

The Ohio Health Care Association

The Core of Knowledge for Nurses



THE BOOTCAMP FOR NURSE MANAGERS

November 9, 10, 11, 30, December 1, 2010

OHCA offices, Lewis Center, Ohio

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Health
Care
Association

The Core of Knowledge for Nurses

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A 35 hour continuing education course

Let's face it, today's nurse managers are expected to know a lot about many different subjects. The Core of Knowledge for Nurses will help you rise to the occasion and stand a head taller than the crowd. If you're a small facility, a member of a large corporation or if you are just looking to get an edge on your competition, join us for this informative program that covers the essentials of regulations, communications, staffing, budgeting and much more

Nurse managers must be proficient in regulations, gifted in communications, skillful at managing staff and adept at stewarding a budget that is increasingly focused on the bottom line. It's nothing short of becoming an expert in law, finance and human resources.

Intensive

Who Should Attend:

All Supervisory Nurses including DONs, ADONs, Unit Managers.

Topics To Be Covered:

What it Means to be a Nurse Manager
Workers Compensation Basics
Human Resources
Budgeting
Survey Process & Licensure Rules
Regulatory Management Issues
Pain Management
Pressure Ulcer Prevention
Quality Improvement
Quality Indicators & Quality Measures
RUGs
Medicare & Medicaid Reimbursement
MDS Management
Risk Management
Disaster Preparedness
Leadership Skills

Full Course Registration includes:

5 days of education, 35 CEUs
Continental breakfast and lunch each day
Refreshment breaks
Comprehensive 3-ring binder of handouts
A complimentary copy of the The Long-Term Care Survey manual printed by the American Health Care Association. This new and improved manual is now in binder format. Receive updates from CMS on a quarterly basis with an annual subscription. This updated version contains new CMS guidance made in late 2004 on pressure ulcers. All the requirements for long term care facilities' participation in Medicare and Medicaid programs are included (a \$130 value).

A complimentary copy of the MDS User's Manual which contains the official word-for-word CMS document, designed into an easy-to-use reference tool.

A Don't
Miss
Program

Individual Day Registration includes:

7 CEUs each day
Continental Breakfast and lunch
Refreshment breaks
Handouts for that day's programs

*Please note LTC Survey manual and MDS User's manual are not included in one day registration fees.

Course Agenda:

Day One Curriculum - November 9

8:30 am

Check-in & Continental Breakfast

9:00 – 10:30 a.m.

What it Means to be a Nurse Manager

Mel Beal, RN, BSN, LNHA, Senior Vice President of Operations, Extendicare Health Services

- What Makes a Good Director of Nursing?
- Recruitment & Retention of new employees
- Orientation Programs

10:30 – 10:45 a.m.

Break

10:45 – 11:45 a.m.

Workers Compensation

Tara Heath, Special Projects Manager, and John Lanning, CompManagement Risk Services (an OHCA Gold Champion Partner)

- Fundamental management practices of working within Ohio's BWC system
- Following claims
- Managers role with injured workers
- Using transitional work
- Key tips to preventing most common work-related injuries

11:45 a.m. – 12:15 p.m.

Lunch (included)

12:15 – 2:15 p.m.

Human Resources

Marijane Treacy, Partner, Schutjer Bogar (an OHCA Gold Champion Partner)

- Designing an employment application in recognition of nursing facility laws, such as criminal background checks, and discrimination laws such as the Americans with Disabilities Act
- Conducting reference checks and verifying that an employee is not excluded from any federal health care programs
- Best practices for disciplinary action: verbal warning through termination
- Attendance policies and staffing concerns
- Checking licensure and certification of staff
- Implications of the unlicensed care giver
- Dealing with typical FMLA issues such as pregnancy leave
- Basic pointers on union organization
- Current Trends

2:15 – 2:30 p.m.

Break

2:30 – 5:00 p.m.

