ANNUAL SPRING INSTITUTE

The South Dakota Health Care Association welcomes you to the SDHCA Annual Spring Institute and Exhibit Show with the theme “We Are Health Care!”

Remember your team when registering. This Institute will benefit staff at every level of your organization including:

- Skilled Nursing Administrators
- Assisted Living Administrators/Managers
- Directors of Nursing/MDS/Charge Nurses
- Owners/Operators
- Social Service Personnel
- Activity Professionals
- Dining Personnel
- Frontline Caregivers

Institute Highlights

Exceptional Education ... enjoy top-notch speakers while earning up to 12.75 CEUs, approved by the SDBENFA, SD Board of Social Work Examiners, and pending approval from ANFP, Academy of Nutrition and Dietetics, and continuing nurse education by ANCC.

Exhibit Show ... attend the Exhibit Show to view cutting edge products and services during the Wednesday Social and Thursday Exhibit Show. The theme in the exhibit hall is “Superhero.” Come dressed as your favorite Superhero!

Ageism Experience ... USD HEAL will host the empathetic activity on Wednesday to simulate several effects of the aging process. Sign up for the Ageism Experience at the Registration Desk.

Dining ... attend the SDHCA PAC Dinner on Wednesday evening for food, fun and to support the PAC. Registration information is available at the PAC Booth.

SDHCA app ... a mobile app will be available for all attendees to access the schedule, sessions, speakers, exhibit show information, etc.

Venue Information

The Institute will be held at the Ramkota Hotel located at 3200 W. Maple Street, Sioux Falls, SD.

Reserve your hotel room by March 20, 2020, to get the discounted price of $99.00. Attendees can make their reservations directly by calling 605-336-0650 and request the SDHCA Room Block.

Register Online at www.sdhca.org

Handouts will be posted on the SDHCA app two weeks before the Institute. Login information for the app will be sent to your email address provided when registering for the Institute!
SD DOH SURVEY AND CERTIFICATION UPDATE

During this session, the speaker will share the top cited deficiencies in both nursing homes and assisted living centers looking at numbers of tags as well as trends of severe deficiencies; provide an overview of Civil Money Penalties and potential projects; discuss the survey process as it relates to 3rd Phase of ROPs, and discuss the highlights of the new assisted living center regulations.

At the conclusion of this session, the participants will be able to:

- Identify the top deficiencies cited during surveys at nursing homes and assisted living centers
- Understand the current status of Civil Money Penalties occurring in South Dakota nursing homes
- Learn the effects of Phase 3 nursing home regulations
- Understand the changes made to the assisted living centers rules effective November 26, 2019

OPENING SESSION

CHRIS QUALM, PROGRAM ADMINISTRATOR, OFFICE OF LICENSURE & CERTIFICATION, SD DOH

1.25 HOURS

SNF/ALC

4/21/20
1:30-2:45 PM
WASHINGTON ROOM

Register online at www.sdhca.org
More than two years ago, former Wisconsin Governor Martin Schreiber began a campaign unlike anything he experienced while in office. Schreiber now works to recognize and support Alzheimer’s caregivers. Schreiber’s goal for caregivers (whom he calls heroes) is that they learn, cope, survive and even thrive during their difficult journey in helping Alzheimer’s individuals.

Schreiber speaks about Alzheimer’s caregiving because he has been there. The love story of Marty and his wife Elaine that began in the 1950s when they were in high school took a cruel twist some 14 years ago when she was wracked by Alzheimer’s. She has been transformed from the lovely first lady to someone who depends on family and professionals for help. He lovingly tells their story in the acclaimed *My Two Elaines: Learning, Coping, and Surviving as an Alzheimer’s Caregiver*.

At the conclusion of this session, the participants will be able to:

- Learn about Alzheimer’s and be able to cope and survive the challenges of caregiving
- Learn there are still moments of joy through activities such as music and simply holding hands
Neuropsychiatric symptoms (otherwise known as behavioral symptoms) pose a myriad of risks to residents, caregivers, and agencies. In the absence of effective medicines for these behavioral symptoms, the nation’s network of long-term services and supports is leading the charge in safely and effectively managing challenging behaviors with non-pharmacological interventions. Participants will learn practical, ready-to-use techniques to reduce risks attributed to behavioral symptoms, including falls, resident-on-resident incidents, and on-the-job injuries.

At the conclusion of this session, the participants will be able to:
- Describe the nature of risky situations related to neuropsychiatric symptoms
- Identify three categories of risk to monitor in LTC related to neuropsychiatric symptoms
- Name several areas of the brain that contribute to hazardous neuropsychiatric symptoms
- Describe steps of a caregiver’s approach designed to avoid potentially risky situations in the care environment
PDPM: ARE YOU LEAVING $$ ON THE TABLE?

