



NHHCA 2017 Spring Conference

Wednesday, May 10

Church Landing -
Mill Falls at the Lake, Meredith



Join your peers at picturesque Lake Winnepesaukee for a day of engaging speakers, important information, networking, and fun!

NH Health Care Association Spring Conference Wednesday, May 10, 2017 Church Landing at the Inns at Mill Falls, Meredith, NH

This conference offers something for everyone and we look forward to seeing a diverse group of people from all areas of the long term care profession. Please note that this year, there are some programs directed at those who handle Human Resources within a LTC facility. We look forward to seeing you at the Lake!

Agenda:

8:00a - Check-in and light breakfast

8:30a Keynote Presentation (1.25 CEUs)

Unsinkable You! How to stay afloat amid the rough seas of LTC - *William H. Johnson, L.I.C.S.W., WHJ Consulting*

10:00a Mid-Morning Breakout Sessions (1.0 CEU)

- Five-Star and the New Quality Measures
Cheryl Field, PrimeCare Technologies
- Office of the Long Term Care Ombudsmen (OLTCO)
Update *Susan Buxton, OLTCO*
- Working with the Multi-Generational Work Force-
Peter Wright, FACHE & Cheryl Cavanaugh, Valley Regional Healthcare
- Incorporating the Montessori Approach to Your Activities Program - *Erica Kelley, ADC, Courville at Manchester & Laura Mammarelli*

11:15a Late Morning Breakouts (1.0 CEU)

- Survey Update—*Mike Fleming, DHHS*
- Emotional Intelligence & Retention
William H. Johnson, L.I.C.S.W., WHJ Consulting
- Benefits of Volunteers
Jessica Cobb, Sullivan County Nursing Home

12:15p - LUNCH

1:15p Afternoon Breakouts (1.5 CEUs)

- Who's Paying the Bill?
Cheryl Field, PrimeCare Technologies
- The Most Overlooked Wound in Health Care
Elizabeth Brown RDH, MS, CPHDH, NH Technical Institute, Concord's Community College
- HR: Naked & Afraid
Brian Bouchard, Sheehan Phinney Bass & Green
- Learning by Living: Nursing Home Immersion Project - Lessons Learned and Applied - *Marilyn R. Gugliucci, MA, PhD, AGHEF, GSAF, AGSF, University of New England*

3:00p Closing Keynote Presentation (1.0 CEU)

Granny's Got Her Groove On: Aging, Sex, and Other Good Stuff! - *Marilyn R. Gugliucci, MA, PhD, AGHEF, GSAF, AGSF, University of New England*

Event Concludes at 4:00p



Opening Keynote

Unsinkable You! How to Stay Afloat Amid the Rough Seas of LTC

William H. Johnson, L.I.C.S.W.,
President of WHJ Social Work Consultation & Staffing Services

Bill is a long-time N.A.S.W. member and an associate member of the Massachusetts Senior Care Association, and presently maintains a long-term care social work consulting practice and temporary staffing agency within the New England region. He is a frequent seminar presenter for many of the affiliated health care organizations within the industry. With licenses in both nursing home administration and clinical social work, his perspective into the processes of team development, human relations and regulatory compliance is both unique and creative. Mr. Johnson's related areas of focus include strategies for managing critical behaviors, risk management, optimizing employee relations, and leadership development.

Closing Keynote

Granny's Got Her Groove On: Aging, Sex, and Other Good Stuff!

Marilyn R. Gugliucci, MA, PhD, AGHEF, GSAF, AGSF
Professor & Director Geriatrics Education and Research—Department of Geriatric Medicine,
University of New England College of Osteopathic Medicine

Intimacy and sex have origins in social, emotional, spiritual and physical/physiologic realms. We need more than “correct” language or behaviors to aid our knowledge, understanding, and appropriate action and care as we encounter (or engage in) intimacy and sexual satisfaction in later life. Tenets that guide (formal and informal) care models are often entrenched in past societal mores warranting fresh approaches and broader views to create change and progress. So let’s travel down the path of aging, sexuality and personhood using humor as our guide to support or promote transformation in getting a groove on in care settings. Yikes!

