



2012 Social Work Conference

September 13 - 14, 2012

CHANGES TO
LEVEL OF CARE
(LOC)

Reducing
Psychotropic
Medications

Documentation

Depression

Care
Planning

Customer
Satisfaction

Ethics

DEMENTIA

up to 13 CEUs
for social workers,
nurses and
administrators



2012 Social Work Conference

September 13 - 14, 2012

Embassy Suites Columbus Airport



The Top 5 Reasons To Attend

1. Education – OHCA is known for providing the highest quality in educational programming for the long-term care profession. This year's conference features the top issues affecting long-term care.

2. CEUs – up to 13 CEUs for social workers, nurses and administrators are available during this conference (including the required 3 hours of ethics)

3. Networking – The conference provides a relaxed atmosphere to connect with peers, business partners and industry experts. 80% of the attendees have 15 or more years experience in long-term care making this the perfect place to network with colleagues and for newer social workers to network with seasoned professionals.

4. Choice – Attendees will be able to choose between a variety of topics to address their most pressing needs.

5. Value – Register 4 or more people from the same organization online and save an additional 15% off the fees (Full conference registration fees feature up to 13 CEUs for as low as \$225*. Can't attend the whole conference - one day registration fees are available for as low as \$134 *).



New this Year!

Association members registering for the full conference will also receive a complimentary one day registration to the Association's Annual Convention in May 2013 in Columbus, Ohio. The Annual Convention features over 100 educational sessions, a 300+ vendor trade show, CEUs and more! A great opportunity for you to experience both events!

Don't Forget! One Low Price For All Providers

The 2012 Social Work Conference is offered to *everyone* at the low Association member rate. Take advantage of this great offer and enjoy top notch educational programming!

September 13, 2012

8:30 a.m. Conference Check In & Continental Breakfast

During Conference Check In, you will receive your name badge and handouts for the Conference.

9:00 a.m.

General Session - Regulatory Update

- Mandy Smith, NHA, PTA, RAC-CT, Regulatory Director, Ohio Health Care Association
- Diane Dietz, Assistant Executive Director, Ohio Health Care Association

When it comes to the profession of long-term care, we all know that change is inevitable. As professionals within long-term care facilities, it is very important that you have an understanding of the challenges facing the industry. However, navigating the overwhelming amount of material is difficult. This session will provide the information you need to know on the following items to keep you abreast of the changes. Some of the topics to be covered include: level of care rules that went into effect March 19, 2012; Ohio Department of Health Survey Immediate Jeopardy citations, MOLST legislation and more. Don't miss out on the opportunity to be Informed!

10:30 a.m.

Networking Break

10:45 a.m.

General Session - Patient- and Family-Centered Care: The Next Frontier in Geriatrics

- Jeffrey D Schlaudecker, MD

Patient- and Family-centered care believes that collaboration between all members of the healthcare team, including the patient and family, need to work together to obtain optimal outcomes. Patient safety, staff satisfaction, and resident and family satisfaction both can improve through this model of care. The topic will be introduced, interactive videos, case presentations, and small group exercises will be covered in this energetic, action-packed, interactive presentation. Direct care staff, interprofessional team members, administrators, and families will all emerge with a broader understanding of how collaboration is transforming caring for older adults.

Objectives:

Describe the key elements of patient- and family-centered care.

List examples of how patient- and family-centered care can improve resident safety, staff satisfaction, and resident and family satisfaction.

Explain how patient- and family-centered care differs from traditional models of care.

Describe specific examples of patient- and family-centered care in various settings including long-term care, assisted living, and home health care.

12:15 p.m.

Lunch (included in your registration fee)

Save 10% by
registering on line at
www.efohca.org

1:00 p.m. Concurrent Sessions: Select One

1. A Spoonful of Sugar Makes the Medicine Go Away

- Erica Holman, LMSW, LNHA

Social Work professionals are in a unique position to advocate for responsible use of psychopharmacological interventions for residents related to the CMS mandate to reduce psychotropic medication use. Social Work professionals can learn to be catalysts for dose reduction and discontinuing medication through implementation of strong behavior and psychosocial well-being programming

Objectives:

Discuss the role of Social Work in behavioral symptom management.

List the steps involved in developing and implementing a strong behavior management and psychosocial well-being program.

Explain how the CMS mandate coupled with the QIS process can improve the gradual dose reduction of psychotropic medications.

2. Defensive Documentation

- Paige Hector, LMSW

Creating a defensible medical record that also communicates the numerous details of patient care requires training and understanding of the challenges and pitfalls of documentation. Emphasis will be made on the importance of staff practicing daily risk management skills. This presentation will provide staff with strategies to achieve effective documentation and instill confidence with this sometimes onerous task.