This session will review best practices and success strategies for revenue integrity under PDPM. Now that the PDPM transition date has passed, providers are wondering if they are capturing all the revenue they should. Join us to explore opportunities to consider when managing your fee-for-service population.

At the conclusion of this session, the participants will be able to:

- Identify at least two areas for consideration when setting assessment reference dates for the IPA MDS assessments
- Detail three factors that impact revenue prior to admission
- Review how the use of an interdisciplinary approach can improve revenue
WHO IS RESPONSIBLE FOR THE HOSPICE RESIDENT CARE?

In this session, the speakers will provide information about CMS Federal regulations for Hospice and LTC providers. Discussion will include: What is required by both entities during end of life care for an individual receiving hospice care while residing in long term care? Who is ultimately responsible for care? Who is required to document and what should be documented? How is care coordinated between the two providers? Be prepared, these questions and any others will be discussed during this session!

At the end of this session, the participants should be able to:

- Understand hospice and LTC provider regulations working in tandem for the continuity of care for the individual receiving end of life care through hospice while residing in LTC
- Understand the responsibility of the LTC provider for the overall care of the individual on hospice as it remains with the LTC staff

South Dakota Health Care Association

EDUCATION SESSION

DIANA WEILAND, RN, PUBLIC HEALTH ADVISOR FOR LTC, OLC, DOH

DEB CARLSON, RN, PUBLIC HEALTH ADVISOR FOR ALC, OLC, DOH

1.5 HOURS

SNF

4/22/20
8:15-9:45 AM
WASHINGTON ROOM

Register online at www.sdhca.org
The dietary services are a critical part of the “We Are Health Care” world. Residents rely on their dining experiences to be enjoyable and palatable. Meal service is one of the residents’ main “events” of their day. They are entrusting you to prepare their food in a safe and sanitary manner. Let’s discuss how this can be accomplished in your center.

At the end of this session, the participants should be able to:

- Understand a routine dietary cleaning schedule
- Learn what guidelines are used for food quality and safety
- Learn some important elements of an enjoyable dining room experience
HELP PREVENT ABUSE, NEGLECT & EXPLOITATION OF ELDER ADULTS: AND MANDATORY REPORTING REQUIREMENTS

In this session, this training will provide the attendees with information and resources on preventing, detecting and reporting abuse, neglect and exploitation. The South Dakota Division of Criminal Investigation, Department of Human Services, and Department of Health have partnered to provide the resources, advice and new perspectives to providers in long term care.

At the end of this session, the participants should be able to:

- Define and describe elder abuse, neglect and exploitation
- Identify indicators of abuse, neglect and exploitation
- Identify strategies to respond to possible abuse, neglect and exploitation situations
- Know and understand the mandatory reporting requirements

EDUCATION SESSION

BRETT SPENCER, SPECIAL AGENT, SD DCI, ATTORNEY GENERAL’S OFFICE

CASSIE LINDQUIST, PROGRAM SPECIALIST, SD DHS, ADULT PROTECTION SERVICES

JOLENE HANSON, COMPLAINT ADVISOR/SURVEYOR, OLC, DOH

1.5 HOURS

SNF/ALC

4/22/20

8:15-9:45 AM
10:15-11:45 AM
1:00-2:30 PM

LINCOLN/JEFFERSON ROOM

Register online at www.sdhca.org
DE-ESCALATING RISKY SITUATIONS: IT’S ALL IN YOUR APPROACH

Hands-on skills and communication techniques are drawn from best practice in dementia care and generalizable to many client populations who may experience upset and confusion at times in long term care. In this session, participants will learn ways to modify their approach to match different situations in the care environment and specific communication strategies to make doing activities with residents easier, social visits more enjoyable, and dealing with distress safer and more effective.

At the conclusion of this session, the participants will be able to:

- Evaluate a caregiver’s approach when it’s adjusted to match a situation in the care environment
- Describe communication techniques in three categories: strategies for engaging residents in activities, having social visits, and dealing with distress
- Explain the importance of emotional tone and visual cues when communicating with a resident in distress
- Evaluate a caregiver’s communication as he/she safely resolves a challenge in the care environment
EVACUATION 101 – LESSONS LEARNED

On September 12, 2019 Bethel Lutheran Home evacuated due to flooding in the city of Madison. This event raised awareness of the Emergency Preparedness Plan, assisted in identifying gaps in the planning process and identified needs for an alternate form of communication, improving staff notification process, training, and the realignment of assigned duties of Key Positions in an emergency. We would like to share the things we learned from our experience to increase awareness and assist others in building a stronger emergency preparedness plan.

