrator role. Since no mechanism for acquiring such expertise exists, many leave the profession. This session will make the case for assistant administrators and outline how having a person in such a role is advantageous for the organization’s quality of care, satisfaction levels, and profitability.

114. Assisted Living Simulation III

Christian A. Mason, CALA, CNHA, FACHCA

Please refer to the description of AL Simulation I (104) on page 9.

115. MDS Review and Competency III

Leah Klusch, RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

11:20 am - 12:45 pm

Lunch on Your Own

12:45-2:30 pm

Welcome and Annual Business Meeting I, immediately followed by our keynote presentation, *Innovation in a Time of Change*, by Dr. Vincent Mor (see page 8 for details)

2:30-2:45 pm

Bylaws Review Forum

3:00-4:00 pm

117. Customer Satisfaction Is Cheap, Customer Loyalty Is Priceless

Irving Stackpole, MEd, RRT

Is there a disconnect between measured satisfaction and customer loyalty? Long term care and senior living managers routinely perform customer satisfaction measures among consumers. While most are “happy,” many are not predictably loyal. Too often happy customers walk away. The key issue is loyalty, rather than satisfaction. While measurement of satisfaction is important, managers should be much more focused on loyalty as an indicator of an organization’s market health. Learn how to improve loyalty among your customers.

118. Financing Senior Living Capital Projects in Today’s Market

Tanya K. Hahn, MBA, CPA

Fluctuating market factors can create opportunities to borrow, buy, or sell, and can make a promising financing option inefficient. Understanding market movements helps organizations plan strategies for the future. In this session, participants will learn why the market may influence potential residents’ choices and how reduced market liquidity can increase the cost of credit enhancements and impact the cost/desirability of other financial structures. We will also review which factors to monitor before, during, and after a capital project.

119. What's New, Different, and on the Horizon in Labor and Employment Laws

John Lyncheski, Esq., FACHCA
Scott Hardy, Esq.

Long term care organizations are somewhat labor intensive and, as a result, often disproportionately impacted by changes and developments in labor and employment laws. This session will review the key labor and employment decisions, legislation, and regulations issued this past year which will affect long term care employers. We will also discuss how the new administration, a newly constituted NLRB, and the new Congress will likely impact labor and employment laws having an effect on healthcare employers.

120. Assisted Living Simulation IV

Christian A. Mason, CALA, CNHA, FACHCA

Please refer to AL Simulation (104) description on page 9.

121. MDS Review and Competency IV

Leah Klusch, RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

4:15 -5:15 pm

122. Selling Your Services Using Influence and Persuasion

Irving Stackpole, MEd, RRT

Influence and persuasion affect everyone in society. We all subject others to, and are subjects of, the psychological triggers that motivate human behavior and action. Understanding psychological principles will permit their application in many settings - including competitive business situations. The psychological factors of influence and persuasion can be applied to advertising, public relations, sales, and a host of other situations throughout the long term care enterprise. These factors are based on the scientific work of Dr. Robert Cialdini and others, and are immediately identified by seminar participants as factors that motivate them to act and behave in certain ways.

123. Managing Your 5-Star Rating with Technology and Communication

Peter Fugaro, MBA
Pam Selker Rak, MS

This session will provide insight and tactics to maintain or improve your facility's 5-Star rating. Discover what your peers think about 5-Star and its impact, as results of an ACHCA member survey are revealed. Then, explore the data behind CMS's new rating system and assess how your current processes and workflows help or hinder achieving accurate data and quality results. Design systems to assure that your organization is on the path to both exceptional care and 5-Star success. Finally, learn how and when to communicate good and bad news, both internally and externally.

124. What's Hot and What's Not with Union Activity in LTC

John Lyncheski, Esq., FACHCA
Scott Hardy, Esq.

