



**IHCA**  
ILLINOIS HEALTH CARE ASSOCIATION®  
SINCE 1950

# peace Love and Quality

**69th Annual Convention & Expo**

**Sept. 9-12, 2019 | BOS Center | Springfield, IL**

## Preliminary Program

### Table of Contents

About Your Association

Agenda

Special Events

Expo

Exhibitors

Continuing Education Information

Educational Sessions

Convention Venues and Parking

Registration Information

Title Codes

Golf Outing Registration

5K Run/1 Mile Walk Registration

Convention Registration





# IHCA

ILLINOIS HEALTH CARE ASSOCIATION  
SINCE 1950

The Illinois Health Care Association (IHCA) is a non-profit organization comprised of over 540 licensed and certified long term care facilities and programs throughout the state. IHCA members include proprietary and non-proprietary facilities that represent skilled, intermediate, intellectually and developmentally disabled, assisted living and sheltered levels of care. Founded in 1950, IHCA is the oldest long term care association in Illinois.

**Illinois Health Care Association**

**1029 South Fourth Street**

**Springfield, IL 62703-2224**

**800-252-8988 • 217-528-6455**

**Fax 217-528-0452**

**[www.ihca.com](http://www.ihca.com) • [info@ihca.com](mailto:info@ihca.com)**

# peace Love and Quality

The long term care profession faces many challenges ... a burdensome regulatory environment, increased scrutiny of the media and residents who are more acute... just to name a few. However, for the individuals who choose this career path it is a truly rewarding experience. Being part of a resident's rehabilitative care that gets them back to their home, or providing dignity and comfort during their final days, brings a level of satisfaction and pride that are often lacking in other professions.

The theme for the Illinois Health Care Association's 69th Annual Convention and Expo is **Peace, Love and Quality**. This theme was chosen to offer some much-needed fun to these dedicated and caring individuals who provide quality care in long term care centers throughout the state and nation. We will help them "get their groove back" so that when they return to their care-giving duties, they will feel refreshed and renewed.

**Join us September 9 - 12 in Springfield** (*note the change in location*) and enjoy all of the various learning and networking opportunities we have to offer; and discover what's new in goods and services at the expo as well.

## About IHCA

The Illinois Health Care Association (IHCA) has been a major voice for long term care in Illinois for over 69 years! IHCA provides you with timely, reliable and concise information so you are able to make wiser professional and business decisions. You are part of an elite group that can be proud of the many accomplishments you have made on behalf of the residents we serve.



With the many challenges facing the long term care profession, IHCA staff does whatever it takes to help you resolve problems and tackle complex issues. We are continually striving to make your career in long term care more fulfilling.

Since its inception in 1950, IHCA has continued to grow in size and scope—with nearly 550 members and growing! Here are just some of the services provided to members:

## Public Policy

Active involvement in legislative and regulatory initiatives and political activities is vital to our success. The Illinois Health Care Association/Illinois Center for Assisted Living (IHCA/ICAL) and The Center for Developmental Disabilities Advocacy and Community Supports (CDDACS) employ staff knowledgeable and experienced in advocating your position and achieving specific goals. IHCA/ICAL and CDDACS work diligently to offer comprehensive legislative, regulatory and political support. ...

Both IHCA/ICAL and CDDACS work within the legislative and regulatory arena to represent the best interests of our members, including tracking legislation, impacting the regulatory environment and organizing grassroots activities. In addition, they monitor the state's political climate, work to build relationships with state legislators and help to raise funds to support legislative candidates who support effective, adequately-funded, quality long term care and ID/DD initiatives. Whether lobbying legislators or working with state agencies on regulatory matters, your interests are well represented.

## Pertinent Educational Seminars

IHCA offers a variety of educational opportunities for long term care professionals to expand their knowledge, skills and horizons. The Education, Convention and Trade Show Committee puts together an education agenda that starts with identifying appropriate topics related to the needs and issues of the profession. To meet the needs of our members, seminars are offered face to face at various sites throughout the state or through the internet. Four times each year, we offer the most comprehensive review course in the state to help you prepare for the nursing home administrator licensure exam.



IHCA is approved as a sponsor of continuing education for nursing home administrators, nurses, social workers, physical therapists and physical therapy assistants by the Illinois Department of Financial and Professional Regulation.

[Back to Cover](#)

[Back to Agenda](#)



## Publications and More

### Communications

IHCA knows that the long term care profession is an ever-evolving field and strives to keep members abreast of the latest news and developments. Through a comprehensive communications program that includes both print and digital publications, the association passes on pertinent information in a timely and effective manner. You can count on IHCA to keep you well-informed through regular electronic and email communications, which include the ever-popular *News Brief* and *Members Only* and the ultra-informative *Regulatory Beat*, as well as urgent member alerts when the need arises. IHCA staff is just a phone call or email away to handle member questions or concerns.

### Check Us Out on the Web!

#### [www.ihca.com](http://www.ihca.com)

IHCA hosts a website at [www.ihca.com](http://www.ihca.com) to provide members with immediate information and another opportunity to network. The site contains extensive information about the association and the overall profession, including valuable links to outside resources.

#### [www.ihca-pac.com](http://www.ihca-pac.com)

IHCA's Political Action Committee (IHCA PAC) stays active year round to remain on the forefront of political activities in Illinois. Check out [www.ihca.com](http://www.ihca.com) for more information on our political efforts and how you can become involved!

#### [www.cddacs.org](http://www.cddacs.org)

The Center hosts a website at [www.cddacs.org](http://www.cddacs.org), which provides information specific to providers who serve the intellectually and developmentally disabled. With information pertaining to both The Center and ID/DD services, this website is a go-to resource for our ID/DD members.

#### Facebook



Stay connected to IHCA through our association Facebook page. Like us today!

#### Twitter



Keep up to date on the IHCA Convention and Expo and other association activities by following us on Twitter @IHCA\_LngTrmCare!

#### LinkedIn



Connect with to IHCA on LinkedIn.

Back to  
Cover

Back to  
Agenda

## Annual Convention and Expo

IHCA hosts the state's largest convention and expo for long term care professionals. This much-anticipated event features nearly 100 educational sessions covering a wide range of pertinent topics, as well as exhibits demonstrating the latest technology and services in the profession. Continuing education credits are offered for administrators, socialworkers, licensed nurses, certified dietary managers, registered dietitians, physical therapists, qualified intellectual disabilities professional and certified public accountants. For those disciplines not preapproved for continuing education credit, IHCA staff will provide any needed assistance to help you submit for approval to the appropriate crediting institution or organization. In addition to offering educational advantages, the acclaimed convention and expo also offers entertainment and social events to give you plenty of opportunities for networking and relaxing.



## Help Us Spread the Word!

We encourage our members to share their pride with others who could benefit from a proactive, long term care association. Please let us know their names and phone numbers so we can contact them, or ask them to give us a call. We would love to explain the benefits of IHCA to them. We encourage you to support IHCA and take an active role in the association's activities so you may continue making a difference in long term care.

[Back to Cover](#)

[Back to Agenda](#)

<b>Monday</b> <b>September 9</b>	8:30 – 10:30 a.m.....	Board of Directors Meeting
	11 a.m. – 5:30 p.m. ....	IHCA PAC/The Center-PAC Golf Outing
	4 – 8 p.m. ....	Convention Registration Desk Open
<b>Tuesday</b> <b>September 10</b>	7 a.m. – 5 p.m. ....	Convention Registration Desk Open
	7 a.m. – 5:30 p.m. ....	IHCA Bookstore Open
	9 – 11 a.m. ....	Opening General Session
	11 a.m. – 1:30 p.m. ....	Expo/Lunch
	1:30 – 3 p.m. ....	Educational Sessions
	3:30 – 5 p.m. ....	Educational Sessions
	5:30 – 7:30 p.m. ....	Oksnevad 5K Run/ 1 Mile Walk
<b>Wednesday</b> <b>September 11</b>	6:30 – 9 p.m. ....	Kickoff Block Party
	7 a.m. – 5 p.m. ....	Convention Registration Desk Open
	7 a.m. – 5:30 p.m. ....	IHCA Bookstore Open
	7:30 – 9:30 a.m. ....	Ovations: A Celebration of Long Term Care Nurses
	8 a.m. – 5 p.m. ....	Alzheimer's and Dementia Training
	8 – 9:30 a.m. ....	Educational Sessions
	10 – 11:30 a.m. ....	Educational Sessions
	11:30 a.m. – 1 p.m. ....	Expo/Lunch
	1 – 2:30 p.m. ....	Educational Sessions
	3 – 4:30 p.m. ....	Educational Sessions
<b>Thursday</b> <b>September 12</b>	5 – 7 p.m. ....	Board and Staff Meet and Mingle
	7 a.m. – 1 p.m. ....	Convention Registration Desk Open
	7 a.m. – 1 p.m. ....	IHCA Bookstore Open
	8 – 9:30 a.m. ....	Educational Sessions
	9:45 – 11:15 a.m. ....	Educational Sessions
	11:30 a.m. – 1 p.m. ....	Educational Sessions

# Agenda

# Agenda

## 69th ANNUAL CONVENTION

### Monday, September 9

### Tuesday, September 10

7 a.m.  
7:30 a.m.  
8 a.m.  
8:30 a.m.  
9 a.m.  
9:45 a.m.  
10 a.m.  
10:30 a.m.  
11:00 a.m.  
Noon  
1 p.m.  
2 p.m.  
3 p.m.  
3:30 p.m.  
4 p.m.  
4:30 p.m.  
5 p.m.  
6 p.m.  
7 p.m.  
8:00 p.m.

8:30 - 10:30 a.m.

Board of Directors Meeting

DoubleTree

11:00 a.m. - 5:30 p.m.

IHCA PAC/  
The Center-PAC  
Golf Outing

Piper Glen  
Golf Club

2 - 8 p.m.

Exhibitor  
Move-in

Exhibit Hall

4 - 8 p.m.

IHCA  
Registration  
Desk Open

Entrance to  
Exhibit Hall

7 a.m. - 5 p.m.

Convention  
Registration  
Desk Open

Entrance to  
Exhibit Hall

7 a.m. - 5:30 p.m.

IHCA Bookstore  
Open

BOS Center  
Lobby

7 - 10 a.m.

Exhibitor  
Move-in

Exhibit Hall

5:30 - 7:30 p.m.

Oksnevad 5K Run  
/1 Mile Walk

Oak Ridge  
Cemetery

9 - 11:00 a.m.

Opening  
General Session

Wyndham  
Ballroom

11 a.m. - 1:30 p.m.

Expo/Lunch

Exhibit Hall

1:30 - 3 p.m.

Educational  
Sessions

3:30 - 5 p.m.