At the end of this session, the participants should be able to:
- Describe the four core elements of an Emergency Preparedness Program
- Describe updates to the changes in the regulations for Emergency Preparedness Programs
- Describe the importance of collaboration when developing the Emergency Preparedness Plan
- Describe the importance of assigning roles for each department
- Describe the importance of completing an After Action Report to identify strengths/weaknesses to improve your Emergency Preparedness Plan
RESTORATIVE NURSING: HOW TO INTEGRATE NURSING AND REHABILITATION UNDER PDPM

Under PDPM, SNFs will likely experiment with alternative care models, which may include a Restorative Nursing Program. Join this session to learn about the advantages a Restorative Nursing Program can bring to residents and your reimbursement. This presentation will outline how restorative nursing programs can improve resident and family satisfaction, impact reimbursement, and reduce rehospitalizations.

At the conclusion of this session, the participants will be able to:

- Learn how an effective Restorative Nursing Program can assist in expense reduction, reduce rehospitalizations and improve your bottom line
- Review the requirements of a Restorative Nursing Program
- Learn how Restorative Nursing Programs can improve resident satisfaction and care outcomes
LONG TERM SERVICES AND SUPPORTS: PROGRAMS AND SERVICES WITH REIMBURSEMENT

In this session, the presenters will provide an overview of the Division of Long Term Services and Supports (LTSS). Specific topics covered will include the HOPE Waiver Program, the Home and Community Based Services (HCBS) Settings Final Rule, assisted living rate changes, and the role of the Ombudsman in long term care centers.

At the end of this session, the participants should be able to:

• Understand services provided by LTSS, the HOPE Waiver Program, and the HCBS Settings Final Rule
• Understand the role of the LTC Ombudsman Program, when to contact them, and how they help to reinforce the HCBS Settings Final Rule
• Learn about the FY21 Assisted Living Rate and/or any associated changes (Tiered Rates)
NEW APPROACHES: FOR RESOLVING THE MOST CHALLENGING DEMENTIA CARE CASES AND DOCUMENTING IT

The good news in dementia care is that there is no shortage of proven non-pharmacological interventions to manage behavioral symptoms, and education is abundant. However, experienced care teams recognize that challenging situations arising from behavioral symptoms don’t always go “by the book” and skills learned in classes don’t automatically translate to the care environment. To bridge the gap between knowledge and practice, this session introduces a process for collaborative problem solving called “DICE,” which helps teams gather their knowledge of a challenging case, plan, test, and evaluate their interventions with teamwork. In addition to organizing the team’s cooperative action and ongoing problem solving, the DICE model also guides the documentation of the entire process for a variety of stakeholders. When teams master the process of collaborative problem solving—and document it appropriately—the positive outcomes extend to all residents and the entire team.

At the conclusion of this session, the participants will be able to:

- Make connections between the team’s ability to resolve challenges in the care environment and necessary quality measures
- Describe the rationale and steps of the DICE approach
- Describe the Relative Mastery Measurement Scale
- Identify ways that the DICE model guides and strengthens documentation with four essential process steps
- Locate additional resources for ongoing coaching and training

South Dakota Health Care Association™

Register online at www.sdhca.org
QUALITY AND VALUE: UNDERSTANDING THE INFLUENCE ON YOUR REPUTATION AND REVENUE

Quality and Value have become the standards in which facilities are compared in the Long-Term Care industry. Understanding how you provide Quality Care and Value to residents in your facility is the key to your team’s success. This program will detail SNF VBP and SNF QRP programs, and how these new programs will influence nursing documentation and Quality Reporting.

At the conclusion of this session, the participants will be able to:

• Explain Medicare’s Value Based Purchasing (VBP) and how the program is funded and monitored
• Learn which measure is currently utilized for VBP
• Determine how facilities will be ranked, based on their value
• Differentiate between 5-Star and Quality Reporting Program (SNF QRP) and how each program is measured and how quality relates to revenue
• Utilize CMS reports to set up an effective QAPI program
BRO TEAM & GEROPSYCH: BEHAVIORAL RECOVERY OUTREACH TEAM & GEROPSYCHIATRY PROGRAM

As our aging population continues to grow, so too does the need for individualized interventions for those who struggle with dementia and/or mental illness. The Sioux Falls VA Center has developed two programs with this mission in mind.