Marilyn R. Gugliucci is a Professor as well as the Director for Geriatrics Education and Research, and Director of U-ExCEL (UNE~Exercise and Conditioning for Easier Living) Fitness/Wellness Program for older adults within the University of New England College of Osteopathic Medicine Division of Geriatrics Medicine. Her "Learning by Living" research projects, UNECOM signature programs, advances medical and health professions students' learning through ethnographic/ autobiographic immersion research methods. Learning by Living: Nursing Home Immersion involves "admitting" medical students into nursing homes to live the life of an elder resident for 10-14 days complete with a diagnosis and standard procedures of care. The Learning by Living: 48 Hour Hospice Home research immerses students into an 18 bed in-patient hospice home to work with an interprofessional team in providing patient care, family support, and post mortem care. She also conducts research on older adult function, falls, and proprioception.

Dr. Gugliucci is a Fellow of the American Geriatrics Society (AGS), the Gerontological Society of America (GSA), the Association for Gerontology in Higher Education (AGHE), and the Maine Gerontological Society (MGS). Her expertise and passion in the field of aging has resulted in numerous presentations nationally and internationally. Her latest international presentations were conducted in Germany (2016), Norway (2015), Ireland (2015 & 2012), Italy, (2013), Austria (2004), and England (2003). She served on the national GSA executive board for 8 years and held the position of Chair (2012-2013) for the Health Sciences Section (1750 members) and served on the AGHE board for 11 years and was elected president serving from 2008-2010. In this role she led the organization to create and endorse new forward thinking definitions for geriatrics and gerontology. She is on the review boards for the Aging International Journal, the International Journal of Clinical Medicine, and is on the Executive and Review Boards for the Journal of Gerontology and Geriatrics Education, among others. Although not a nurse, she was a mentor for the Sigma Theta Tau International Honor Society of Nurses/Hartford Foundation Geriatric Nursing Leadership Academy. In Maine, she served on the boards for Maine Legal Services for the Elderly, St Andre Health Care, Southern Maine Agency on Aging, SAGE Maine, and the Maine Gerontological Society; also serving as MGS president (2010-2012). She is currently serving on the Board of Directors for Piper Shores Continuing Care Retirement Community, Hospice of Southern Maine Ethics, and Maine Council on Aging.

Dr. Gugliucci was awarded the 2013 Marguerite Elliott Innovations in Clinical Medical Education Award from the Society of Osteopathic Medical Educators; 2012 Association for Gerontology in Higher Education Hiram Friedsam Mentorship Award for her excellence in mentoring students, faculty, and administrators in the field of aging; and the 2012 Harvard Pilgrim Health Care and MaineToday Media, Inc. Healthcare Hero Award for her excellence, dedication, innovation, compassion and exemplary achievements as a Health Care Educator in Maine.

Mid-Morning Breakout Sessions (10:00a)

Each Session is 1 hour and participants will earn 1.0 CEU for these programs.

Five Star & the New Quality Measures

Cheryl Field, Chief Product Officer
PrimeCare Technologies

Understanding Five Star, The Survey Impact and New Quality Measures. January 2017 provider Five Star scores were impacted by the new Quality Measures at the same time the CJR waiver program for 3 night stay went into effect. This session will review Five Star and take a look at the impact of the changes on today's drivers in health care reform. Attendees will leave with an action plan they can easily implement to strategically improved their position in their market.

Participants will learn:

- The components of the updated Five Star System and other new Quality Measures
- The impact of survey on your overall Five Star score
- Three alternative metrics that interest payers and better position your organization in your referral network.

***Cheryl Field** is the Chief Product Officer at Prime Care Technologies. Cheryl has more than 25 years' experience in professional nursing specializing in post-acute care with a concentration in reimbursement. She is certified in Rehabilitation Nursing and Health Care Privacy and is a nationally-known lecturer and consultant. She holds a Bachelor of Science in Nursing from University of Rochester and a Master of Science in Nursing from Boston College.*

Working with the Multi-Generational Work Force

Peter Wright, FACHE & Cheryl Cavanaugh
Valley Regional Healthcare

The healthcare workforce now includes four generations, each with a different value system and motivating drivers. This presentation will cover how you should prepare your organization to be successful in these new and diverse times.

***Mr. Wright** is the President & CEO of Valley Regional Healthcare in Claremont, NH. He serves on the NHHA Board and Executive Committee, AHA region one policy board and is the former ACHE Regent for NH. He is Board certified in healthcare management and a Fellow of the American College of Healthcare Executives. Mr. Wright has presented to local, regional and national audiences on healthcare related topics.*

Office of the Long Term Care Ombudsman (OLTCO) Update

Susan Buxton, Ombudsman, OLTCO

Sue Buxton will discuss the latest news from the OLTCO and answer questions from the audience.