Educational  
Sessions

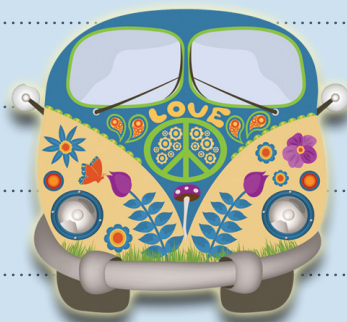


## Wednesday, September 11

## Thursday, September 12

<p>7 a.m. - 5 p.m.</p> <p>Convention Registration Desk Open</p> <p>Entrance to Exhibit Hall</p>	<p>7 a.m. - 5:30 p.m.</p> <p>IHCA Bookstore Open</p> <p>BOS Center Lobby</p>	<p>8 - 9:30 a.m.</p> <p>Educational Sessions</p>	<p>7:30 - 9:30 a.m.</p> <p>Ovations</p> <p>Double Tree</p>	<p>8 a.m. - 5 p.m.</p> <p>Alzheimer's and Dementia Training</p> <p>Double Tree</p>	<p>7 a.m. - 1 p.m.</p> <p>Convention Registration Desk Open</p> <p>Entrance to Exhibit Hall</p>	<p>7 a.m. - 1 p.m.</p> <p>IHCA Bookstore Open</p> <p>BOS Center Lobby</p>	<p>8 - 9:30 a.m.</p> <p>Educational Sessions</p>
		<p>10 - 11:30 a.m.</p> <p>Educational Sessions</p>					<p>9:45 - 11:15 a.m.</p> <p>Educational Sessions</p>
			<p>11:30 a.m. - 1 p.m.</p> <p>Expo/Lunch</p> <p>Exhibit Hall</p>				<p>11:30 a.m. - 1 p.m.</p> <p>Educational Sessions</p>
		<p>1 - 2:30 p.m.</p> <p>Educational Sessions</p>					
		<p>3 - 4:30 p.m.</p> <p>Educational Sessions</p>					
			<p>5 - 7 p.m.</p> <p>Board &amp; Staff Meet &amp; Mingle</p> <p>Double Tree</p>				

Brought to you by: 



- 7 a.m.
- 7:30 a.m.
- 8 a.m.
- 8:30 a.m.
- 9 a.m.
- 9:45 a.m.
- 10 a.m.
- 10:30 a.m.
- 11:00 a.m.
- Noon
- 1 p.m.
- 2 p.m.
- 3 p.m.
- 3:30 p.m.
- 4 p.m.
- 4:30 p.m.
- 5 p.m.
- 6 p.m.
- 7 p.m.
- 8:00 p.m.

# Special Events



[Back to Cover](#)

[Back to Agenda](#)

## **IHCA PAC/The Center-PAC Golf Outing**

**Monday, September 9, 11 a.m. – 5:30 p.m.**

Join us for a fun and exciting day at Piper Glen Golf Club.

Contact Ashley Snavley at 800.252.8988 or [asnavley@ihca.com](mailto:asnavley@ihca.com) for sponsorship opportunities.

## **IHCA PAC Bourbon Tasting**

**Monday, September 9, 6:30 – 9:30 p.m.**

Cigars for Aficionados | 727 North Grand Ave. East, Springfield

A new addition to this year's line-up is the IHCA PAC Bourbon Tasting. The event will feature an exclusive bourbon tasting, fine cigars and hors d'oeuvres in an intimate setting. It's a perfect opportunity to network and mingle with fellow convention goers prior to the opening of the main event on Tuesday. It is open to all attendees, but registrations will be limited, so reach out soon to reserve your space! Final registration details are still TBD, so contact Matt Hartman at [mhartman@ihca.com](mailto:mhartman@ihca.com) if you are interested in attending or need more information.

## **Opening General Session**

**Tuesday, September 10, 9 – 11 a.m.**

**Keynote presentation sponsored by Omnicare, A CVS Company**

**Omnicare**  
a CVS Health company

As a sales person, travel was a key requirement of Vallie Smith Collins' job. As a result, Vallie was a passenger on US Airways Flight 1549 that landed in New York's Hudson River on January 15, 2009. Vallie shares the details of her experience during the flight and rescue of the event that has become known as the "Miracle on the Hudson" in the hope that the experience will inspire and motivate all to treasure each day because "every day is a lucky day!"





# peace Love and Quality

## Presentations

Prior to the keynote address, the winners of the IHCA Excellence Award for Long Term Care Centers, Associate Member of the Year Award and Voice of Senior Care Awards will be recognized.

## Oksnevad 5K Run/1 Mile Walk

**Tuesday, September 10, 5:30 – 7:30 p.m.**

This year's event will take place at Oak Ridge Cemetery. As you run or walk through this historic site you will notice the beautiful oak trees that gave the cemetery its name as well as pass by The Lincoln Tomb where Abraham Lincoln and most of his family have been laid to rest.

## Kickoff Block Party!

**Tuesday, September 10, 6:30 – 9 p.m.**

Join us for a fun evening of food, cocktails, networking and dancing!

## Ovations: A Celebration of Long Term Care Nurses

**Wednesday, September 11, 7:30 – 9:30 a.m.**

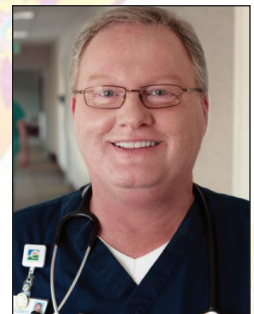
**Keynote presentation sponsored in part by Critical Care Pharmacy**



**CRITICAL CARE**  
PHARMACY

Terry Foster began his nursing career in 1977 as an LPN graduate of Booth Memorial Hospital School of Practical Nursing in Covington, Kentucky. After working for 5 years as an LPN in the ED and ICU he received his RN diploma from The Christ Hospital School of Nursing, Cincinnati, and in 1997 received his Master's degree in Critical-Care and Trauma Nursing from the University of Cincinnati College of Nursing and Health. He has held positions of volunteer, ward clerk, staff nurse, charge nurse, critical-care instructor, clinical director and night supervisor, at both the Mercy Hospitals of Cincinnati, Ohio and St. Elizabeth Medical Center in northern Kentucky. His primary areas of nursing experience have always been in the Emergency Department and Critical-Care Units.

Nationally he is a well-known and sought-after speaker on nursing humor. As a part-time stand-up comic, Terry has also performed at the Las Vegas Caesar's Palace, Atlantic City's Trump Tower and local comedy venues in the greater Cincinnati area. In 2010, Terry played himself on an episode of The Learning Channel's national cable TV program "Untold Stories of the ER," the first nurse to ever be featured on this physician-based show.



Since 1998, Terry has been the Critical-Care Clinical Nurse Specialist in the Emergency Department at St. Elizabeth Medical Center in Edgewood, Kentucky, having been continuously employed in this five-hospital system since 1975.

**The keynote address will be followed by the presentation of the 2019 LTCNA Nursing Awards**

## Assisted Living Day

**Wednesday, September 11**

Once again we have dedicated an entire day of educational sessions especially for assisted and supportive living facilities.

## Board and Staff Meet and Mingle

**Wednesday, Sept. 12, 5-7 p.m.** | Lincoln Room at DoubleTree

**Brought to you by Medline Industries, Inc.**

Come "meet and mingle" with the IHCA Board of Directors and Staff.



[Back to Cover](#)

[Back to Agenda](#)

# The Expo

peace Love  
and Quality



The Illinois Health Care Association (IHCA) has once again scheduled a first-class, informative convention and expo for the long term care profession! Meet with state and national providers of goods and services and learn about the latest developments to help you provide the highest quality, most cost-effective care possible. The expo promises to be the “far-out” place to assemble the key resources to maintain your operation in the Quality Groove!

**A complimentary lunch will be served in the Expo Hall both days.**

## Earn CEs in the Expo!

Earn one additional CE each day while browsing the expo! There will be a limited number of designated exhibitors who will offer educational material at their booth. All you need to do is visit the booths, read the materials and take the tests. Do this at a minimum of four booths, hand in your completed tests to the IHCA registration desk and get your badge scanned!

## Expo Hours

<b>Tuesday, September 10</b>	11 a.m. – 1:30 p.m.	Exhibits Open	Complimentary Lunch Served
<b>Wednesday, September 11</b>	11:30 a.m. – 1 p.m.	Exhibits Open	Complimentary Lunch Served

## IHCA Bookstore

The IHCA Bookstore will feature a wide selection of resources for your facility or program. Coordinated by Training Systems, Inc, the bookstore will sell a variety of books, reference guides and other materials pertinent to the long term care profession. Make sure to take advantage of this convention extra and boost your learning experience!

<b>Bookstore hours</b>	Tuesday, September 10	7 a.m. – 5:30 p.m.
	Wednesday, September 11	7 a.m. – 5:30 p.m.
	Thursday, September 12	7 a.m. – 1 p.m.

# EXhibitors

As of 7/1/19

Accurate Biometrics  
AdvaCare Systems, Inc.  
Advanced Wireless Communications  
Ameren Illinois Energy Efficiency Program  
American HealthTech  
American Medical Technologies  
Apollo Corporation  
APPI Energy  
Assurance Agency, Ltd.  
Azer Rehab Systems, P.C.  
BankFinancial  
Bigelow Tea  
BioTech X-Ray, Inc.  
Calmoseptine, Inc.  
Career Staff Unlimited  
CE Solutions  
Central States Bus Sales, Inc.  
CliftonLarsonAllen LLP  
Community Physical Therapy & Associates  
Consonus Healthcare  
Critical Care Pharmacy  
DMI Solutions, Inc.  
Ecolab Inc.  
Ella's Bubbles LLC.  
Encore Rehabilitation Services  
EverSpring Pharmacy  
Farnsworth Group, Inc.  
Forum Extended Care Services  
Gordon Food Service  
Green Tree Pharmacy  
Health Direct Pharmacy Services of Illinois  
Health Technologies, Inc.  
HealthPRO Heritage  
Home Psych Services, P.C.  
HPS  
HPSI Group Purchasing  
Illinois Nursing Home Administrators Association  
Integra Healthcare Equipment  
Integra Scripts  
Intelycare  
J. Brasch Company  
Kohl Wholesale  
Lehigh Outfitters

Martin Bros. Distributing  
McKesson Medical/Surgical  
Medical Staffing Network  
Medline Industries, Inc.  
Med-Mizer, Inc.  
MedScript Long Term Care Pharmacy  
Mobilex USA  
National Datacare Corporation  
NHRMA Mutual  
NICL Laboratories  
NPS Dental  
NRC Health  
Nutrition Care Systems, Inc.  
Omnicare Pharmacies of Northern Illinois  
ONR, Inc.  
Oregon Healthcare Pharmacy Services, Inc.  
Pathway Health  
PharMerica  
PharmScript, LLC.  
Plante Moran, PLLC  
PointClickCare  
RehabCare  
Remedi SeniorCare  
Reside Admissions  
RF Technologies  
RSM US LLP  
RXPPTS Pharmacy - Chicago  
Scrubs on Wheels, Inc.  
Select Rehabilitation, Inc.  
Senior Care Pharmacy Services  
Senior Dental Care  
SeniorWell  
SmartLinx Solutions  
Southern Bus & Mobility  
Symbria  
Sysco Central Illinois  
Therap Services  
Trinity Risk Solutions  
UVANTA Pharmacy - Northern Illinois  
Williams Bros. Long Term Care Pharmacy  
Wipfli LLP

[Back to  
Cover](#)

[Back to  
Agenda](#)



# CONTINUING Education

## Tracks

For your convenience, sessions are organized in educational tracks distributed throughout the convention. However, it is not mandatory to stay within a specific discipline – you are welcome to attend any session.

### Code Reference

ACT	Activities
ADM	Administrators/Owners
AL	Assisted Living
BIZ	Business and Front Office
CNA	Nursing Assistants
CC	Culture Change
DIET	Dietary
MULTI	Multi-Disciplinary
NUR	Nursing
DD	ID/DD Services
SS	Social Services
SUP	Department Supervisors
THER	Therapies



## Continuing Education Information

Continuing education credits have been submitted for approval for the following disciplines:

Nursing Home Administrators

Licensed Nurses

Licensed Social Workers

Registered/Licensed Dietitians; Dietary Managers

Physical Therapists/Physical Therapy Assistants

QIDPs

Certified Public Accountants

Individuals seeking approval for all other professional licenses or certifications must file independently with their licensing or certification body. IHCA staff will provide any needed assistance to help you with the process.