Objectives:

Define risk management in the framework of events and exposures

Review documentation guidelines that ensure accurate entries in the medical record

Outline accepted styles of documentation

Discuss out-of-the-ordinary entries in the medical record

Define refusal of care and provide guidelines for documentation

Address challenges of electronic and telephone correspondence and documentation

2:45 p.m. Concurrent Sessions: Select One

**3. Wouldn't You Be Depressed:
A Modern Look at Depression among the Elderly in
Skilled Nursing Facilities**

- Erica Holman, LMSW, LNHA

Depression in the elderly is often viewed through a lens of ageism. Symptoms of depression, anxiety and other mental health issues exhibited by the elderly are not always treated with the same urgency and respect as other segments of the population. Depressive symptoms, diagnosis and treatment/interventions will be reviewed.

Objectives:

Explain the characteristics of depression in the elderly.

Describe the diagnosis process.

Demonstrate how to assist in treatment and services to address depression.

4. Care Plans: From Scary to Simple

- Paige Hector, LMSW

Ensuring up-to-date and accurate care plans is one of the most important functions of the interdisciplinary team. Facilities often receive citations for deficient practice related to care plans. It's time to change that! This presentation will break down the care plan process in a simple format and provide useful tools to assist staff in developing practical and functional resident-centered plans.

Objectives:

Review Federal Regulations related to care plans and care conferences

Explain how to write an effective and accurate care plan

Discuss techniques to facilitate a successful care conference

4:15 p.m.
Adjourn

4:30 p.m.

Bonus Session –

Columbus traffic can be busy between 4:30 - 5:30 p.m., so instead of sitting in traffic on the freeway, attend this Bonus Evening session. In addition to earning 1 additional CEU, you will be treated to appetizers and drinks while you enjoy this session. Much better than bumper to bumper traffic! And you will most likely arrive home at the same time.

Let's Make It Personal- Advance Care Planning ... That's personal

- Lisa Newburger, LISW-S

Have advance directives failed us? Learn what problems exist. Participants will learn accelerated learning techniques to address acp programs. Innovative ways will be demonstrated as to how to emotionally impact patients/residents to talk with their families. You will meet Diana Directive, a zany character, who will make you laugh and you will learn from her. Factors will be identified that impact behavioral change. A call to action for providers to have acp for themselves will be made. This is important for good patient care. You will see how humor can reduce resistance to acp.

Objectives:

Describe the importance of completing advance directives and how it will improve patient care.
Discuss ways to start the conversation with families and patients/clients.
Name the characteristics for a capable surrogate decision maker.
Demonstrate how to improve their skills regarding having 'the conversation.'
Develop ideas for innovative programs they can initiate at their facilities.

5:30 p.m.
Adjourn

What is included in my registration fee?

Full Conference:

- Up to 13 hours of Continuing Education Credit
- Continental Breakfast Each Day
- Lunch Buffet Each Day
- Continuous refreshment service each day
- Handouts of all education sessions

One Day:

- CEUs for day attended
- Continental Breakfast
- Lunch Buffet
- Continuous refreshment service
- Handouts of all education sessions

**Full speaker
biographies available
at www.efohca.org**

September 14, 2012

8:00 a.m. Conference Check In & Continental Breakfast

During Conference Check In, you will receive your name badge and handouts for the Conference.

8:30 a.m. Concurrent Sessions: Select One

5. Engaging Your Residents: Surefire Strategies to Empathize, Interview & Educate!

- Edward Leigh, MA

The residents are the reason we are here; they are the customers. This high-energy program provides practical solutions to create an environment where the needs of the residents always come first. Learn what to say to residents – and what NEVER to say! You will learn: tools to tap into the residents' psychosocial domain, top-notch interviewing skills, shared decision-making (partnering with residents) and highly effective methods of educating residents with impact! Through excellent communication skills both resident satisfaction and resident safety are dramatically improved.

Objectives:

- Describe effective interview openings.
- Describe effective interview closings.
- Identify nonverbal communication & listening skills.
- Describe tools to tap into the psychosocial aspects.
- Identify strategies for gathering information from residents.
- Describe techniques for educating residents.

6. Ethical Decision Making in Healthcare

- Terry Pope, MSN, RN

All healthcare professionals routinely make healthcare decisions that affect patients and families - but these decisions also have the potential to impact society and the healthcare decision makers themselves. Ethical decision making in healthcare is complicated by advancements in medical technology such as organ transplant and genetics. Factor in patient rights, religion, and cultural interpretations of what's right vs. wrong, and the ethics of healthcare decision-making become convoluted and challenging. Understanding the principles of ethics, the common ethical dilemmas in healthcare, and the role of healthcare professionals in ethical decision making brings clarity to this difficult subject matter.

Objectives:

- Differentiate between healthcare decision making and ethical decision making approaches.
- Identify the role of ethics in healthcare decision making
- Explore the common approaches to ethical decision making in healthcare
- Recognize common ethical issues and/or dilemmas that impact decision making in healthcare
- Practice the use of ethical decision making approaches while participating in a mock healthcare Ethics Committee scenario.

11:45 a.m.

Lunch (included in your registration fee)

**Save 10% by
registering on line at
www.efohca.org**

12:30 p.m.