The union movement is enjoying a resurgence in influence. The long term care industry is being targeted for an unprecedented wave of union organizing. Unions have taken a more aggressive approach to organizing through corporate campaigns and are having considerable success in organizing LTC employees. Facilities are undergoing organizational change and employees are anxious. Unions look appealing to employees in these changing times, a fact that has not gone unnoticed by organized labor. This session will examine sophisticated union tactics, as well as how the Change to Win Coalition, SEIU and other unions are impacting the long term care industry.

125. Assisted Living: Considerations for Market Entry

Gail E. Amor Rader, RN, C, MSN, CALA

This fun-filled, information-packed program will take participants on a roller coaster ride from conception to completion of an assisted living community. Join us as we get on the coaster (inception, development, and strategies), climb the big hill (the "how to's" to be considered and confronted), maneuver the quick ups and downs, and arrive at the end of the exhilarating ride, when you walk in the front door on opening day. Using real-life case studies, this session will focus on operational issues and is intended for current LNHAs, owners, assisted living administrators, those interested in venturing into the assisted living arena, and those who already have.

4:15-5:45 pm

126. MDS Review and Competency V

Leah Klusch, RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

5:15-7:15 pm

Chair's Reception in the Exhibit Hall

Be sure to attend the grand opening of the Exposition! Join College leadership and your other peers and colleagues for what promised to be a fun and memorable event. Enjoy food and drink – and check out the products and services offered by companies from across the nation. See what solutions are available to improve your operation.

Sunday, May 17

7:00-7:30 am

Interfaith Memorial Service

All are welcome to attend this annual, inter-denominational tradition. Join us as remember those we've lost and celebrate their lives and legacies.

Concurrent Session Planner

7:30-8:45 am

Certified and Fellow Breakfast

Tickets required – see registration form

201. Ready to Launch: The ACHCA Mentoring Program

Douglas Olson, PhD

ACHCA needs your help in launching a new mentoring program, designed for newly licensed administrators. This program was developed in response to feedback received from ACHCA Certified and Fellow members. This session will outline how each of the elements of the program uniquely fit the needs of this field. The initial plans for selecting mentors and the ACHCA Fellows' involvement in the program development and implementation will also be discussed.

9:00-10:30 am

202. Cultivating a Culture of Quality

John Pratt, MHA, FACHCA

Your organization is judged by its employees, its residents, and their families. Yet, each group may define quality differently. While the impetus for quality has to come from top administration, much of the actual effort to achieve that quality comes from front line workers. In this session, we will discuss ways to merge the two, and how to build and maintain an environment of quality at all levels of the organization.

203. Managing Online Threats to Your Organization's Reputation

Eve M Stern, RN, MS

In LTC a good organizational reputation is key to high occupancy. Yet few organizations know how to affect their online reputation. In this session, you will learn how to track your community's reputation online and engage in an open dialogue with consumers on the web. This will allow you to proactively position your community's online reputation.

204. Get Your FLSA House In Order Before It's Too Late

John Lynchski, Esq., FACHCA

Scott Hardy, Esq.

Until recently, most FLSA violations were investigated and prosecuted by the Wage and Hour Division of the U.S. Department of Labor. Rarely did the DoL unilaterally take formal action unless triggered by a specific employee complaint. The past few years, however, have seen an unprecedented increase in the number of private lawsuits asserting FLSA violations. The plaintiffs' employment bar has also been making FLSA cases a priority. Some are even using the Internet and direct mail to solicit employees to sue. Healthcare providers need to learn the mine fields and become proactive in addressing areas of vulnerability, reducing risk of a claim.

205. From Administrator to Resident: Perspective from the Other Side

Philip C. Dubois, MS, LNHA

Learn from a nursing home administrator about his experience as a resident of his own facility...and the insight he gained. In 2007, Mr. Dubois was involved in a car accident in which three family members died and four more (including Mr. Dubois) were seriously injured. As a result, Mr. Dubois was admitted as a resident of his own facility for 2-½ months. His teenaged son was his roommate for a portion of that time. In this session, Mr. Dubois will relate his experiences, lessons learned, and moments when he directly relate to emotions and perspective residents had shared with him, in his administrative capacity.