# Tuesday, September 10

9 – 11 a.m. (2 CEs)

## Opening General Session

Keynote presentation sponsored by Omnicare, A CVS Company



Track MULTI



As a sales person, travel was a key requirement of Vallie Smith Collins' job. As a result, Vallie was a passenger on US Airways Flight 1549 that landed in New York's Hudson River on January 15, 2009. Vallie shares the details of her experience during the flight and rescue of the event that has become known as the "Miracle on the Hudson" in the hope that the experience will inspire and motivate all to treasure each day because "every day is a lucky day!"

## IHCA Presentations

Prior to the keynote address, the winners of the IHCA Excellence Award for Long Term Care Centers, Associate Member of the Year Award and Voice of Senior Care Awards will be announced. In addition, the 2019 class of the Illinois Leaders Program will be recognized.

11 a.m. – 1:30 p.m.

## Expo and Complimentary Lunch ... and CEs

While browsing through the expo and eating lunch, you can also earn CEs! Just stop by the designated booths, read the educational materials and take the tests. Turn in the completed tests to the convention registration desk located at the entrance to the expo and have your badge scanned for CE credit. NOTE: You MUST visit at least four different booths and turn in four completed tests to receive one CE. There will be different booths each day, so you can earn up to two CEs!

1:30 – 3 p.m. (1.5 CEs)

## Finance Function Dysfunction: Assessing and Improving Your Financial Operations

Jeff Heitgerd, CPA, CliftonLarsonAllen LLP

Amanda Vallero, CPA, CliftonLarsonAllen LLP

Track BIZ, ADM

Turnover. Questionable internal controls. Bad data. Slow and manual processes. Tons of Excel schedules. Late financials... or none at all. Any of these sound familiar? Often these pain points are really symptoms of deeper challenges within an organization's finance function. In this case-study based session, learn about a holistic approach you can take to assess the processes, controls, systems and structure your finance function uses to operate, and how to develop a road-map to get you from today's challenges to the high-performing finance function of your future.

[Back to Cover](#)

[Back to Agenda](#)

### **Improve Center Outcomes: Fall Risk Management for the Older Adult with Cognitive Impairment**

**Jordan Bowman, SLP, Genesis Rehab Services**

**Pearly Mathew, SLP, Genesis Rehab Services**

*Track THER, NUR*

There is a growing demand for effective and consistent fall risk management for older adults with cognitive impairment residing in long term care centers. This session will examine how interprofessional practice, including center specific fall risk initiatives, will reduce falls, improve patient care and improve center outcomes for your long term care organization.

### **Building a Compliance Program in Long Term Care**

**Tracey Jenkins, MHI, RHIA, Carlin & Associates, LTD**

**Doris Perry, RHIT, Carlin & Associates, LTD**

*Track ADM, DD*

Do you have a compliance program? Has your compliance officer received proper training? Have you allocated sufficient resources toward your compliance program? Compliance is a mandatory program for all organizations that participate in CMS Medicare and/or Medicaid as well as most insurance. Adhering to all applicable laws, regulations and standards is part of living in this world. However, health care organizations are held to a higher standard, aren't we?

### **Dementia Staging: Quality Implications for Patients and Providers**

**Corrie Dyson, MS, CCC-SLP, TMC**

*Track MULTI*

Appropriately utilizing staging tools for residents with dementia is vital to promoting quality of life for residents and job satisfaction for team members. For residents, ability-focused staging allows the maximization of abilities and independence in ADLs and communication, contributing to improved quality of life. For care providers, staging empowers team members to have meaningful interactions with each resident, increasing job satisfaction and easing the burden of care. In addition to the obvious human benefits, utilizing staging tools can contribute to regulatory compliance with the IMPACT Act, annual surveys and quality measures as well as reimbursement implications in PDPM. With the "silver wave" headed our way, now more than ever providers should be experts in caring for those living with dementia.

### **ICD-10 Power to the People**

**Caryn Adams, RN, MSN, RAC-CT, AHIMA Approved ICD-10 Trainer, Wipfli LLP**

*Track NUR*

While ICD-10 has been a part of our profession for the last several years, the profession in general has not done as well as it should have following coding conventions and guidelines. Prior to the Patient-Driven Payment Model (PDPM), reimbursement was not contingent on diagnosis coding. This will all change October 1, 2019. It is imperative for staff to understand the relationship between coding and reimbursement. This session will help you have the power to achieve maximum reimbursement.

### **Restaurant Style Dining: The Facts of the Matter**

**Reynold Landry, IC CDM/CFPP CFSP, Advanced Dietary Consulting Service**

*Track DIET*

This session will provide tips to create a true restaurant-style culture in your facility. To give good restaurant-style dining, you must first learn what true restaurant dining is. We will discuss what it is and also learn ways to change the culture of your facilities dining practices. You will be given 10 successful keys to implementing and maintaining restaurant-style culture that will give you a highly competitive marketing edge in your profession.

[Back to Cover](#)

[Back to Agenda](#)



## Practical Ways to Involve All Staff in Activities

**Rachelle Blough, CTRS, CADDCT, Rachelle Blough, Ltd.**

*Track ACT*

In this interactive session best practices will be reviewed that will provide practical and specific ways to engage ALL staff to help with activities. Through discussion, videos, role play and examples shared, the participant will leave re-energized with resources to take their enrichment offerings to the next level.

## Preparing for PDPM: Do You Have the Data Necessary to Survive?

**Anthony Lafen, Consonus Healthcare**

*Track ADM*

There have been two fundamental shifts in health care reimbursement over the past five decades. The adoption of the DRG system in the early 80s and the introduction of PPS in the 90s. Both of these dwindled the overall number of providers. While it was not the government's intent to put providers out of business, many operators were unable to adapt to the new model and were forced to close their doors. The pending change from a RUG-based model to the Patient-Driven Payment Model (PDPM) will constitute the third and possibly the most disruptive change in payment reform. The real impact of this new model will be about payment accuracy. As we know, most MDS coordinators are not certified coders, and SNFs do not generally employ coders. Understanding the proper ICD-10 will be critical. Get it wrong, and your payment could be too low and the SNF may not get its costs covered. By deploying an evidence-based practice, you can avoid overutilization or underutilization. While it may be tempting to seek out more complex patients, maintaining a proper patient mix will be critical. By balancing the optimal types of patients with solidified documentation best practices, you will begin to excel at specialization - such as COPD, CHF or knee replacements – and will be rewarded. Join this session to learn about the crucial elements you will need to monitor in order to survive.

## Navigating the Changing Managed Care Landscape: Updates for 2019

**Neville Bilimoria, JD, Duane Morris LLP**

*Track ADM*

Think you know the law with regard to Medicaid Managed Care? Recent changes to policy and regulations in Illinois may require your attention for the benefit of your facility and contracting with Medicaid Managed Care Organizations. Knowing the political climate, as well as the proper contractual and legal requirements in Illinois is essential to securing efficient Medicaid Managed Care reimbursement for facilities. In addition to Medicaid, managed care tactics and recoupment measures generally are on the rise for health care providers. Knowing the managed care reimbursement recoupment landscape is critical.

## Self-Advocacy Matters!

**Krescene Beck, BS, QID, LNHA, Blue Tower Solutions, Inc.**

*Track DD*

This session will teach you what self-advocacy is and why it matters. We will also discuss how to make little changes that lead to big results in the lives of people with disabilities at your agency/organization including the power of power, shifting the power, opportunities for people power and creating a culture of advocacy.



[Back to Cover](#)

[Back to Agenda](#)

**3 – 5 p.m. (1.5 CEs)**

**Litigation Killers: When a Good Case Goes Bad**

**Michael Airdo, JD, Kopon Airdo, LLC**

**Mollie Werwas, JD, Kopon Airdo, LLC**

*Track BIZ, ADM*

For nursing home defense counsel, there is no more challenging case than when the facts are on the facility's side, but some other issue makes the case unwinnable. This session will focus on a wide variety of common mishaps that occur at residential care facilities that take an otherwise defensible case and turn it into a problematic and costly case. Examples that will be provided include, but are not limited to: (1) Gaps in treatment records and other charting mistakes; (2) Failing to consistently chart repositioning of a resident that is at risk for skin breakdown; (3) Registered nurse being ill-prepared for the deposition, therefore providing poor testimony; (4) Failing to produce important, relevant documents to counsel that are "found" later in the case and are required to be produced for opposing counsel.

**Feelin' Groovy: It Doesn't Just Happen**

**Dee Mayfield, Certified Alzheimer's Disease and Dementia Care Trainer - Certified Dementia Practitioner, Mayfield Health Care Seminars**

*Track CNA, NUR*

This session is what the "Me Generation" is all about - taking care of yourself, the caregiver. Let's face it, hands-on caregiving can be rewarding AND challenging. It takes extra reserves of energy to "go with the flow" and "make the world a better place" for you and me as well as those in our care. We'll take a look at choices, habits and skills that help us maintain or improve health and energy when we use them and work against us if we don't. By making a few more good choices we can better manage our health and recover from our energy-draining moments quicker. Let's get together and learn more about "Feelin' Groovy, Baby!"

**Connecting the Dots for Skilled Nursing Facility Value-Based Purchasing (VBP)**

**Joan McCarthy, MJ, LNHA, RAC-CT, RSM US**

*Track MULTI*

In 2018 SNFs learned how the readmission penalties affected their financial outcomes. The SNF VBP requirements affect quality, compliance and financial outcomes. This means both financial and clinical managers and staff need to understand the basics of the SNF Readmission Measure (SNF VBP) and the rate changes that result from those hospital readmissions. We will connect the dots between the clinical requirements and the financial outcomes.

**Innovative Service Delivery Systems for Adults with a Serious Mental Illness**

**Nick Lynn, JD, RPh, Duane Morris LLP**

**Rajeev Kumar, MD, Symbria**

*Track ADM*

Since the late 1970s and early 1980s, the state of Illinois has ignored the fundamental issue of a mental health system that provides timely access to mental health care services for every resident who needs it. In November 2018, the Centers for Medicare and Medicaid Services (CMS) announced opportunities to design innovative service delivery systems for adults with serious mental illnesses (SMI) who are receiving medical assistance. This session will discuss the 21st Century Cures Act, CMS' letter to state Medicaid directors regarding the Act and opportunities for skilled nursing facilities to provide services for adults with an SMI.

[Back to Cover](#)

[Back to Agenda](#)

## What's an Infection Preventionist To Do? Review of the New Role in Action

**Stacy Gordon, RN, MS, RAC-CT, Telligen**

*Track NUR*

Phase 3 of the Centers for Medicare and Medicaid Services (CMS) Requirements of Participation go into effect on November 28 of this year. One of those requirements is to designate an infection preventionist. In this session, how this role functions with consideration for your Infection Prevention and Control Plan and Antibiotic Stewardship will be reviewed. A case study involving a urinary tract infection will be discussed.

## Competencies for Food Service Employees

**Amy Bollam, RDN, LD MPS, Health Technologies**

*Track DIET*

Food service workers play an important role in community operations. One food service worker has the ability to touch each resident up to three times a day during breakfast, lunch and dinner. For this reason, food service workers must meet important competency requirements to ensure proper safety and sanitation.

## There is Always a Way: Connecting with Residents of Varying Ability Levels

**Rachelle Blough, CTRS, CADDCT, CDP, Rachelle Blough, Ltd.**

*Track ACT*

In this session we will review programs, concepts and techniques to connect with residents at varying ability levels. Through sensitivity exercises, role play and media clips the presenter will engage the participants. At the completion of this session the participant will have several examples of ideas of programs, resources and tools to use to improve the connections with their residents.