***Sue Buxton** is currently the LTC Ombudsman for the state of New Hampshire. Sue has been a Nursing Home Administrator in New Hampshire for many years and looks forward to using her knowledge and expertise in her new role.*

Incorporating the Montessori Approach into Your Activities Program

Erica Kelley, ADC; MEPAP Instructor
Dir. of Recreation, Courville at Manchester
Laura Mammarelli,
Director, Blue Heron School at Squam Lakes Natural Science Center and President, NH Montessori Association

Ideas for activities are only limited by your imagination. The Montessori techniques aim to help patients experience success, which does wonders for building confidence. The goal is to understand the whole person; physical, intellectual and spiritual and then devise activities that they find meaningful. Tapping Montessori concepts in the world of dementia care can yield magical moments of joy for both the patient and caregivers.

Program Objectives

- To learn about the Montessori Approach to Dementia Care
- Understanding the fundamental principles of the Montessori methods.
- To acquire techniques on how to start adapting your current activities program to incorporate some Montessori approaches

***Erica Kelley** is a certified Activity Director with NCCAP and is also a MEPAP Instructor in the state of New Hampshire. Erica is currently the Director of Recreation at The Courville Communities, an Assisted Living / Skilled Nursing Community. She has been in the Activities Field for over 15 years and has experience in many areas including Dementia Care, Assisted Living and Skilled Nursing Programming. Erica has a Bachelor's of Marketing Management as well as Certificates in Gerontology and Human Services. For the past 10 years she has been involved in the New Hampshire Health Care Association's Activity Professional Council serving in roles such as President and Treasurer.*

Mid-Morning Breakout Sessions (11:00a) cont.

Laura Mammarelli received a B.A. in History from Middlebury College and also became certified to teach K-8 in public schools. She completed Montessori training in 1982 from the New England Montessori Teacher Education Center in Boston and

has taught in Montessori programs in Massachusetts and New Hampshire. Laura is a founding officer of the New Hampshire Montessori Association.

Late-Morning Breakout Sessions (11:15a)

Each Session is 1 hour and participants will earn 1..0 CEU for these programs.

Survey Update

Michael Fleming
Bureau Chief, Survey & Certification
NH Dept. of Health & Human Services

Mike Fleming will talk about the latest survey results and trends and answer questions from the attendees. Information about the new hybrid QIS/Traditional Survey Method to be rolled out in late 2017 will be provided, if Mike has received any information by this event.

Using Emotional Intelligence to Influence Staff Morale and Retention

William H. Johnson, L.I.C.S.W.
President, WHJ Social Work Consultation & Staffing Services

Program description coming...

See opening keynote for Bill Johnson's biography.

Other topics that will be touched upon include:

Appreciation, Working with young volunteers, Volunteers with special needs, Building a rapport between staff and volunteers, Resolving Conflicts, Tracking hours, Providing resources and feedback, & Service projects.

Jessica has been working in the healthcare field for seven years, starting in recreation services before beginning her work with volunteers. She is a graduate of Keene State College with degrees in Theatre Arts and Psychology.

Jessica currently works for Riverside Rest Home, a 215 bed facility run by New Hampshire's Strafford County. She recruits, trains and manages the volunteer workforce and works closely with local organizations and businesses on larger scale volunteer efforts and service days.

When not at Riverside, Jessica can be found in the garden or taking dog Etta for a walk on the trails. She is an active member of the Rotary Club of Dover and a youth director at her local community theatre. Jessica and her husband Zach are excited to be welcoming their first child this August.

Benefits of Volunteers

Jessica Cobb
Director of Volunteers and Public Relations—Riverside Rest Home

Volunteers are a wonderful addition to any facility. They allow for greater one-on-one attention to our residents and can bring with them new talents and passions to share. Maintaining a volunteer program also comes with its fair share of challenges. This session will look at the benefits and challenges of running a volunteer program in a nursing home setting. We will discuss ways to recruit, suggestions on training and retaining strong volunteers.

Keeping in mind that all facilities are as unique as the residents we serve, participants will be given the opportunity to brainstorm and discuss what volunteer services would be most beneficial to their facility.

Participants will learn how the volunteer program functions as part of the Riverside Rest Home facility. They will learn about recruitment, training and retention techniques. They will also have an opportunity to brainstorm and discuss the unique needs of their facility and how best to incorporate volunteers.