206. MDS Review and Competency VI

Leah Klusch, RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

10:45 am - 12:15 pm

207. The New Order: The Impact of the New Administration on Long Term Care

Panel Discussion

What is in the future for LTC? How will we be affected by the new administration in Washington? In a panel discussion, representatives from major LTC organizations and associations will share their vision of the future with you. At the conclusion of the panel discussion, you will have a chance to address your concerns to panel members.

208. MDS Review and Competency VII

Leah Klusch, RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

12:15-2:15 pm

Lunch in the Exhibit Hall

Find the latest in products, services, and solutions in the exhibit hall. Enjoy lunch on us!

2:15-3:15 pm

Annual Business Meeting II, followed immediately by the first annual meeting of the Academy of Long Term Care Leadership and Development. Be sure to attend, to be updated on the exciting initiatives our Academy has underway!

3:15-4:15 pm

Plenary Session

209. Improving End of Life Care in a Changing Environment by Msgr. Charles J. Fahey
(see page 8 for program details)

4:30-5:30 pm

210. Measuring Quality Using Six Sigma and SPC

John Sheridan

Leadership is all about quality...and the healthcare industry is changing the way quality is measured. No longer are the usual indicators of customer satisfaction, employee satisfaction, quality measures, and case mix enough to show quality improvement. Add to the mix methods such as Six Sigma and Statistical Process Control (SPC). Learn at the intermediate level why SPC is so important, how simple it is to accomplish, and the steps to implement it in your organization. Six Sigma and SPC will heighten your ability to achieve and demonstrate continuous improvement.

211. Improving Results Through Innovative IT Solutions

Pam Arlotto, MBA, FHIMSS

Long term care leaders have many questions about IT: Are we making the right investments? Which vendors are the right ones? What should we automate? This presentation will introduce ten IT mistakes LTC leaders often make and recommend what to do about them. The definition of return on investment will be expanded beyond traditional financial metrics to demonstrate how information technology can be a strategic asset for the organization. Attendees will learn about IT strategic planning, IT governance, value measurement, and the potential impact on quality.

212. ACHCA Chapter Development Workshop (No CEUs)

Round Tables

Current and prospective ACHCA state chapter leaders are encouraged to participate in this session, at which several facets of chapter development will be addressed. Learn how to effectively communicate with chapter members, grow membership, plan meetings, develop educational programs, raise funds, and reach out to academic institutions in their areas. Participants will have the opportunity to share ideas with their peers.

213. Fundraising for Positive Community Relations

Brian Jaffe

This session focuses on how healthcare facilities can interface with local corporations, as well as national and local not-for-profit organizations, to help raise much needed funds. It will explain how working with other organizations through the presentation of fun and inexpensive special events can simultaneously help you achieve your financial goals and cement your position as a positive and constructive force in your community.

4:30-6:00 pm

214. MDS Review and Competency VIII

Leah Klusch, RN, BSN, FACHCA

Please refer to MDS Review and Competency I (105) description on page 9.

5:30-7:15 pm

Reception in the Exhibit Hall

Mingle with your colleagues, enjoy great food and drink, and scout out the latest in LTC solutions. This is the final Exposition event. Be sure to visit companies you know – and new ones you need to know! Convocation is made possible with the support of our exhibitors and sponsors.

7:30 pm

Academy FUN-raiser

Tickets required – free upon request for full registrants and speakers

After the Exhibit Hall closes, continue the festivities at the Union Station Brewery – just across the street from the Convention Center. Join us for an evening of fun, collegiality, and surprises. Proceeds will help us support the Academy of Long Term Care Leadership and Development.