## Hearing Voices that are Distressing: A Simulation Experience

**Shannon Benaitis, PHR, QIDP, Albatross Training Solutions**

**Christine Ziemba, QIDP, Clearbrook**

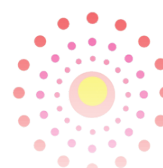
*Track DD*

**NOTE: Due to equipment numbers, this session is limited to 40 participants! It is being offered again on Wednesday at 8 a.m. and 3 p.m.**

Hearing Voices that are Distressing is an experiential workshop in which participants wear headphones to listen to a specially-designed digital recording developed by a person who hears voices. During this simulated experience, participants will complete a series of tasks including social interaction in the community, a psychiatric intake interview, cognitive testing and an activities group, all in mock day program and community settings. The simulation exercise will be followed by a group discussion about what participants experienced and how you can use your new insights to benefit individuals you support who have mental illness, IDD and/or hear voices. The workshop also includes a thorough overview of the symptoms of schizophrenia, as well as information on the challenges of treating individuals with schizophrenia. Special attention is paid to dual diagnosis of intellectual and developmental disabilities and mental illness.

[Back to Cover](#)

[Back to Agenda](#)





### **Medical Marijuana in Illinois: A Changing Green Landscape**

**Neville Bilimoria, JD, Duane Morris LLP**

*Track ADM, DD*

Thirty-three states currently have laws legalizing the use of medical marijuana in some form. Other states will soon join legalizing medical marijuana after recently passing measures permitting use of medical marijuana or recreational marijuana. In 2019 there are 10 states and the District of Columbia that legalized recreational use of marijuana. Are you ready for this growing area of medicine? Do you know the difference between CBD and THC? What should you know about marijuana use in your facility by residents and even health care workers? Illinois medical marijuana is coming in line with other states, but the path has been tricky. This session will discuss this important law, the landscape of medical marijuana and how it will effect health care providers, nursing home residents and laws concerning employment of your staff.

### **Leading, Managing and Motivating to Achieve Quality Outcomes**

**David King, MSW, LTC Support Services**

*Track DD*

In this session, participants will hear about key components of leading, managing and motivating staff to achieve quality outcomes. Specific components of leadership will be reviewed and applied to management processes that positively contribute to quality outcomes. The session will detail aspects of leadership and management that influence and promote staff retention, teamwork, accountability, problem-solving, initiative and most of all, compassionate and professional care of individuals. The session will solicit input from participants and provide concrete examples of how to put the above concepts into practice.

**5:30 p.m.**

**7th Annual Oksnevad 5K Run/1 Mile Walk**

**6:30 p.m.**

**Kickoff Block Party**

**East Adams Street**

Join us on East Adams Street in front of the BOS Center, President Abraham Lincoln Springfield DoubleTree and Wyndham City Centre for an evening of fun and food while networking with old and new friends!



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# Wednesday, September 11

**7:30 – 10 a.m. (1.5 CEs)**

## **Ovations: A Celebration of Long Term Care Nurses**

*Track MULTI*

**Keynote presentation sponsored in part by Critical Care Pharmacy**



Terry Foster began his nursing career in 1977 as an LPN graduate of Booth Memorial Hospital School of Practical Nursing in Covington, Kentucky. After working for 5 years as an LPN in the ED and ICU he received his RN diploma from The Christ Hospital School of Nursing, Cincinnati, and in 1997 received his Master's degree in Critical-Care and Trauma Nursing from the University of Cincinnati College of Nursing and Health. He has held positions of volunteer, ward clerk, staff nurse, charge nurse, critical-care instructor, clinical director and night supervisor, at both the Mercy Hospitals of Cincinnati, Ohio and St. Elizabeth Medical Center in northern Kentucky. His primary areas of nursing experience have always been in the Emergency Department and Critical-Care Units.

Nationally he is a well-known and sought-after speaker on nursing humor. As a part-time stand-up comic, Terry has also performed at the Las Vegas Caesar's Palace, Atlantic City's Trump Tower and local comedy venues in the greater Cincinnati area. In 2010, Terry played himself on an episode of The Learning Channel's national cable TV program "Untold Stories of the ER," the first nurse to ever be featured on this physician-based show.

Since 1998, Terry has been the Critical-Care Clinical Nurse Specialist in the Emergency Department at St. Elizabeth Medical Center in Edgewood, Kentucky, having been continuously employed in this five-hospital system since 1975.

The keynote address will be followed by the presentation of the 2019 LTCNA Nursing Awards.

## **8 a.m. – 5 p.m. (7 CEs)**

### **Alzheimer's and Dementia Training**

**Dee Mayfield, CDDACT, Mayfield Health Care Seminars**

*Track MULTI*

\*Pre-registration is required to attend this session. Class size is limited to 50!

The Alzheimer's and Dementia Training is a pre-requisite for anyone who would like to be a certified dementia practitioner with the National Council of Certified Dementia Practitioners. This session is interactive and covers the following topics: Introduction to dementia and Alzheimer's disease, communications, feelings and repetitive issues, activities, spiritual needs, sexuality and end of life. Participants must stay the entire day to receive certification for the seminar and application to NCCDP.

Note: This session should satisfy IDPH requirements for training for certified Alzheimer's Units.

[Back to Cover](#)

[Back to Agenda](#)

**8 – 9:30 a.m. (1.5 CEs)**

**Effectively Address the Top Fire/Life Safety Code Findings**

**Lamar Davis, Certified Healthcare Facilities Manager, Certified Healthcare Safety Professional, Certified Healthcare Constructor, Facility Safety Services, Inc.**

*Track ENV, ADM, DD*

In this session we will discuss what the top fire/life safety code findings have been across the country as well as in Illinois. Attendees will be given affordable and cost-effective solutions for compliance.

**Hot Topics and Trends in Assisted Living: Increased Liability for Assisted Living Facilities and SLFs**

**Neville Bilimoria, JD, BA, Duane Morris LLP**

*Track AL*

Are you up to date on the latest trends and happenings in assisted living? Keeping pace with technology and new facilities can be daunting, and understanding these trends can help you improve operations. Make no mistake about it, assisted living facility lawsuits are on the rise, and Illinois is no exception. Plaintiff attorneys have focused their attention on assisted living as the next “nursing home” lawsuit boom. Along with recent trends, understanding the current liability climate in assisted living today is important for everyday operation and long term viability.

**Guardianship: When is It Necessary and What Legal Obligations Does a Facility Have to Obtain One for a Resident?**

**Brian Stines, JD, Vanek, Larson & Kolb, LLC**

*Track ADM, DD*

Invariably we all encounter a situation where a resident admits to a facility and they either do not have any family members listed as contacts or the numbers and addresses they do have are expired. What happens if the resident’s mental or physical status deteriorates to the point they are no longer able to make decisions for themselves? Look to the Power of Attorney, right? What obligations does a facility have when no Power of Attorney is on file and all of those family contacts turn up empty? In this interactive session you will learn not only about the guardianship process from beginning to end, but also what steps a facility is legally obligated to take in order to be fully compliant with the Illinois Nursing Home Care Act.

**Workers’ Compensation Basics**

**Lori Beers, AIC, MS EdM, NHRMA**

*Track SUP, DD*

This session will provide the basics that owners and supervisors need to know about workers’ compensation law and discuss their legal rights and responsibilities as well as those of their employees. We will also discuss how to effectively monitor a claim from the employer’s perspective and what to expect from their workers’ compensation adjuster. Supervisors will be given tips they can use daily when speaking to injured employees regarding restricted work, medications and medical appointments. Case studies will be presented that include injuries specific to the health care field discussing why the claims are compensable under the laws in the state of Illinois.

[Back to Cover](#)

[Back to Agenda](#)



## What's in it for Me? Developing Effective Educational Programs Beyond the Traditional In-Service Format

**Josanna Enriquez, MSN, RN-BC, NE-BC, CNL, CIC, CDONA, CADDCT, Lifespace Communities**

*Track NUR*

With the ever-changing long term care landscape, there is a consistent demand for educational programs to maintain competency and comply with regulatory requirements. Team members can get overwhelmed with the amount of information they need to learn and often ask the question, "What's in it for me?" As we deliver in-service programs in our current settings, are we truly keeping our team members engaged and contributing to their professional growth? In this session, we will explore the pitfalls to avoid in developing effective educational programs and what strategies we can employ to enhance the learning experience.

## Zero to Hero: Principles to a Zero Deficient Survey

**Reynold Landry, IC CDM/CFPP CFSP, Advanced Dietary Consulting Service**

*Track DIET*

This session is targeted to every dietary manager who is sick and tired of not having control over their survey but wants to take back control over their survey outcome. We will discuss how to create a "wow" factor in your kitchen that no surveyor can deny. You will also learn proven skills and strategies that will prepare you for your next survey and empower you and your staff to overcome the impossible and make a zero-deficiency survey probable.

## Communication Challenges and Strategies for Helping People with Dementia

**Karla Belzer, MS, CTRS, University of Illinois Extension**

**Chelsey Byers-Gerstenecker, MS CTRS, University of Illinois Extension**

*Track ACT*

When working with individuals who experience dementia, communication can be very difficult as the disease advances. Forgetfulness, agitation, repetition and mood fluctuations can make care stressful and frustrating. This session will feature common communication problems caused by Alzheimer's disease and other dementias and review strategies for better interactions.

## Social Media in the Nursing Home: A Legal Perspective

**Michael Airdo, JD, Kopon Airdo, LLC**

**Mollie Werwas, JD, Kopon Airdo, LLC**

*Track MULTI, DD*

As social media plays an ever-increasing role in our daily lives, entities providing residential care must be cognizant of employees' use of social media in ways that impact the dignity and privacy of residents, while also respecting the rights of employees. This session is designed to address the use of social media by both the facility and its employees, and to highlight the potential risks and pitfalls of sharing information through these mediums. It will also include practical advice for developing social media policies that balance the interests of the facility, its residents and its employees.

## The Daily Grind: Your 24-Hour Clock

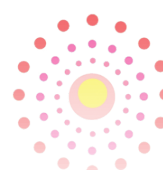
**Barbee Bancroft, RN, MSN, CPP Associates Inc**

*Track NUR*

The Daily Grind discusses biological rhythms and how they influence our physical health and mental well-being. Are you a lark, an owl or a hummingbird? What time of day is the best time of day to argue with your boss? What is the most common time of day for various symptoms to occur with respiratory diseases, acute coronary syndromes and pain syndromes? How can we, as health care professionals "use" the body clock to treat patients? How does shift work influence physical health, mental well-being and job satisfaction?

[Back to Cover](#)

[Back to Agenda](#)



### **Hearing Voices that are Distressing: A Simulation Experience**

**Shannon Benaitis, PHR, QIDP, Albatross Training Solutions**

**Christine Ziemba, QIDP, Clearbrook**

*Track DD*

**NOTE: Due to equipment numbers, this session is limited to 40 participants! It is also being offered on Tuesday at 3:30 p.m. and Wednesday at 3 p.m.**

Hearing Voices that are Distressing is an experiential workshop in which participants wear headphones to listen to a specially-designed digital recording developed by a person who hears voices. During this simulated experience, participants will complete a series of tasks including social interaction in the community, a psychiatric intake interview, cognitive testing and an activities group, all in mock day program and community settings. The simulation exercise will be followed by a group discussion about what participants experienced and how you can use your new insights to benefit individuals you support who have mental illness, IDD and/or hear voices. The workshop also includes a thorough overview of the symptoms of schizophrenia, as well as information on the challenges of treating individuals with schizophrenia. Special attention is paid to dual diagnosis of intellectual and developmental disabilities and mental illness.