Managing an Effective Nursing Budget

Peg Tobin, RN, owner & CEO, Tobin & Associates

- The importance of PPDs and how to figure them correctly
- What affects PPDs and what doesn't
- Banking nursing hours for other uses
- Reading a budget correctly
- Creative budgeting to gain additional staff
- Staffing changes that affect performance and the budget
- ODH Survey Staffing tool and how it impacts the budget

5:00 pm.

Adjourn

Fundamental
LTC
Management
Skills

Continuing Education Credit:

This program has been approved for 35 hours of continuing education credit for the following:

Ohio Licensed Administrators:

This program has been approved for 35 hours (7 each day) of continuing education credit for nurses and nursing home administrators (Ohio BENHA).

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.

Course Agenda:

Day Two Curriculum - November 10

8:00 am

Check-in & Continental Breakfast

8:30 – 11:45 a.m.

The Survey Process & Licensure Rules

Mandy Smith, LNHA, LPTA, LMT, RAC-CT, Regulatory Director, OHCA

- Difference between Federal & licensure rules
- Disclosure of information: key things to know
- Types of remedies
- A facility's appeal rights
- Fines and how they are applied
- Informal dispute resolution
- Effective plans of correction
- Survey Forms (806-672)
- SOM – certification
- Ohio Licensure
- Assisted Living Rules
- Survey Readiness
- QIS Survey

11:45 a.m. – 12:15 p.m.

Lunch (included)

12:15 – 4:30 p.m.

Key Regulatory Management Issues

Brenda Coey, LNHA, Attorney, Buckingham, Doolittle & Burroughs (an OHCA Champion Partner)

- Ohio's DNR requirements
- Advance Directives
- HIPAA – nursing's role
- Abuse & Neglect
- Other Current Regulatory Issues

4:30 pm

Adjourn

Small
Group

Day Three Curriculum - November 11

8:00 am

Check in & Continental Breakfast

8:30 – 11:45 a.m.

Quality Improvement

Shane Craycraft, LNHA, RN, Senior Vice President of Operations for R&B Health Systems

- QAA Responsibilities
- Severity of noncompliance with F520
- Routine evaluations by the QAA Committee
- Sources of information for revealing issues that warrant attention of the QAA Committee
- Concept/importance of thresholds
- Ohio specific top tags
- White Papers (Use of Automatic External Defibrillators, Use and Risks of Coumadin Therapy, Fall Reduction and Injury Mitigation, Fall Reduction and Injury Mitigation Manual, Pain Management, Physical Restraints, Pressure Ulcer Prevention & Treatment, Sexual Offenders in Skilled Nursing Facilities and RCFs, Unnecessary Medication)
- ODA Customer Satisfaction/ CMS 5-Star Program
- Medication Aides

11:45 – 12:15 p.m.

Lunch (included)

12:15 – 2:15 p.m.

Pain Management

Stephanie Odom Darling, RN, BSN, CWS, FACCWS, Vice President, and Joan Williams, MS, RN, CRNP, Director of Clinical Operations, Infinity Nurse Practitioner, LLC.

- Acute/chronic pain
- Barriers to Optimal pain management
- Impact of the JCAHO Guidelines on pain assessment/management
- Effective Pain assessment
- Strategies to enhance resident comfort/satisfaction

2:15 – 2:30 p.m.

Break

2:30 – 4:30 p.m.

Pressure Ulcer Prevention & Management

Stephanie Odom Darling, RN, BSN, CWS, FACCWS and Joan Williams, MS, RN, CRNP

- Anatomy/physiology of normal skin
- Individual risk for pressure ulcer development
- Stages of healing/documentation
- Principles of risk to documentation on the MDS
- Best practices and quality indicators

4:30 pm

Adjourn

Course Agenda:

Day Four Curriculum - November 30

8:30 am

Check-in & Continental Breakfast

9:00 a.m. – 12:15 p.m.