Monday, May 18

8:30-10:00 am

301. Facilities Management Excellence: Driving Business Results

Joshua Malbogot

This session focuses on how a strategic, data-informed, and well-executed approach to facility management contributes to the achievement of key financial, operational, and human resource objectives. Using real-life case studies from the senior living sector, learn how technology can bridge the gap between strategic objectives and disciplined execution of corrective and preventative maintenance. This session provides an executive level view of how a comprehensive, technology-enabled facility management program leads to increased productivity, lowered costs, better return on assets, improved productivity, quality assurance, and satisfied stakeholders. Participants will return to their organizations equipped with a series of questions they can ask their maintenance directors and assess how they are doing.

Concurrent Session Planner

302. Evaluating Departmental Operations: Maximizing Performance

Susan Altman, RN
Deborah Riddell, MHA

This session will provide a diagnostic walk-through of each operating department. The presenters will identify top areas to review when performance is in question, using QA processes and QA audits to improve performance and result in positive outcomes. The presentation will include assessments from both qualitative and quantitative perspectives. Participants will learn where to start, what to assess, and how to keep an ongoing QA process alive, using benchmarks for comparison.

303. Professional Certification Readiness I: Process Overview

Keith Knapp, PhD, CNHA, FACHCA

Learn what's involved in becoming a CALA or CNHA. The ACHCA Professional Certification Program recognizes professionals who have demonstrated their competence. Earning ACHCA professional certification can be an advantage when administrators are searching for new positions or advancing within their organizations. As the job market becomes increasingly competitive, professional certification is an achievement employers can use to identify candidates with the knowledge, skills, and values consistent with the high management standards necessary to provide quality care to residents, families, and communities. This session will define certification and outline the eligibility requirements for taking the CNHA or CALA exam. Exam composition, scoring process, and study materials will be reviewed.

304. Grandma Stole My Ipad

Jack York, BS
Judy Amiano, MBA, BSN

The "Greatest Generation" invented the framework of today's technology. Isn't it appropriate that they get to use it? This fun, interactive session will demonstrate how adaptive computer technologies can transform the lives of older adults, regardless of any physical or cognitive disabilities. You will see how adaptive computer systems can be used as an engagement tool, an educational tool, and a way to keep residents connected to their families in meaningful ways. Today these tools and experiences are considered innovative – tomorrow they may be required.

305. Taking the "Disaster" Out of Disaster Preparedness

Ray Miller, MSOSH
Are you prepared to respond correctly to a disaster? In this session we will examine current disaster plans in light of the federal/state requirements they must fulfill. "Good, bad, and ugly" examples of drilling, education, and documentation will be discussed. FEMA-based NIMS will be explained and demonstrated.

10:15 -11:45 am

306. Caring and Structure: The Building Blocks of a Powerful Organization

Sherry Huston

Building a powerful organization means leading from the front; knowing the difference between winning and competing. It means having the knowledge to design a structure which puts the organization in a position to win. This means promoting a philosophy of care that prioritizes and standardizes the care you deliver. The last issue to consider is measuring cost. Leaders need to know how to weigh cost. Cost shows up in time, energy, and ROI. In summary, this session will teach leaders how to organize commitments, offers, and practices so that power is amplified.

307. Mission Driven, Resident-Centered Care

Tom Prickett
Jim Shearon, MHSA, BSN, RN

Resident-centered care is generating a lot of buzz lately. In this session, learn from the presenter, who has taken this philosophy to the extreme, driving it into every facet of his operation and across his network of communities. His approach includes empowering the workforce through strategic investments in technologies and other innovations to take quality of care and staff satisfaction to new heights.

308. Professional Certification Readiness II: Sample Test and Review

Keith Knapp, PhD, CNHA, FACHCA

Participants in this session will complete a pre-certification sample test which will mirror real certification test questions. Once pretests have been completed, the answers will be revealed and discussed. From their score on this examination, participants will be able to determine their strengths and weaknesses as they prepare for the certification examination.

309. Cultural Change: Measuring Success

Kaye Brown, PhD

Which cultural enhancements are most effective? In this session, you will review slides from a number of different cultural enhancement projects. Then, you will have the opportunity to compare and contrast common errors from other studies focused on the physical environment.