### **10 - 11:30 a.m. (1.5 CEs)**

#### **OSHA Update**

**Brian Bothast, U.S. Dept of Labor/OSHA**

*Track ENV, ADM, DD*

This session will address the safety and health programs OSHA inspectors will review during site specific targeted inspections and OSHA's current emphasis programs. We will also discuss common OSHA violations in the profession.

#### **Are You Ready for Your Assisted Living Survey?**

**Lynda Kovarik, RN, SPSA, IDPH - Division of Assisted Living**

*Track AL*

This session will discuss the processes of an annual and complaint survey for assisted living organizations.

#### **I Heard It Through the Grapevine**

**Denise Spihlman, MSW, CDP, LCSW, PRSD, Outcome Services of Illinois**

*Track SS*

Today in long term care we hear so many stories about regulations and surveys in other facilities that it is hard to know what is fact and what is fiction. Who has time for this? Most of us in social service today are struggling to get MDS interviews done, working to keep our residents and families happy and do everything else that we are expected to do. YIKES! It can be an almost impossible task. What you need is "Just the Facts." What do I need to do to stay in compliance, what are the new regulations out there and what are surveyors focusing on? "I Want to Hold your Hand" is what we will do through this session and give you the information and the tools you need to make you say "I'm a Believer."

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## **PDPM: A World Where Nursing and Therapy are the Unlikely Heroes**

**Elisa Bovee, MS, OTR/L, HealthPRO Heritage**

*Track THER, NUR*

What if the silver lining for PDPM is a more collaborative partnership between nursing and therapy? This session will focus on how very unique interdisciplinary initiatives can ultimately drive PDPM success! Focus will be on “Complementary Clinical Programming” – that can be implemented today – to optimize care coordination, documentation and coding practices that will serve to best prepare your team for PDPM. Amidst an almost crippling nursing shortage – PDPM will put exponential pressure on nursing. And while therapy has traditionally relied on nursing documentation to support rehab-driven reimbursement, this trend will reverse under PDPM. This discussion promises to redefine what it means to succeed under PDPM and shine a new SPOTLIGHT on what you should expect from your therapy team in 2019 and beyond! Join us for an interactive, provocative and energetic dialogue on the many changes and challenges on the horizon. Be inspired by a solutions-oriented approach to: reducing stress on nursing; driving performance outcomes for ongoing initiatives (e.g.: VBP, QAPI, QRP); optimizing PDPM-related processes (e.g.: coding, documentation) – to ultimately impact your facility’s bottom line.

## **Peace, Love and Quality Reimbursement**

**Caryn Adam, RN, MSN, RAC-CT, AHIMA Approved ICD-10 Trainer, Wipfli LLP**

*Track NUR*

In 2017, CMS began looking at a way to pay nursing facilities to eliminate some of the ongoing concerns about therapy utilization and costs that affect resident care. CMS is looking to change the SNF reimbursement system from the present RUG-based payment to the PDPM. This includes five different components of care (PT, OT, SLP, NTA and Nursing) that will affect payment. We will discuss these changes and the ramifications to your facility.

## **MIND Diet: Improving Outcomes Through Nutrition**

**Kymberly Wroble, RD, LD, CPT, Gordon Food Service**

*Track DIET*

It is estimated that more than 28 million baby boomers will develop Alzheimer’s Disease. Thus, the relationship between nutritional habits and cognitive health is receiving special attention. Attend this session to learn about promising treatments that may delay or prevent the disease as well as understand what pieces of information you can trust.

## **Becoming Joyful: Laughter, Dance, Drama, Drumming, Conducting and More!**

**Rita Lopienski, MA, RMT, CAC, ADC, AC-BC, Plymouth Place Senior Living**

*Track ACT*

Laughter makes us feel good, releases anxiety, lifts us up and makes life worth living. Learn to connect through creative experiences that are joyful, playful and fun. Expressive arts can do this with therapeutic healing powers that promote emotional and physical well-being, personal growth, creative expression and self-empowerment, and also help connect people to themselves and each other. It becomes a bridge across language, culture, religion, class, race, illness and age. Included are laughter yoga, dance, drumming, conducting, acting and song writing.

[Back to Cover](#)

[Back to Agenda](#)



### **Six Root Cause Analysis Tools for Performance Improvement**

**Lisa Bridwell, BA, Telligen**

*Track MULTI*

Selecting the right method/tool for root cause analysis is critical to the successful implementation of QAPI. QAPI challenges nursing home staff to pursue quality by evaluating the care and services they provide and proactively addressing performance weaknesses. Performance Improvement Project (PIP) team members are challenged to improve a process or prevent an adverse event, but to do so they must correctly identify the problem. Finding the true root cause requires an effective and deliberate analysis by the PIP team. This interactive session will discuss the purpose and common challenges of root cause analysis and demonstrate how PIP teams can use six performance improvement tools to effectively identify the problem and its causes.

### **Recognizing and Treating Heart Failure**

**Barbee Bancroft, RN, MSN, CPP Associates, Inc**

*Track NUR*

This session will discuss the causes of heart failure, the signs and symptoms of heart failure and the treatment of heart failure. It will focus on nursing evaluation and assessment as well as understanding the various treatment modalities used today. We will also discuss how to prevent frequent readmissions to the hospital for heart failure patients.

### **Environmental Considerations and Their Effect on Behavior and Behavioral Strategies**

**Gary Strange, BCBA, Visions LLC**

*Track DD*

This session will discuss the concepts of reinforcement and how reinforcement works to change behavior. It will focus on individual environments, both living and work, and their influence on the availability, effect, frequency and quality of reinforcement.

### **11:30 a.m. – 1 p.m.**

#### **Expo and Complimentary Lunch ... and CEs**

While browsing through the expo and eating lunch, you can also earn CEs! Just stop by the designated booths, read the educational materials and take the tests. Turn in the completed tests to the convention registration desk located at the entrance to the expo and have your badge scanned for CE credit. NOTE: You MUST visit at least four unique booths and turn in four completed tests to receive one CE. There will be different booths each day, so you can earn up to two CEs!

### **1 - 2:30 p.m. (1.5 CEs)**

#### **Reducing Infectious Disease Risk: Role of Environmental Services in Protecting Residents and Staff**

**Elizabeth McCall, B.Ch.E.; M.Ch.E, Ecolab**

*Track ENV, ADM, DD*

This session will provide an overview of three of the major infectious disease risks impacting long term care. Content will cover prevention and response strategies to outbreaks of norovirus, influenza and Clostridium difficile infection (CDI). Participants will learn the most up-to-date information on infectious disease trends associated with these three microorganisms and will also leave with implementable strategies to reduce these infectious disease risks that are reasonably likely to occur in long term care settings.

## **Congratulations! You've Launched a New Website: Now What?**

**Nicole Wagner, BA, Stevens & Tate Marketing**

*Track AL*

Your website is essential to attracting new prospects and for providing valuable and relevant information to decision makers. However, if it does not perform then you are not going to end up getting the ROI that you should. And just because you've recently launched your website doesn't mean that you can't continue to improve it over time. An effective website is one that is constantly monitored so that you can make adjustments to your site as needed to improve its performance. This session will discuss key website elements to focus your improvement efforts on including evolving your brand message, strengthening your SEO and social media efforts and enhancing conversion points for optimal results.

## **Patient Driven Payment Model: Prepare and Prevail!**

**Karolee Alexander, RN, RAC-CT, Pathway Health Services, Inc.**

*Track ADM*

CMS has published the final rule for SNF Medicare Part A reimbursement for FY 2020. The Patient-Driven Payment Model (PDPM) will replace the current RUG-IV classification system. Leaders have a brief time to learn about this dramatic change and make systems changes to successfully implement the new payment classification system. In this interactive class, participants will learn the mechanics of the PDPM classification system and will leave class with an actionable plan for their facility.

## **Managing and Preventing Sepsis: The Nurses' Role**

**Michelle Stuercke, RN, BSN, ND, MSN, MPH, LNHA, Transitional Care Management**

*Track NUR*

During this session the participants will learn ways for the nursing team to identify sepsis early, put steps in place to prevent sepsis and treat sepsis in the facility without an unnecessary transfer to the hospital.

## **Revitalize Your Restorative Nursing Program for Positive Outcomes, Compliance and Reimbursement**

**Susan LaGrange, RN, BSN, NHA, CDONA, FACDONA, CIMT, Pathway Health Services, Inc.**

*Track NUR*

A well-planned restorative nursing program is vital! Providing a good assessment process, identification of person-centered goals and consistent implementation is essential in providing a program to avoid resident decline and promote quality of care. Join us for this fast-paced, information-packed session that will provide user-friendly strategies for success!

## **What You Don't See ...**

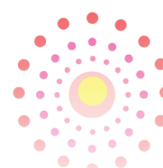
**Reynold Landry, IC CDM/CFPP CFSP, Advanced Dietary Consulting Service**

*Track DIET*

What you don't see will definitely open your eyes to what can happen when you fail to recognize how bacteria and viruses can wreak havoc on our bodies and lives if you do not observe good food handling principles and take safe cooking standards and food handling standards seriously.

[Back to Cover](#)

[Back to Agenda](#)



### **Lean on Me**

**Kimberly Jornd, CTRS, CDP, CADDCT, Outcome Services of Illinois**

*Track ACT*

This session will focus on programming for those individuals that can no longer participate in large groups due to cognitive deficits and/or poor attention span. An overview will be provided for determining who those individuals are as well as types of sensory activities and communication techniques that can be utilized.

### **IHCA Annual Business Meeting, NF/AL Constituency Meeting and Regulatory Update**

*Track ADM*

### **What About a Service Dog? Helping Individuals and Their Families Decide**

**Shannon Benaitis, PHR, QIDP, Albatross Training Solutions**

*Track MULTI, DD*

Gordon, my service dog, is a mobility support animal who assists me with balance, walking and momentum. I have lupus and experience bouts of dizziness, extreme fatigue and occasional falls. When I brought Gordon home in March of 2015, I became "The Service Dog Information Desk." At the time, I was the director of staff training for a large IDD services agency, and many case managers reached out to me to ask the questions that the families they supported were asking them about service dogs. Coworkers asked similar questions because people in their families were considering getting a service dog. Strangers stopped me in stores and in airports asking who trained him, how long did it take, do I think that Gordon could do this thing or that thing? I didn't mind all the questions. The people who trained Gordon had prepared me to be an ambassador of sorts. In fact, it helped me realize how much I had learned during the application, training and acclimation process with Gordon. But I got so many of the same questions over and over that I decided to create a training session. The information in this session can easily be adapted if you're supporting adults who live independently rather than families. Anyone considering a service dog should be guided through this process.

### **The Center's Annual Business Meeting and ID/DD Constituency Meeting**

*Track DD*

### **3 - 4:30 p.m. (1.5 CEs)**

#### **When Bed Bugs Became Part of Your Job Description**

**Sara McGuire, MS, BCE, Smithereen Pest Management**

*Track ENV, ADM, DD*

It is critical that you become a bed bug expert in your facility. Knowing not only the biology of this pest but developing protocols and making sure they are carried out will protect your institution from litigation and a bad reputation, and create a better environment for your clients and employees.

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## Step off the Occupancy Roller Coaster

**Jennifer Knecht, Immanuel Senior Living**

*Track AL*

Stop chasing the peaks and valleys of being at full capacity one day and worrying about three openings the next month or the new competitor coming this quarter. Today's dynamic world of senior living competition is fierce and pressure is high to hold your occupancy at 90+%. Learn how to leverage the power of true sales and take back control to create consistent occupancy. By combining insights and automation from your tracking system you can develop an aggressive community outreach program for referral partners and a commitment to true culture of sales. You will also alleviate highs and lows of your census roller coaster. This session will help you to conquer your stressed, sleepless nights and frazzling hair loss by finding the right system to keep your building full.