The BRO team assists in implementing safe transitions from the VA to community settings for Veterans who have neurocognitive disorders and/or mental illness with distressed behaviors that may present as a barrier to successful long term community placement. The BRO Team collaborates with the inpatient VA treatment team to develop and implement behavioral care plans for Veterans and then upon discharge, communicates and consults with the community-based care teams to aid in successful transitions.

The Geropsych provides intensive psychiatric recommendations remotely to Veterans who are enrolled in a long term care facility that are unable to travel to and from mental health appointments due to the risk of an escalation in behaviors or harm to their physical and/or mental health. The goal of the program is to remotely assist with managing behaviors that could jeopardize the Veteran’s current placement.

At the end of this session, the participants should be able to:
- Understand the services provided by both the BRO Team & Geropsych
- Provide education on unique issues relating to working with Veterans with dementia and/or mental illness
- Explore some of the successes/opportunities for enhancement
BUILDING A QAPI DREAM TEAM

This interactive presentation will use small group discussion and role playing to provide strategies for optimizing the talents of the Quality Assessment and Performance Improvement (QAPI) team members to engage and fuel an improvement culture. This session will include the medical directors, nursing and administrators.

At the conclusion of this session, the participants will be able to:

- Review the key regulatory components of QAPI and translate into team friendly action items
- Identify three common barriers and mitigation strategies

EDUCATION SESSION

VICKI WALKER, MD, CMD, CHIEF MEDICAL & QUALITY OFFICER, EV. LUTHERAN GOOD SAMARITAN SOCIETY

1.5 HOURS

SNF

4/22/20
3:00-4:30 PM
LINCOLN/JEFFERSON/ROOSEVELT ROOM
ASSISTED LIVING CENTERS DO MAKE A DIFFERENCE – PART 1

The South Dakota Department of Health, after four years of working with various entities and stakeholders in the state, were able to finalize 44:70 Assisted Living Center (ALC) regulations which became effective 11/26/19. The focus was to determine what changes could be made in the regulations to ensure individualized resident care could be provided in the assisted living centers. Additionally, the goal was to provide the current 166 ALC providers an opportunity to determine what care levels they would provide in their center. Each of those ALC providers are very diverse in their resident care delivery model however, they all have the same goal as the Department of Health surveyors - Quality of Care and Quality of Life for our South Dakota Residents. The biggest question you will find an answer to is “What happened to the Optional Services?”

At the conclusion of this session, the participants will be able to:

- Identify changes that were effective 11/26/19 to the 44:70 assisted living regulations
- Clearly determine individualized resident care they desire to provide in their center
- Understand incidents or events which should be reported to various entities within a required timeframe
- Determine the policies and procedures the governing body should establish for the admission and retention of their residents
LEADING WITH GREATNESS

Can you effectively influence up, down, and across your organization? Do your employees and colleagues really listen when you talk? Can you assess a situation quickly and adapt your message to accomplish your leadership goals? Do you know how to authentically motivate and inspire others to take positive action? In this engaging presentation, Dr. Jermaine will share his latest research on how leaders can use the principles and practices of Communication and Influence to increase leadership effectiveness. This presentation is based on Dr. Jermaine’s bestselling book, Leading with Greatness! Moving from Chaos and Conflict to Communication and Cooperation.

At the conclusion of this session, the participants will be able to:

- Motivate others using the practices of Relationship-Based and Task-Based Leadership
- Create an authentic leadership brand utilizing Likeability Factor
- Build a culture of employee appreciation and celebration using the R.A.P. Philosophy
- Rebuild and restore employee and leadership trust utilizing the 4 A’s Approach
- Lead with positivity and optimism by cultivating an Attitude of Gratitude
- Communicate effectively and efficiently as a leader utilizing the Carpenter’s Role
- Influence others in a confident manner using the 55%-38%-and-7% Communication Rule
**44:70 Assisted Living Regulations (Part 2)**

**ASSISTED LIVING CENTERS DO MAKE A DIFFERENCE – PART 2**

The South Dakota Department of Health, after four years of working with various entities and stakeholders in the state, were able to finalize 44:70 Assisted Living Center (ALC) regulations which became effective 11/26/19. The focus was to determine what changes could be made in the regulations to ensure individualized resident care could be provided in the assisted living centers. Additionally, the goal was to provide the current 166 ALC providers an opportunity to determine what care levels they would provide in their center. Each of those ALC providers are very diverse in their resident care delivery model however, they all have the same goal as the Department of Health surveyors - Quality of Care and Quality of Life for our South Dakota Residents. The biggest question you will find an answer to is “What happened to the Optional Services?”