310. The Brutal Truth About the Patient Admission Process

Eric Christ, MBA

Based on a recent survey of long term care facilities conducted by Patient Placement Systems, 78% of continuing care providers rely on manual processes for admissions. 80% of initial referral inquiries arrive by fax or phone. Nearly 30% say they will lose potential referrals because of delays in responding to the referral source. This eye-opening presentation will provide facts, industry statistics, and a solution on how you can simplify your job by implementing five steps toward making the admission process simpler. A real-life case study will be used to reveal the truth about the admissions process.

11:45 am - 1:30 pm

Lunch on Your Own or Peer2Peer Dutch Treat Lunch

1:30-3:00 pm**311. Models of Excellence**

Various Presenters

Models of Excellence presentations are unique. Participants have the opportunity to focus on more than one topic, by circulating among presentations given by leaders in various facets of long term care and aging services. Each presentation lasts 20 minutes and focuses on a key topic or challenge. You'll have the opportunity to select four presentations in 90 minutes. Tools and solutions are offered to assist you in your daily work.

3:15-4:15 pm

Plenary Session**312. Damaged Care: The Musical Parody About Health Care in America**

(see page 8 for program details)

5:30-7:30 pm

Annual Awards Banquet*Tickets required – free upon request for full registrants and speakers*

Join us at the Biltmore Hotel for a relaxing evening of good food, great company, and camaraderie. Celebrate our national award recipients and witness the installation of our national Board!

Tuesday, May 19**8:30-10:00 am****401. Providing End-of-Life Care: Incorporating Hospice Services**

Louise Clough, MS, MBA, FACHCA

The purpose of this session is to empower nursing home professionals to optimize the care and services provided to residents who are under the care of a hospice. Recent changes in the Medicare hospice conditions of participation include important new requirements for provision of hospice care in nursing homes. This session will address those requirements, as well as barriers and best practices for hospice care in nursing homes.

402. Creating an Effective Team Vision of the Future

Richard E. Gamache, CNHA, FACHCA

Today's leaders are challenged with a world that is changing at the speed of light – technologically, scientifically, and culturally. Leaders no longer need to keep up with change; they need to be one step ahead of it! This session offers one "wake-up" call dispelling the myths we currently hold. Learn how to create the context in which everyone's character can shine. Throw out the rule book – live and work by your principles. Leave inspired with a positive vision for the future.

403. Creating Home: The GREEN HOUSE® Model

Melissa Beth Honig, MS

The GREEN HOUSE® model is a de-institutionalization effort that restores individuals to a home in the community. It combines small homes with the full range of personal care and clinical services offered in the traditional nursing home setting. This model changes the architecture, organizational structure, staffing patterns, and philosophy of care to support the most positive elderhood possible. The elders living in these homes are skilled nursing residents, many of whom lived in nursing homes for several years. Initial research demonstrates the model's positive impact on quality of life, staff satisfaction, family member engagement, and clinical quality outcomes.

10:15-11:45 am**404. Creating a Community That Supports Wellness**

William R. Witte, AIA, RHP

Within your business plan, you may only have a twelve- to eighteen-month window to capture your target market for the next eight to ten years! This requires an examination of your strategic planning. In a tough market, you must have an essential product that is needed, regardless of the economy. What if you knew that your community could essentially reverse the aging process for your constituents? What if you were exposed to new ideas, products, and research that could transform your community now?

405. Leaders' Guide to MDS

Kristen Mastrangelo, OTR, MBA, NHA

This seminar discusses fine points of the Minimum Data Set. It covers the rules governing the completion and management of the MDS process, which skilled nursing facility management needs to know to enhance reimbursement and manage the MDS team in their facility. During this session we will explore accuracy in the MDS process and discuss how to promote accuracy to maximize reimbursement. The speaker will review the criteria for nine Extensive Rehab RUG III categories and strategies for rate preservation and optimal reimbursement. In addition, session participants will be updated on current regulation.