## The False Claims Act in the Wake of the Trump Administration

**Christopher Grohman, JD, Duane Morris LLP**

*Track ADM*

This session will focus on the way government investigations have changed in the long term care profession under the Trump Administration. We will compare and contrast how cases are investigated within the last few years as compared to the Obama Administration.

## Hearing Voices that are Distressing: A Simulation Experience

**Shannon Benaitis, PHR, QIDP, Albatross Training Solutions**

**Christine Ziembra, QIDP, Clearbrook**

*Track DD*

**NOTE: Due to equipment numbers, this session is limited to 40 participants! It is also being offered on Tuesday at 3:30 p.m. and Wednesday at 8 a.m.**

Hearing Voices that are Distressing is an experiential workshop in which participants wear headphones to listen to a specially-designed digital recording developed by a person who hears voices. During this simulated experience, participants will complete a series of tasks including social interaction in the community, a psychiatric intake interview, cognitive testing and an activities group, all in mock day program and community settings. The simulation exercise will be followed by a group discussion about what participants experienced and how you can use your new insights to benefit individuals you support who have mental illness, IDD and/or hear voices. The workshop also includes a thorough overview of the symptoms of schizophrenia, as well as information on the challenges of treating individuals with schizophrenia. Special attention is paid to dual diagnosis of intellectual and developmental disabilities and mental illness.

## Pain Management: Improving Pain Programming in Our Long Term Care Communities

**Wendy Underwood, COTA/L, TMC**

*Track NUR*

A comprehensive, collaborative approach to decreasing pain and opioid use with our long term care residents is the key to improving quality measures and their quality of life. The first step is identifying each individual's root cause of the pain and utilizing your pain management trained therapy and nursing teams to collaborate with the physician and resident. These individualized programs can utilize modalities, proper positioning in and out of bed, monitored weaning of meds and increasing mobility while at the same time focusing on the resident's reason for pain and psychosocial needs. This interdisciplinary approach will increase resident, family and staff engagement in decreasing painful episodes while improving your CASPER report measures.

[Back to Cover](#)

[Back to Agenda](#)

## The Art of Charting

**Reynold Landry, IC CDM/CFPP CFSP, Advanced Dietary Consulting Service**

*Track DIET*

There are many dietary managers who chart every day in their job but have never been formally trained on the art of charting. This session will discuss the ins and outs of charting and help you create a factual but comprehensive narrative of each resident's nutritional history and needs in a nutritional story form.

## Enhancing Person-Centered Care Through Technology

**Amy Johnson, CEO, LifeLoop**

*Track ACT*

This session will discuss in detail how integrating technology into community operations enhances the resident, family and staff experience. We will describe the benefits of successfully capturing and understanding resident behaviors and how technologies that facilitate with social connectedness can create independence for residents while also keeping families in the loop. During this session, be ready to discuss and examine why transitioning your community to more modern programs and applications can help with all aspects of care from resident engagement to community operations. Learn why it is important to set your community apart from the competition and prepare for the future.

## Medicare with Matt and Matt

**Matt Hartman, Illinois Health Care Association**

**Matt Werner, M Werner Consulting**

*Track ADM*

The session will present a comprehensive look at the state of the state of Medicaid in Illinois. We will discuss recent and pending statutory, regulatory and legal changes to the Medicaid program and offer feedback on how best to maneuver the various obstacles interwoven into the Illinois Medicaid system. Topline topics will include the expansion of managed care, Medicaid eligibility determinations, the state long term care budget and upcoming changes to the state's Medicaid reimbursement methodology.

## How Patient-Driven Payment Model (PDPM) Impacts ICD-10-CM Coding and Clinical Documentation

**Tracey Jenkins, RHIA, Carlin & Associates, LTD.**

**Doris Perry, RHIT, Carlin & Associates, LTD.**

*Track MULTI*

RUG-IV is on the way out and Patient-Driven Payment Model (PDPM) is coming October 1, 2019. ICD-10-CM coding and supporting clinical documentation are crucial to PDPM. Are your coders and clinicians ready? Diagnoses and the ICD-10-CM coding and sequencing thereof will become paramount to determine Medicare payments. The primary diagnosis will be used to classify each skilled resident into clinical categories. Other health conditions that significantly impact the resident's stay will also play a part in reimbursement for the resident's stay, so physician documentation will be crucial to support these diagnoses and resident care. Likewise, nursing documentation must be sufficient to accurately describe resident conditions and services provided.

## ID/DD Regulatory Update

*Track DD*

## 5 – 7 p.m.

## Board and Staff Meet and Mingle

[Back to Cover](#)

[Back to Agenda](#)

# Thursday, September 12

**8 - 9:30 a.m. (1.5 CEs)**

## **Continence Management: Improving B & B Programs in Our Long Term Care Communities**

**Wendy Underwood, COTA/L, TMC**

*Track THER, NUR*

A comprehensive, collaborative approach to decreasing episodes of incontinence in our long term care residents is the key to improving their quality of life. The first step is identifying each individual's reason for incontinence episodes and utilizing your incontinence trained therapy team to customize B & B programming upon discharge from skilled services. These individualized programs can be through Restorative Nursing Programs (RNPs) or Functional Maintenance Plans (FMPs) and provide easy to follow programs to improve your resident's continence, skin integrity and many other quality measures. This approach will increase resident, family and staff engagement in decreasing incontinence episodes while improving your CASPER report measures.

## **Using Documentation to Improve Quality of Care**

**Amy McCracken, JD, BSN, Duane Morris LLP**

*Track SUP*

Resident records should be thorough and complete to ensure continuity of care. But do you know what to include and what to leave out? This session will focus on areas that are expected to be targeted by IDPH and CMS over the coming year. Investigation and reporting of adverse events will also be discussed, because in the event of an adverse event, it is important to consider the potential for keeping the investigative process privileged, and charting in a way that does not give rise to regulatory or civil liability.

## **Cool, Calm, Collected and Healthy When the Pressure Is On**

**Martha Bryan, BA, Bryan & Bryan Associates**

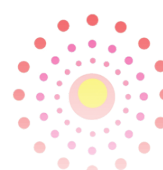
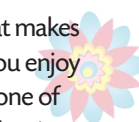
*Track MULTI, DD*

Imagine what your life would be like if you could deal with all time pressures and stressful situations in a way that makes you healthier, happier and more effective? Would you be a better parent, boss, worker or friend? And, would you enjoy your family, work and friends more? The ability to control your time and your reaction to stressful situations is one of the most powerful skills you can ever develop. This session will help identify the causes and effects of stress and assist you in developing the skills required to manage stress in your own life.

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**and Quality**

[Back to Cover](#)

[Back to Agenda](#)





## Reducing Medication Errors During Transition of Care from the Hospital to the SNF

**Angie Horlander, PharmD, Burgess Square Healthcare and Rehab Centre**

**Kristin Thrun, MBA, MPH, LNHA, Burgess Square Healthcare and Rehab Centre**

*Track NUR*

As part of a performance improvement project, Burgess Square Healthcare and Rehab Centre (BSHRC) conducted a pilot study in conjunction with a consultant pharmacist to reduce medication errors throughout the continuum of care for post-acute patients. Based on this pilot study, many opportunities for improvement were identified both on the hospital side and the SNF side. Based on these findings, BSHRC began partnering with local hospitals and practitioners to facilitate changes in processes to help reduce instances of these common errors. In addition, BSHRC engaged in cycles of evaluation and improvement to improve internal processes to reduce medication errors. Through these cycles of evaluation and improvement, BSHRC has been able to tie this PIP into other PIPs including fall prevention, reduction of re-hospitalization and improved regulatory compliance. During this session, we will present our pilot study, our findings, how we instituted processes within the facility and worked with local partners to improve processes and what facilities can do in the future to facilitate their own process improvements to reduce medication errors.

## Addressing Distress Through Meaningful Activities for Residents with Dementia

**Dusty Linn, LCSW, Dusty Linn Consulting, Inc.**

*Track ACT*

Activities provide a great deal of meaning and quality of life for residents. This is especially true when living with dementia. This session will discuss several special considerations that will make the activity program more successful for residents living with dementia while deterring distress and discomfort. Fun, interactive activities will be utilized to discuss topics such as Theme Kits, Spark of Life Club and the Montessori Method. This session provides specific examples of how to incorporate these types of activities into the everyday activity program.

## What's Hot in Employment Law? Stay Out of the Fire and Comply with 2019 Changes to Employment Laws

**Jennifer Long, JD, Duane Morris LLP**

*Track ADM, DD*

Have you updated your policies and procedures to comply with 2019 changes to state and federal employment laws? What's happening for employers under the new administration? What has the Department of Labor been up to? Do you understand your obligations to investigate harassment or discrimination complaints? Are you at risk for a class action based on your use of employee fingerprint or other biometric scans for security or records? What are the other "hot" topics for HR legal compliance? Learn what is new for 2019 in federal, state and local law and regulations governing employee relations, particularly now that the new administration is at its mid-point. Ensure you are prepared to legally deal with employees and applicants in the constantly changing context of labor and employment laws.

## Supporting the Dreams of the People We Serve: Why Person-Centered Planning Makes Sense

**Leanne Mull, QIDP, Blue Tower Solutions, Inc.**

*Track DD*

For all of the logistical questions that come in to play when the topic of person-centered planning comes up, the bottom line is it makes sense. The term person-centered planning has, in some cases, become just the social services buzz word of the month but the thought behind those words is powerful and, when done correctly, can be life changing. Isn't it time for real change? This session demonstrates the transformative power of a dream-centered life.

# peace Love and Quality

THURSDay  
September 12

**9:45 - 11:15 a.m. (1.5 CEs)**

## **Peace, Love and Leadership**

**Dee Mayfield, CDDCT, Mayfield Health Care Seminars**

**Mark Mayfield, CDP, Mayfield Health Care Seminars**

*Track SUP, DD*

Why are some shifts disorganized; why does conflict among team members disrupt service; and why are some shifts “the bomb” while others just bomb out? Shifts will not run like well-oiled machines until everyone knows their job and feels good about the important part they play on the team. Leaders set the tone as the shift starts. What are your expectations for great outcomes? Are you sharing them? In this session participants will discover the difference between supervisor/manager and leader, and we’ll discuss ways to empower and build your team members so that more shifts go well. Because leaders are only as good as the team that surrounds them and you have the power to transform so much.

## **What Living as a Resident Can Teach Long Term Care Staff**

**Leslie Pedtke, LNHA, King Management Company**

*Track MULTI*

What happens when real caregivers become “real” residents? How will their experiences change how they think about being a resident? How will the care they provide to residents change in the future? “Through the Looking Glass” is a program developed at Aviston Countryside Manor to teach empathy to our caregivers. Staff members moved into the nursing home, lived the role of a real diagnosis and accepted daily “challenges” our residents experience every day. From learning the importance of communicating more with residents to encouraging meaningful activities, the resulting insights of these caregivers sensitized other staff members – new and veteran – to practical and effective ways that they were able to immediately improve daily care to residents. This program became the culture of Aviston Countryside Manor and grew into an Elder Shadowing program that requires all newly hired staff to live with a resident for 24 hours before they are able to begin their new job.

## **Take This Job and Love It!**

**Martha Bryan, BA, Bryan & Bryan Associates**

*Track MULTI, DD*

George Bernard Shaw said, “A master in the art of living knows no sharp distinction between their work and their play, their labor and their leisure, their mind and their body, their education and their recreation . . . they simply pursue their vision of excellence through whatever they are doing and leave others to determine whether they are working or playing.” Because we manufacture ourselves through our work, each time we make a choice on the job we shape our identities, our inner feelings about who we are, our sense of self-worth and our relationships with others. This session is about discovering the hidden truths about our life and how we can move from simply surviving our work to mastering the art of living through our work.