General Session –

How to Improve Outcomes Associated with Moderate to Severe Dementia

- Kim Warchol, OTR/L, DCCT

This presentation describes a solution-oriented interdisciplinary dementia care model based on person-centered care and abilities-focused principles. When implemented, this intervention model can greatly improve quality care outcomes, reduce risks from becoming a reality, control costs and improve revenue. Alzheimer's/dementia will be described and the latest prevalence and trends will be discussed. Stages of dementia will be defined with an emphasis on moderate to severe dementia. The common challenges associated with undermanaged moderate/severe dementia will be identified along with practical strategies and solutions to obtain optimum outcome, revenue, and risk mitigation results.

Objectives:

Describe Alzheimer's disease and the related dementias.

Define the prevalence and growth trends of Alzheimer's/dementia.

Describe the stages of dementia, with a special focus on moderate to severe

Identify the impact of undermanaged moderate to severe Alzheimer's/dementia on quality outcomes (such as negative behaviors and hospitalizations), risk management, and financial outcomes.

Describe a person-centered, abilities-focused dementia care model to positively impact on quality care outcomes, risk management, and financial outcomes.

Full speaker
biographies available
at www.efohca.org

3:30 p.m.

Adjourn

Continuing Education Credits:

13 hours (*September 13 = 6 hours plus 1 bonus hour; September 14 = 6 hours*) of credit are available for

Nurses:

Nurses please note any continuing education that has been approved by BENHA (or any other accredited body) can be accepted by the Ohio Board of Nursing in the State of Ohio. Nurses may use this continuing education to meet their licensure requirements. Please refer to OBN continuing education rules 4723-14-01 thru 4723-14-19. Nurses may obtain 18 hours utilizing this rule.

Ohio Administrators:

The Ohio Health Care Association is an approved provider of continuing education credit by the Ohio Board of Examiners of Nursing Home Administrators (BENHA) and has approved this program.

Social Workers:

The Ohio Health Care Association is an approved provider of continuing education credit by the Ohio Social Work Board and has approved the program for 13 hours for social workers.

Save 10% by registering online at www.efohca.org

Registration Fees with Payment online:

Full Conference:

\$265.50 prior to September 1

\$328.50 September 1 and after

One Day Only:

\$157.50 prior to September 1

\$198.00 September 1 and after

* Register 4 or more people from the same organization online and save an additional 15% off the fees (*Full conference registration fees feature up to 13 CEUs for as low as \$225*. Can't attend the whole conference - one day registration fees are available for as low as \$134 **).



Conference Location:

Embassy Suites Columbus Airport

2886 Airport Drive,
Columbus, Ohio 43219

614-536-0500



A limited number of rooms are available at the hotel for a special rate of \$129 single/double until August 13, 2012.. Make your reservations early to receive the rate. The hotel may have additional rooms available once the OHCA rooms are gone, but they may not be at the special rate, even if you contact them prior to the cut-off date. Be sure to mention that you are with the Ohio Health Care Association when making your reservations to receive this rate.

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Register by CreditCard or Check
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Online at www.efohca.org

2012 Social Work Conference • Registration Form • September 13 - 14, 2012

Online Registration: www.efohca.org • Questions? 614 / 436-4154 • Fax: 614 / 436-0939

1. One Person Per Registration (fill out the facility info and duplicate this form for additional registrants)

Lastname: _____ First: _____ Nickname: _____

Title: _____ Email address: _____

Facility: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ / _____ Fax #: _____ / _____

2. Registration Fees with Payment by mail or fax:

Full Conference:

\$295 prior to September 1

\$365 September 1 and after

One Day Only:

\$175 prior to September 1

\$220 September 1 and after

Save 10% by
registering on line at
www.efohca.org
Save 15% with 4 or more.

3. Payment - Make checks payable to Educational Foundation of Ohio Health Care Association (EFOHCA)

Mail to: EFOHCA, 55 Green Meadows Dr. South, Lewis Center, OH, 43035 or Fax: 614 / 436-0939

TOTAL AMOUNT \$ _____

Method of Payment: Credit Card Check

CREDIT CARD: MC VISA AMEX Card Number _____ Expiration Date ____/____

Card Holder _____

Signature _____

4. Sessions Attending: (It is very important that you complete the section below when registering)

Please indicate which day you are attending: September 13 September 14 Full Conference

September 13: Please indicate which session you will be attending

1. A Spoonful of Sugar Makes the Medicine Go Away

2. Defensive Documentation

3. Wouldn't You Be Depressed: A Modern Look

4. Care Plans: From Scary to Simple

Bonus session Yes No

September 14: Please indicate which session you will be attending

5. Engaging Your Residents: Surefire Strategies to Empathize,

6. Ethical Decision Making in Healthcare

Question: Can I register for the full conference rate and attend one day and send a co-worker the other?

Answer: No, full conference registration fees are available for one person to attend both days. You will each need to register at the one-day only rate.

Your Education Source

There is a single source you can always turn to for quality long-term care education. It's the Educational Foundation of the Ohio Health Care Association, serving you, the special men and women who have chosen careers in long-term care.

As a proud member of OHCA, your employer has made it possible for you to advance your professional knowledge by attending programs sponsored by the Educational Foundation.

Empower yourself . . . and those you serve.

For upcoming educational programs, visit our website at

www.efohca.org