A Comprehensive Knowledge of RUGS . . . A Must for Effective Nurse Managers

Robin Hillier, CPA, NHA, STNA, RAC-MT, President, RLH Consulting (an OHCA Platinum Champion Partner)

- The RUGS III and RUG IV Classification System in detail
- The art of timing assessment reference dates to capture reimbursement
- Documentation strategies proven to work
- Benchmarking your performance to statewide case mix data
- Best opportunities for case mix increases

Basics of Medicaid and Medicare Reimbursement

Robin Hillier, CPA, NHA, STNA, RAC-MT

- How case mix scores affect Medicaid rates
- A review of Medicare Assessment schedule
- Medicare rates
- How to get the highest Medicare rate
- Consolidated billing issues

12:15 – 12:45 p.m.

Lunch (included)

12:45 – 5:00 p.m.

Sessions (continued)

Quality Indicators & Quality Measures

Robin Hillier, CPA, NHA, STNA, RAC-MT

- Understand the role of the QI/QM
- QI/QM Reports

Tools for Effective MDS Management

Robin Hillier, CPA, NHA, STNA, RAC-MT

- Assessment items that trigger quality indicators: what to look for
- Determining low vs. high risk for risk adjusted indicators
- QIs: an advanced refresher
- Using various reports to improve performance
- Common exception review findings and your facility's rights
- MDS Coding
- Accurate assessments
- Care Planning
- Reimbursement
- Quality Outcomes

5:00 pm

Adjourn

Day Five Curriculum - December 1

8:00 am

Check-in & Continental Breakfast

8:30 – 10:30 a.m.

Evidence-Based Risk Management: Creating Safe Systems of Care

Wilma Wheeler, RN, RLNC, WOCN, Senior Risk Management Specialist, Risk Management Solutions

- Identify methods to reduce the frequency of preventable adverse events.
- Discuss loss-prevention activities to reduce the number of liability claims, and manage those claims that do emerge.
- Finance risk strategies using the most economical methods.

10:30 – 10:45 a.m.

Break

10:45 a.m. – 12:15 p.m.

Disaster Preparedness

Kenn Daily, LNHA, President, Elder Care Systems Group

- Define disasters
- How will the facility meet the needs of the residents, staff and visitors if essential services break down as a result of a fire or disaster
- Develop a disaster plan

12:15 – 12:45 p.m.

Lunch (included)

12:45 – 4:15 p.m.

What it Takes to Be a Leader: Self Assessment & Delegation

Dr. Karla Kay Potetz, K. Potetz & Associates

- Defining leadership in the context of LTC nurse managers
- How structure influences behavior
- Assessing ourselves as leaders
- Effective delegation strategies
- Useful empowerment methods
- Effective models of communication
- Handling people styles and diversity
- Team building
- Running effective meetings
- Critical thinking methods
- Real-life issues from the class are discussed using proven leadership techniques
- Time management

4:15 p.m.

Adjourn

Location:

All programs will be held at the Association offices, located at 55 Green Meadows Drive South, Lewis Center, OH.

How do I register:

New! Register for individual days or all five!

Space is limited. Choose one day or all five. Full course registrants will be given priority seating. Register early to assure participation.

Registration Details:

Full Course: It is strongly recommended that participants attend all five sessions. The Core of Knowledge is offered twice a year. If you cannot attend all five days, please notify the Association office and arrangements will be made for you to make up that day the following time the course is offered. Full course registrants will be given priority seating. Space is limited, register today! Full course registration fees are per person and cannot be shared. The same individual must attend all five days to qualify for this rate.

Full course registrants can also benefit from these on line registration discounts: Save 10% off regular registration fees. In addition, if you register 4 or more people at the same time on line, you save an additional 15%.

Individual Day Rate: Please note: Online registration & discounts are not available for daily rates. Full course registrants will be given priority seating, individual day registrants will be notified one week prior to the program date if space is not available.