## **Infection Prevention and Control: Beyond Phase 3**

**Karen Sautbine, RN, MSN, NHA, Wipfli LLP**

*Track NUR*

Phase 3 implementation will be in effect as of November 28, 2019. The roles of the Infection Preventionist (IP) and Infection Prevention and Control responsibilities have been identified in phases 1 and 2. Phase 3 adds additional expectations for the IP role and defines additional responsibilities in the areas of education and quality assurance. Join this session to learn how to have an effective Infection Prevention and Control program to ensure regulatory compliance, optimal resident outcomes and improved reimbursement.

[Back to  
Cover](#)

[Back to  
Agenda](#)

### **Body Language: Non-Verbal Communication in the Workplace**

**Jeanne Sexson, BA, MA, je Sexson Enterprises**

*Track ACT*

Body language can reveal more of what someone is thinking/feeling than the words they use. Therefore, by recognizing body signals we are in a better position to guide a conversation/situation to a more positive conclusion. This session will address why body language is so powerful, how to analyze body language, what to look for in body signals, body language to avoid, how male and female body language differs and "reading" resident body language. Upbeat and very practical, participants can immediately begin to use their new insight with their residents, resident families and facility staff.

### **Responding to #MeToo: A Practical Look at Updating Your Anti-Harassment and Other Non-Discrimination Policies and Investigative Procedures**

**Jennifer Long, JD, Duane Morris LLP**

*Track ADM, DD*

As a result of the courageous #MeToo silence-breakers, all employers can expect more employees to speak up when they experience, witness or otherwise become aware of sexually harassing or other forms of harassing, discriminatory, or retaliatory behaviors. To do what is right by employees and to minimize legal risk, employers must revisit their holistic approach to harassment prevention and remediation, including your anti-harassment and non-discrimination policies and complaint procedures. This session will discuss practical steps employers can take to improve upon your anti-harassment and non-discrimination policy and complaint procedure to make your workplace a better place for everyone.

### **If You Have GREAT Staff, You Have a GREAT Life!**

**Leanne Mull, QIDP, Blue Tower Solutions, Inc.**

*Track DD*

In the lives of people with disabilities who live in residential settings, direct service staff (DSPs and QIDPs) are in a position to make the biggest positive difference in a person's life. This motivational session provides attendees with real life scenarios and tools to assist the people they support to have a great life. During this session attendees will hear from people who receive services talk about the difference their staff makes to them.

### **11:30 a.m. - 1 p.m. (1.5 CEs)**

### **H.O.P.E.: Holding Onto Principles of Encouragement - A Strengths Approach to Dementia Care**

**Dusty Linn, LCSW, Dusty Linn Consulting, Inc.**

*Track MULTI, DD*

H.O.P.E.: Holding Onto Principles of Encouragement is a strengths-based approach to dementia care. This session challenges the participant to truly evaluate the language we use when talking about people with dementia and the distress they experience. It focuses on what remains as dementia progresses and pushes us to become better care partners as we view distress not as a problem to be fixed but as a person wanting to be understood.

[Back to Cover](#)

[Back to Agenda](#)



## Managing the New Workforce

**Martha Bryan, BA, Bryan & Bryan Associates**

*Track SUP, DD*

Today's workplace is unique. Never before has there been a workplace so diverse in so many ways. The leadership skills that worked in "old story" organizations will not work with today's employees. This session is about changing the way we lead in order to harness the energies of a diverse group of individuals and produce high performance outcomes.

## Peace, Love and Phase 3

**Kelly Kreul, RN, RAC-CT, Wipfli LLP**

*Track NUR*

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

## Getting Along With Residents Who Aren't Easy to Get Along With

**Jeanne Sexson, BA, MA, je Sexson Enterprises**

*Track ACT, DD*

It's not that people don't agree, but rather how they deal with and resolve the disagreement. Learn how personalities clash, what pushes residents to be disagreeable and how conflict escalates. Gain valuable information about how to defuse an issue before it turns into a major battle. Learn more about personality styles and how to deal with them and gain insight into how men talk and what they mean and how women talk and what they mean.

## Cybersecurity: Protecting Resident Records, Email and Social Media

**Amy McCracken, JD, BSN, Duane Morris LLP**

*Track ADM, DD Room B11B Session Code R119*

The U.S. Department of Health & Human Services released voluntary guidance regarding how small and large companies should protect their data from cybercriminals, hacking, ransomware attacks and inadvertent loss. A data breach can expose vulnerable resident information, and can cost thousands of dollars to remedy. This session will focus on the new guidance as it applies to resident records, email, texting, Facebook and other electronic media.

## BEST Fit: Best Place, Best Time, Best Exercise - An Exercise Program for Adults with Intellectual and Developmental Disabilities

**Katie Bertelsen, BS, LTC Support Services**

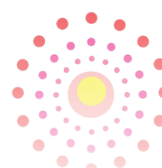
**Marilyn Holt, PT, MHS, GCS, CEEAA, LTC Support Services**

*Track DD*

Individuals with IDD are a unique and diverse population. Their risk for falling begins to increase at age 35. Individuals with IDD have a very similar life span to the general population but the risk for frailty is compounded by secondary conditions that may have developed related to a lack of physical activity. The population with IDD has a considerable variability in function and fitness needs. Individuals range in age from 18 to late 80s. Individuals with Down's syndrome, cerebral palsy and neuromuscular disease have had an even more limited exposure to exercise and physical activity and have an increased risk for injury related to secondary conditions. The BEST Fit program was established to address these needs.

[Back to Cover](#)

[Back to Agenda](#)



# The Venue and Parking

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and Quality



Arriving Monday? Miss the Tuesday morning rush and register Monday evening!

## Convention Venues and Parking

All educational sessions and the expo will be located at the BOS Center. The President Abraham Lincoln Springfield DoubleTree will provide sleeping accommodations as well as host Ovations and the Board and Staff Meet and Mingle. Wyndham Springfield City Centre is hosting the Opening General Session and providing sleeping accommodations. See below for check in times and room charges.

### FYI

- Call the hotel of your choice directly to make reservations.
- Make sure to mention the Illinois Health Care Association to get the special room rate.
- Room availability is limited. Make reservations early.
- Rooms may become available as cancellations are made. Call periodically, especially after Sept. 1, to check availability.

### President Abraham Lincoln Springfield DoubleTree

701 East Adams Street ■ Springfield, IL

### Wyndham Springfield City Centre

700 East Adams Street ■ Springfield, IL

## The IHCA Registration Desk Hours

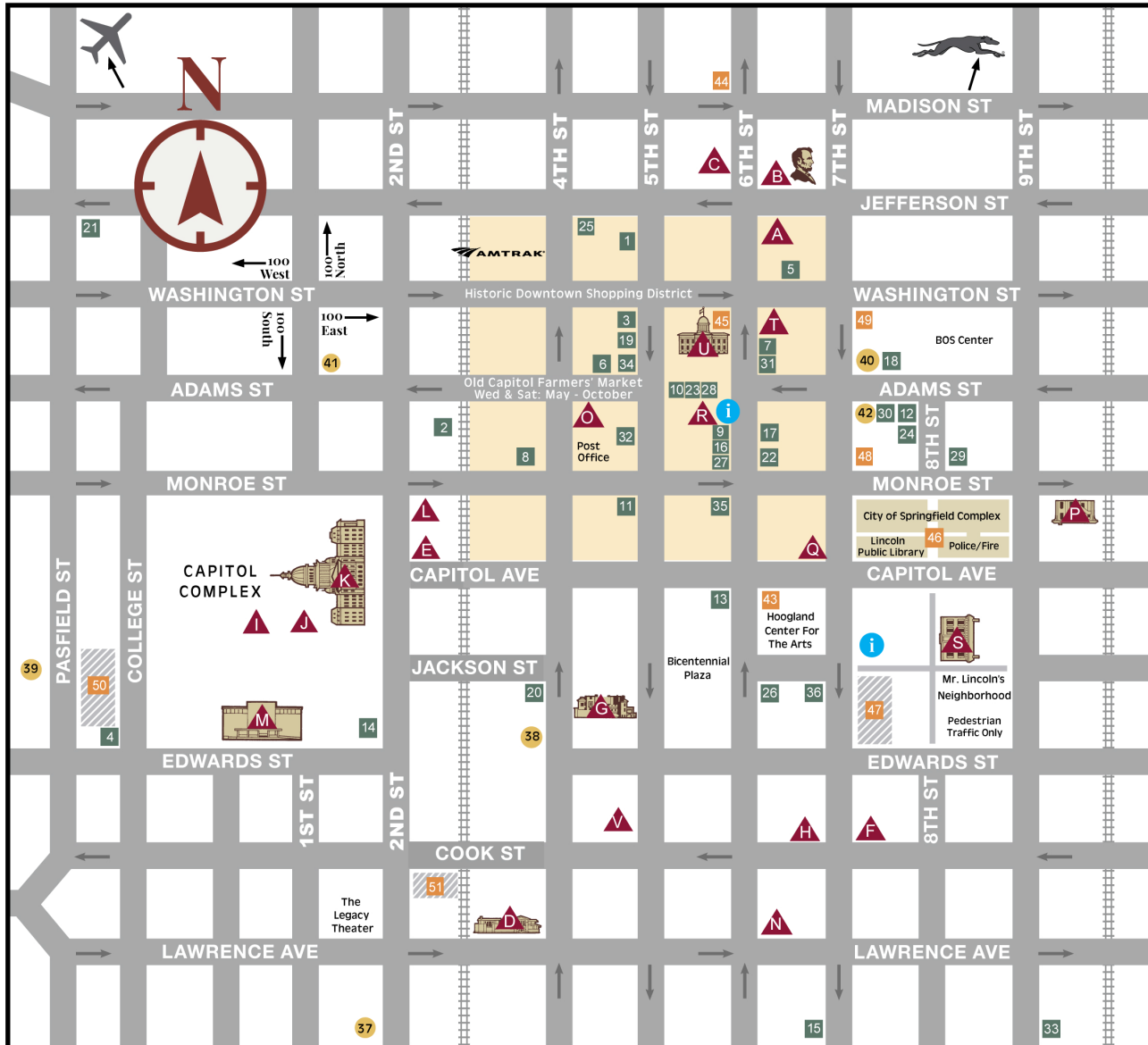
Monday, September 10..... 4 - 8 p.m.  
Tuesday, September 11..... 7 a.m. - 5 p.m.  
Wednesday, September 12 ..... 7 a.m. - 5 p.m.  
Thursday, September 1..... 7 a.m. - 1:30 p.m.



# DOWNTOWN Springfield

## VISITORS MAP

### Historic Downtown



#### Public Parking

- 43. 6th St. & Capitol Ave.: Multi Level
- 44. Lincoln Presidential Museum: Multi Level & RV Parking
- 45. Old State Capitol: Underground
- 46. Lincoln Public Library: Underground
- 47. Lincoln Home: Lot
- 48. 7th St. & Monroe St.: Multi Level
- 49. 7th St. & Washington St.: Multi Level
- 50. Edwards St. & College St.: Lot
- 51. Dana-Thomas House: Lot

# Registration Information

**NOTE: Early registration deadline is August 16. Registration Options (see page 40 for fees)**

The IHCA Convention and Expo offers the most cost-effective way to educate and motivate your staff. The facility registration fee covers up to 20 employees for the entire three-day event and includes access to the expo, educational sessions and two complimentary lunches.

**Facility:** IHCA member and non-member facilities pay a single fee to register up to 20 employees. There is a \$50 charge for each additional person after the first 20. Corporate office employees cannot register under a facility name.