At the conclusion of this session, the participants will be able to:

- Identify prevention and control measures to minimize communicable diseases
- Specifically identify what are accepted standards of professional practice
- Identify specific items that should be provided by the center
- Recognize changes within the dietary section
- Implement practices to ensure safe medication accountability, administration, and the self-administration of medications
- Understand resident rights in the event of a 30 day discharge notice
SURVEY WINDOW AND THE IMPORTANCE OF ACCURACY

As surveyors we often hear expressions of concern if leadership or key personnel is away when a facility is in their “survey window” and the state shows up. Compliance isn’t perfection but being as accurate as possible on a daily basis helps. The Long Term Care Survey Process (LTCSP) is resident centered, outcome oriented inspection that relies on a case mix stratified sample of residents to gather information about the provider’s compliance with participation requirements; provides a semi-structured process that supports the accurate identification of quality of care and quality of life or problems.

At the conclusion of this session, the participants will be able to:

- Understand the importance of accurate RAI/MDS data and the CMS-802 Matrix for providers
- Understand the importance of documentation to support care
- Discuss Phase 3 implementation items
THRIVING AS A TEAM

Would you like to learn how to build and lead high-performance teams? Does your leadership inspire your employees to accomplish your organizations’ mission, vision, values, and strategic goals? In this engaging presentation, Dr. Jermaine Davis will teach you how to get every team member moving in the same direction to drive organizational success. He will share his latest research on how to cultivate a healthy work environment that inspires a team culture of creativity, innovation, communication, and collaboration. Dr. Jermaine will equip leaders with the key principles and practices of Thriving as a Team. This presentation is based on Dr. Jermaine’s bestselling book, Leading with Greatness! Moving from Chaos and Conflict to Communication and Cooperation.

At the conclusion of this session, the participants will be able to:

- Develop a Leadership Brand that increases approachability, credibility, and likeability
- Cultivate a culture of synergy and collaboration utilizing P.V.G. Theory
- Manage organizational skeptics, critics, and cynics utilizing the Q.B.Q. Communications Approach
- Increase team morale, momentum, and motivation utilizing the N.E.W. Framework
- Build a high trust team culture utilizing the C + C = Trust Equation
- Resolve team conflicts utilizing the practice of Courageous Conversations
Important Registration Information
An Institute registration includes admission to all education sessions, entrance to the exhibit show, social reception, all session handouts posted online, Tuesday/Wednesday/Thursday breaks, and lunch on Thursday.

Register for the Institute online at www.sdhca.org. Register early and save money!

Registration Fees

<table>
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<tr>
<th>Registration Categories</th>
<th>Early Bird (March 20)</th>
<th>Advanced (March 31)</th>
<th>Standard (April 17)</th>
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<td>Per Nursing Center – SDHCA Members (Up to 5)</td>
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*Exhibitors contact the SDHCA office for fees and registration.

The SDHCA Nursing Center registration includes 5 Center Staff and Exhibit Lunch.
The SDALA Assisted Living Center registration includes 3 Center Staff and Exhibit Lunch.
Registered Centers are invited to register two additional frontline caregivers free of charge!

Centers may not combine onto one registration.
Each licensed Center must register separately.

Send check payment to: SDHCA, 804 N Western Avenue, Sioux Falls, SD 57104 or call for credit cards

Cancellation/Refund Information
If it is necessary to cancel your Institute registration, the registration cancellation must be made in writing by fax, mail, or email to the SDHCA office.

Any cancellations received by March 20, 2020, will be refunded. Any cancellations received between March 21, 2020, and March 31, 2020, will be refunded minus a $125.00 fee.

Refunds will NOT be issued to participants who did not cancel their registration by March 31, 2020.

Photograph Policy
By registering for and/or attending the Institute & exhibit show, you acknowledge and agree that photographs, video, and other recordings of the event may be taken by SDHCA or parties acting on behalf of SDHCA, and that these photographs, video, and other recordings may be used by SDHCA in any media related to SDHCA.

Dress Code
The dress code for the Institute is “business casual”. Please bring a jacket for meeting rooms that may be cool. Thursday dress as your favorite “Superhero” and enjoy the exhibits!
Exhibit Show Times

Wednesday, April 22\textsuperscript{nd}nd
Social/Welcome Reception
4:30 – 6:00 pm

Thursday, April 23\textsuperscript{rd}rd
Break
9:30 – 10:30 am
Lunch
12:00 – 1:15 pm

Register at www.sdhca.org

South Dakota Health Care Association
804 N Western Avenue
Sioux Falls, SD 57104

Register at www.sdhca.org