406. Marketing Your Activities Program to Prospective Customers

Anne M. Cabral, MEd, CAGS

Therapeutic Recreation is often the hidden gem in long term care. If designed successfully, activity programs not only provide quality care and meaningful leisure, but also set our facilities far ahead and apart from those around us. In the age of the culture change movement, assessing and understanding who our residents are has a direct impact on the type of programming we should create for them. This session will explain activities, their value in our buildings and, more importantly, how proper assessments can pave the way for benefits in other areas, such as challenging behavior management, diversity in dementia settings, and leisure pursuits in short term stay units.



ACHCA Albert Slatky Memorial Golf Outing



Monday, May 18, 2009
Triggs Memorial Golf Course
(Architect: Donald Ross)
1533 Chalkstone Ave, Providence, RI
www.triggs.us

Scramble Format
Registration: 6:30 a.m.
Shotgun: 7:30 a.m.
Transportation Available
Prize luncheon immediately following golf

Entry Fees

Includes golf, bag drop, scoring, assigned carts, contests, and lunch.

- ___ \$125 single \$65 tax deductible
- ___ \$500 per foursome \$260 tax deductible
- ___ \$40 team mulligans 8 per team
Mulligans fully tax deductible and may be purchased at outing
- ___ **Total entry fees/mulligans**

Optional Sponsorships

Sponsor Name as it should appear in promotional materials:

- ___ \$200 Tee Sponsor
- ___ \$650 Foursome + Tee Sponsorship
- ___ \$1000 Gold Sponsor, includes:
 - Foursome
 - Team photo taken by sponsor sign
 - Acknowledgement at course
 - Acknowledgement in conference program
 - Sign exposure at conference registration, exhibit hall, and awards dinner

- ___ **Total sponsorships**
- ___ **Total Fees + Sponsorships**

- Payment is included on my Convocation Registration Form** *Please submit this golf form with your Convocation registration form and payment*
- Please process golf payment separately from my Convocation Registration**

Complete the box below **ONLY** if you would like your golf outing payment processed separately from your Convocation registration – or if you have already submitted your Convocation registration.

Check enclosed (make payable to: ACHCA)

Please Bill My:

Visa Mastercard AmEx

Card Number: _____ Expiration Date: _____

Cardholder Name: _____

Cardholder Signature: _____

Player Registration

please print clearly

Name: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Handicap or Average Score: _____

Rent Clubs? Y N Left-Handed Right-Handed

Name: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Handicap or Average Score: _____

Rent Clubs? Y N Left-Handed Right-Handed

Name: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Handicap or Average Score: _____

Rent Clubs? Y N Left-Handed Right-Handed

Name: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: _____

Email: _____

Handicap or Average Score: _____

Rent Clubs? Y N Left-Handed Right-Handed

Please return this form to:
 ACHCA Annual Convocation Registration
 12100 Sunset Hills Road, Suite 130
 Reston, VA 20190
 Fax: 866-874-1585
 Prize luncheon immediately following golf outing.
Sponsor McKesson Extended Care
 Proper golf attire is required!

Questions related to golf? Please contact:
 Matt Trimble, Chair 401-471-6060
 Bob Driscoll, 781-994-2114

For ACHCA use only

Date Received: _____ Faxed to B. Driscoll on: _____



ACHCA Member ID Number (Required for member discounts)

Make a copy of this form for each additional registrant.

- Primary Registration Additional Registrant

Registration form fields: Last Name, First Name, M.I., Nickname for Badge, Title, Credentials, Facility Name, Preferred Mailing Address, City/State/Zip, Home Phone, Work Phone, Fax, CE Credit, License #, State, NHA / ALA / Nurse (circle)

Email address (confirmations will be sent via email)
I am a first-time Annual Convocation Attendee.
Special Accommodations:
Please check here if you require special accommodation to fully participate.