**ID/DD 16-bed and under facility:** IHCA member ID/DD 16-bed and under facilities pay a single fee to register up to 20 employees for a group of two to four facilities that have the same administrator/resident services director. There is a \$50 charge for each additional person after the first 20. Single ID/DD 16-bed and under facilities may register the administrator/resident services director only for \$345. This option is not available to a non-member ID/DD 16-bed and under facility. Corporations with multiple CILA sites, please call IHCA offices for registration fees.

**Corporate office:** IHCA member and non-member multi-facility corporate offices pay a single fee to register up to 20 employees who work only for the corporation and not in a facility. There is a \$50 charge for each additional person after the first 20.

**One Day Registration:** IHCA members and non-members who can only attend one day of the convention will pay a reduced rate of \$299 member/\$399 non-member (per person). \*You MUST designate which day you will attend when registering.

**IHCA individual member, Long Term Care Nurses Association (LTCNA) member, or physician:** Persons meeting this qualification pay \$345 to register for the convention.

Become an IHCA member and register at the member rate! Call 800-252-8988 to request membership information.

**Payment:** Full payment of the registration fee and Ovations tickets must accompany the registration form. NOTE: Golf and 5K payment should accompany Golf/5K registration form and payment made on a separate check made payable to IHCA PAC.

**Name Badges and Convention Packets:** Name badges will be mailed at least two weeks prior to the start of the convention and convention registration packets will be available in the BOS Center Lobby, at the IHCA Registration Desk and outside the Wyndham Ballroom. You must show your name badge to pick up your packet. For registrations received less than two weeks prior to the convention, name badges and convention packets MUST be picked up at the IHCA Registration Desk at the BOS Center. Name badges must be worn for admittance to educational sessions and the expo.

**Cancellations:** There will be no refunds after August 23. A 10 percent service fee applies to all refunds.

**Professional Conduct:** Professional ideas and information are exchanged most effectively at the IHCA Convention and Expo in an atmosphere free of abuse or harassment and characterized by courtesy and respect. To that end, the Association expects all delegates to conduct themselves in a manner that establishes an atmosphere free from discriminatory practices and sexual harassment.

**Need Assistance? Contact the Illinois Health Care Association at 800-252-8988 or 217-528-6455.**

[Back to Cover](#)

[Back to Agenda](#)



# Title Codes



## MANAGEMENT

- 01..... Owner
- 02..... Administrator (Nursing Facility)
- 03..... Assistant Administrator
- 04..... Assisted Living Director/Manager
- 05..... Chief Executive Officer/President
- 06..... Chief Operating Officer
- 07..... Vice President of Operations
- 08..... Chief Financial Officer
- 09..... Regional Director
- 10..... Corporate Management/Consultant

## DD SERVICES

(DD/MC/DD/CILA)

- 11..... Administrator
- 12..... Residential Services Director
- 13..... QIDP
- 14..... Direct Service Provider
- 15..... Director of Nursing
- 16..... Assistant Director of Nursing
- 17..... Nurse

## NURSING

- 21..... Director of Nursing
- 22..... Assistant Director of Nursing
- 23..... Nurse
- 24..... CNA
- 25..... Care Plan/MDS Coordinator
- 26..... Corporate/Regional Nurse
- 27..... Special Unit Director
- 28..... Quality Assurance Coordinator
- 29..... Medical Records

## BUSINESS OFFICE

- 31..... Office Manager
- 32..... Office Staff
- 33..... Marketing/PR Director
- 34..... Human Resources Director
- 35..... Education Director

## DIETARY

- 41..... Food Service Supervisor
- 42..... Assistant Food Service Supervisor
- 43..... Cook
- 44..... Registered Dietitian
- 45..... Dietary Staff

## ACTIVITIES

- 51..... Activity Director
- 52..... Assistant Activity Director
- 53..... Volunteer Coordinator
- 54..... Activity Staff

## SOCIAL SERVICES

- 61..... Social Services Director
- 62..... Assistant Social Services Director
- 63..... Psychosocial Coordinator
- 64..... Admissions Coordinator
- 65..... Social Services Staff

## THERAPIES

(Occupational/Physical/Speech/Restorative)

- 71..... Therapy Director
- 72..... Rehab/Restorative Staff
- 73..... Therapy Staff

## ENVIRONMENTAL SERVICES

(Housekeeping/Laundry/Maintenance)

- 81..... Environmental Services Director
- 82..... Assistant Environmental Services Director
- 83..... Property Manager
- 84..... Environmental Services Staff

## OTHER

- 91..... IHCA Individual Member
- 92..... LTCNA Member
- 93..... Physician
- 94..... Central Supply
- 95..... State Employee (IDPA, IDPH, IDHS, etc.)
- 96..... Exhibitor/Associate Member (ticket purchase only)
- 97..... Guest (Award Winners, Art for the Ages Participants)

[Back to  
Cover](#)

[Back to  
Agenda](#)

# GOLF and 5K RUN/WALK



## Golf Outing

Monday, September 9, 2019 | Piper Glen Golf Club | Springfield, IL

Registration opens at 10:00 a.m. | Lunch will be served at 11:00 a.m. | Shotgun start at 11:30 a.m.

## Oksnevad 5K Run / 1 Mile Walk

Tuesday, September 10, 2019 | Springfield, IL

### 5k Run / 1 Mile Walk Registration Fee \$35 per person

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address \_\_\_\_\_

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

Total number of participants in the 5K Run @ \$35 \_\_\_\_\_

Total number of participants in the 1 Mile Walk @ \$35 \_\_\_\_\_

TOTAL \$ \_\_\_\_\_

\*Participants indicate:

Gender

☐

Male

☐

Female

Shirt size

☐

S

☐

M

☐

L

☐

XL

### Agenda

5 p.m. Registration

5:30 p.m. Run/Walk Start

Prizes will be awarded for overall winner, top female finisher and top male finisher.

### Additional participants. Please list gender and shirt size.

Name: \_\_\_\_\_ ☐ 5K ☐ 1 Mile Walk

Name: \_\_\_\_\_ ☐ 5K ☐ 1 Mile Walk

Name: \_\_\_\_\_ ☐ 5K ☐ 1 Mile Walk

**Send your contribution today!**

**Make checks payable to IHCA and mail to: IHCA, 1029 South Fourth Street, Springfield, IL 62703-2224**

## Golf Registration Fees

\$150 per person (includes greens fee, cart, lunch, beverages/beer on course, and other amenities)

\$560 per foursome

**Individuals and foursomes must register by August 11**

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

I'd like to be included in the following foursome:

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Payment Information:

☐ Check Enclosed

**Make check payable to: IHCA PAC**

**1029 South Fourth Street, Springfield, IL 62703-2224**

Charge to: ☐ VISA ☐ MasterCard ☐ AMEX ☐ Discover

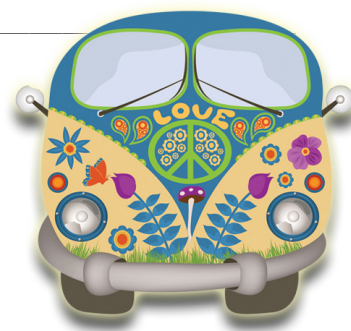
Credit Card #: \_\_\_\_\_

Credit Card Billing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Security Code: \_\_\_\_\_ Exp. Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Signature: \_\_\_\_\_



[Back to  
Cover](#)

[Back to  
Agenda](#)

## Agenda

10:00 a.m.	Registration
11 a.m.	Lunch
11:30 a.m.	Shotgun Start
5 p.m.	Prizes / Reception

Join us for some fun and camaraderie at the beautiful Piper Glen Golf Club on Monday for the IHCA PAC/The Center-PAC Annual Golf Outing. Participation helps raise funds for the critical activities of the association and the Political Action Committee, which supports candidates who are pro-long term care.

[CLICK HERE TO REGISTER](#)

**streamlined online registration process!**

TYPE OR PRINT CLEARLY

FACILITY OR CORPORATE OFFICE			
CONTACT PERSON			
ADDRESS			
CITY	STATE	ZIP	
EMAIL	PHONE	FAX	

## REGISTRATION FEES

**EARLY REGISTRATION**  
Submitted by August 16

**LATE REGISTRATION**  
Submitted after August 16

<b>IHCA or IHA member facility, corporate office, or group of 2-4 DD 16 and under with same administrator</b>	\$995	\$1,195
Non-member facility or corporate office (for 1-20 individuals)	\$1,445	\$1,645
Additional registrants (more than 20 individuals)	\$50 per person	\$60 per person
IHCA individual member, LTCNA member, physician, or administrator/RSD only of ONE 16-bed facility	\$395 per person	\$425 per person
IHCA member one day - Day attending: <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur	\$299 per person	\$399 per person
Non-member one day - Day attending: <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thur	\$499 per person	\$599 per person
Ovations (Wednesday Breakfast)	\$30 per person	\$30 per person

**Fees Include:** Admission to educational sessions and the expo, lunch on Tuesday and Wednesday and a copy of the Convention and Expo program book.

**FYI:** Substitute menus for special diets can be arranged through the IHCA office.

**Note:** The early registration deadline is August 16. A 10% service fee applies to all refunds. NO refunds after August 23.

- ☐ Please check here if you would like to contribute to the **Maitland/Warner Long Term Care Nurses Scholarship Fund**. In the appropriate area below, identify the amount of your contribution. (For more information on this scholarship, please go to [www.ihca.com](http://www.ihca.com)) Thank you.

<b>TOTALS</b>	CONVENTION REGISTRATION FEE	\$
	CONTRIBUTION TO THE MAITLAND/WARNER SCHOLARSHIP FUND	\$
	SUM OF OVATIONS TICKETS ORDERED	\$
	TOTAL PAYMENT (enclosed)	\$

CREDIT CARD NUMBER	EXP. DATE	SECURITY CODE
SIGNATURE		

If any registrant needs special aids or services identified in the Americans with Disabilities Act, please indicate here and a representative of the IHCA Education Department will contact you. ☐ Yes, please contact ☐ None required

**MAIL COMPLETED FORM AND CHECK PAYABLE TO IHCA AND/OR MAITLAND/WARNER SCHOLARSHIP FUND TO:**

ILLINOIS HEALTH CARE ASSOCIATION • 1029 S. FOURTH ST. • SPRINGFIELD, IL 62703-2224

**For Association Use:**

DATE	IHCA AMOUNT	CHECK NO.	IHCA PAC AMOUNT	CHECK NO.
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# CONVENTION Registration

69th Annual Convention & Expo | September 9-12, 2019 | Springfield, Illinois



[Back to Cover](#)  
[Back to Agenda](#)

1. Please print the name of each registrant as it should appear on the name badge.
2. Provide personal email address for each registrant (**IMPORTANT for CE notification**).
3. List the title code that most accurately describes each position. This title will appear on the badge (See page 37 for details.)
4. In boxes provided, list the cost of each ticket purchased.
5. This form should be copied if registering more than 20 individuals.  
**SEE EXAMPLE BELOW.**

**IMPORTANT! EACH REGISTRANT MUST HAVE A UNIQUE EMAIL ADDRESS**

**Save \$50**  
when registering  
online by entering  
"50\$avings"

REGISTRANT NAME		REGISTRANT'S PERSONAL EMAIL ADDRESS		TITLE CODE for use on name badge (See next page for codes)		SPECIAL EVENT TICKETS		IHCA T O T A L T I C K E T S
1.	(EXAMPLE) Ima Caregiver	ImaCaregiver@yahoo.com		21	No Charge	\$30	\$30	
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
19.								
20.								

[CLICK HERE TO REGISTER](#)