CONFERENCE ATTENDANCE & REGISTRATION POLICIES:

Registration: Registrations may be sent via our website with credit card payment, fax with credit card payment or by mail with check. All registration fees must be paid at time of registering. In order to receive the early rate, payment must accompany the registrations by the assigned date, walk-ins must pay the regular rate. Registrations will not be processed and name badges will not be available to attendees until payment by check or credit card is received in our office. Phone registrations are not accepted. - Revised 2/07

Continuing Education: Please note that the credit hours offered for this program are for a full day of attendance. To receive continuing education credit for this program, licensing/accrediting boards require attendance in full. This means that partial credit will not be granted. Attendees who arrive late to a program will not receive credit. Likewise, credit cannot be granted to those who leave early. Therefore, please schedule your drive time conservatively, allowing room for traffic and construction delays. To receive credit for the program, participants are expected to sign-in, attend the entire program and sign out at the conclusion of the program. In the case of multiple day programs, credit will be granted for each full day of attendance. Registration is limited on this course. This limitation is imposed to assure participation of meaningful exchange with faculty. Registration for courses can not be shared between individuals. Any missed course days may be made up the next time the course is offered at an additional fee. It is the responsibility of the participant to notify OHCA to arrange for make-up days. There will be a make-up charge of \$50/day.

Photo Release: The event organizers and other participants may take photographs during the event. By registering for this event you give consent for the organizers, sponsors and other participants to publish these photos in printed materials or on the internet without additional notice. Individuals will never be identified/named in any photo unless prior written consent has been obtained from those individuals. If you do not wish to appear in any photos please contact OHCA and inform the event staff during registration.

Cancellations/Refunds: If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received more than 14 business days prior to program will receive a full refund. Cancellations received 7 – 13 business days prior to the program will receive a refund of 75% of the registration fee, cancellations received 4 – 6 business days prior to the program will receive a refund of 50% of registration fee. Cancellations after this time/date will be charged the full registration fee. All cancellations must be made in writing and may be emailed to kchapman@ohca.org or FAXed to the OHCA office at 614/436-0939 to Kathy Chapman, Education Director. Refunds if applicable will be issued via check to the company from the OHCA office after the program dates, regardless of original payment type.

Survey/Facility Related Disaster: A 50% education voucher could be issued for registration cancellations due to a state survey, or for a facility-related disaster. Facilities meeting these circumstances must send proof of the survey and/or disaster. The voucher cannot be used for dues, goods or services. The voucher can not be used for programs that are not solely sponsored by OHCA, EFOHCA or OCAL. There is no cash value for the voucher; therefore should the voucher be used for a program that is less expensive than the voucher amount, no cash refund or voucher for the difference in price will be offered. Likewise, the user agrees to provide payment for any registration fees in excess of the voucher amount. The voucher is valid through the last day of the calendar year in which it was issued.

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Register by Credit or Check

at **www.ohca.org**

Register online and save 10%!
Register 4 or more individuals from the same facility and receive 15% off the total of registration fees.
This discount only applies online.

The Core of Knowledge • Registration Form • November 9, 10, 11, 30, December 1, 2010

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

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 #: _____ / _____

Registration
will not
be processed
unless payment
is included.

Full Course Rate

MEMBERS of OHCA		NON-MEMBERS	
Fee:		Fee:	
Early rate	\$ 675 before 10/26/10	Early rate	\$1,180 before 10/26/10
Regular rate	\$ 845 10/26/10 and after	Regular rate:	\$1,475 10/26/10 and after

Individual Day Rate:

Please note: on line registration & discounts are not available for daily rates. Full course registrants will be given priority seating, individual day registrants will be notified one week prior to the program date if space is not available.

Please indicate which date you will attend:

___ November 9 ___ November 10 ___ November 11 ___ November 30 ___ December 1

MEMBERS of OHCA		NON-MEMBERS	
Fee:		Fee:	
Early rate	\$ 205 before 10/26/10	Early rate	\$ 360 before 10/26/10
Regular rate	\$ 260 10/26/10 and after	Regular rate:	\$ 455 10/26/10 and after

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 _____



55 Green Meadows Drive South
Lewis Center, OH 43035