Full Meeting Packages

Includes CE, Exhibit Hall, Friday Reception, Academy FUN-raiser, and Awards Dinner.

Table with 3 columns: Package Type (Early Bird, Advance, On-site), Member, Non-Member

Additional Registrant from Same Facility
(Name of primary registrant)
ACHCA must receive separate registration for primary registrant.

Table for Primary Registrant is: Member, Non-Member

Student Registration \$175
Proof of enrollment must be attached unless included with a group of registrations submitted by academic institution.

Certificate Programs
These two certificate programs require pre-registration. Please indicate which programs you plan to attend.

- Assisted Living Computer Simulation
MDS Review and Competency

Social Activities
Please indicate which activities you plan to attend:
Preconference Welcome Reception, Fri, May 15
Academy FUN-raiser, Sun, May 17 Limited to the first 250 who register.
Awards Dinner, Mon, May 18

FAX your completed form and credit card payment to: 866-874-1585

Mail check payments to: ACHCA Convocation Registration 12100 Sunset Hills Rd, Suite 130 | Reston, VA 20190. After May 8, please register onsite. Questions? Call 202-536-5120

Summary table: Your Registration Total, Guest Registration Total, Additional Tickets Total, Golf Fees Total, Membership Dues, TOTAL DUE

Join The College Now to receive conference discounts.
Note: Membership in ACHCA is individual and not facility-based.
Yes, I want to become an ACHCA member. Full Member: \$281.00

Partial Meeting Packages

Two Day Registration
Includes CE, Exhibit Hall. Separate tickets needed for Awards Dinner and Academy FUN-raiser.

Table for Two Day Registration: Member, Non-Member, Indicate Days (Saturday, Sunday, Monday, Tuesday)

Student Registration \$125
Does not include Awards Banquet or Academy FUN-raiser. Proof of enrollment must be attached unless included with a group of registrations submitted by academic institution.

Exhibit Hall Only Registration Sat - \$75 Sun - \$75

Special Meal Requests
To ensure availability, please request a special meal and pick up your ticket at the ACHCA registration desk a minimum of 24 hours prior to the scheduled event. Special meals MUST BE ordered by May 5, 2009. Kosher Meal Vegetarian Meal

Guest Packages
Full Guest Packages include Exhibit Hall, Friday Reception, Academy FUN-raiser, and Awards Dinner. (Guest packages are for family members or guests who are not affiliated with or working within the long term care profession and who are attending with a full meeting registrant.)

Table for Full Guest Packages: Attending with Member, Attending with Non-Member, Guest Exhibit Hall Only Pass-one day

Specify day attending: Sat - \$75 Sun - \$75
Guest #1
Guest #2

Additional Tickets
Awards Dinner \$75.00 x (qty.) \$
Academy FUN-raiser \$30.00 x (qty.) \$
Certified and Fellows/Life Member Breakfast \$24.00 x (qty.) \$
Note: Tickets to the Certified and Fellows/Life Member Breakfast are not included in any registration fees. All are welcome to purchase tickets and attend.

Payment Information (Payment must accompany registration form.)
Check Enclosed: (Payable in U.S. Dollars to ACHCA)
Please charge my Visa MasterCard American Express
Card Number Expiration
Name as it appears on the card
Signature of Cardholder

Refund and Cancellation Policy Requests for refunds and cancellations must be in writing. ACHCA will refund your entire registration fee, less a \$75 processing fee until Wednesday, April 15, 2009. After April 15, 2009, no refunds will be issued except in the case of a facility Survey. If a Survey occurs over the period of the Convocation, ACHCA will refund your registration fee upon receipt of confirmation of the Survey. Substitutions of registrations are welcome, but must be made in writing.



12100 Sunset Hills Road, Suite 130
Reston, VA 20190

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43rd Annual Convocation & Exposition

Leadership First: Achieving Quality Results