Afternoon Breakout Sessions (1:15p)

Each Session is 1.5 hours and participants will earn 1.5 CEUs for these programs.

Who's Paying the Bill? Understanding Today's Payment Models and the Data You Need for a Strong Bottom Line

Cheryl Field, Chief Product Officer
PrimeCare Technologies

We ask a lot of questions in post-acute care (PAC) but the first is "Who's Paying the Bill?" New metrics are making their way into the changing reimbursement system, demanding new data from you. This session will answer the question, who is paying the bill "today" exploring payers and payment models emerging in the SNF space. Case examples will be used to illustrate key performance metrics to focus on to ensure a healthy bottom line.

Participants will:

- Explore three major changes in the Payer landscape and the key data metrics each demands
- Define three changes in payment models that represent the shifting of risk
- Identify through case study 5 key data elements you need from each of for success in the changing reimbursement environment.

Cheryl Field is the Chief Product Officer at Prime Care Technologies. Cheryl has more than 25 years' experience in professional nursing specializing in post-acute care with a concentration in reimbursement. She is certified in Rehabilitation Nursing and Health Care Privacy and is a nationally-known lecturer and consultant. She holds a Bachelor of Science in Nursing from University of Rochester and a Master of Science in Nursing from Boston College.

HR: Naked & Afraid

Brian Bouchard
Sheehan Phinney Bass & Green, PA

The day to day existence of a human resources professional can, at some times, feel as a survival game where contestants, without much, if any prior notice, must use their just wits and whatever tools they have at their finger-tips to respond to any number of pressing workplace issues. The Discovery Channel's very popular TV show, Naked and Afraid, actually describes the exposure and discomfort, as well as the sense of accomplishment, HR professionals may experience in this ever-changing and increasingly hostile environment. In keeping with our theme in recent years, we decided to frame our annual employment law update as an interactive game show. We call it "HR: Naked and Afraid". Just as with the popular TV show, HR contestants in this game, after sitting through a riveting legal

update (which will provide some clues that will later be useful in the game), will be asked to answer increasingly complex employment law questions. Contestants will be given a hypothetical situation with possible answers. They will be asked to pick the correct answers. The clock will be ticking, there will be hidden dangers, you will be exposed (standing up, but fully clothed) and the answers must be 100% correct to survive the experience.

Nerves, knowledge and skills will be tested. (If you are concerned by the theme wear an extra sweater or two.) Prizes will be awarded to all who participate. The program promises to be both fun and informative.

Brian is an attorney and a member of Sheehan Phinney's Labor and Employment and Litigation practice groups. His practice focuses on business litigation and counseling where he helps businesses navigate the complex world of labor and employment law, including wage and hour issues, discrimination disputes, harassment training, and federal contractor issues.

Brian is a lecturer for the University of New Hampshire's Professional Development and Training program and has written and lectured on legal topics throughout the Granite State. Admitted in New Hampshire and Massachusetts, Brian is dedicated to client service and is never unimpressed by the complex issues facing employers, businesses, and individuals on a daily basis. See opening keynote for presenter biography.

The Most Overlooked Wound in Health Care

Elizabeth Brown RDH, MS, CPHDH-CPHDH Program Coordinator
NHTI, Concord's Community College
Jessica Cobb

Dental disease is indeed a concern of the dental profession but oral disease needs to be a concern of all health care providers to improve the quality of life for those we care for. This discussion will look at the inter-relationship of oral and systemic diseases. Poor oral health significantly impacts quality of life as well as health care expenditures, are there strategies to reduce the oral disease burden?

Participants will learn

- The role of oral biofilm in oral and systemic diseases
- The critical role saliva plays in a healthy mouth
- About new therapies for addressing dental caries and why maintaining a healthy dentition is important for overall health
- How reducing oral disease can reduce healthcare costs

Elizabeth J (BJ) Brown RDH, MS, CPHDH, received her dental hygiene degree from Westbrook College in Portland Maine, her

Afternoon Breakout Sessions (1:15p) cont

MS in Dental Public Health from Boston University's Goldman School of Dental Medicine and is a Certified Public Health Dental Hygienist. Her clinical experience includes 15 yrs. in private practice and over 25 years working in long term care settings. She received advanced training in geriatrics and nursing home dentistry at Universities of Minnesota and Texas, San Antonio during her 10-year position at the Edith Nourse Rogers Memorial VA Medical Center in Bedford MA. BJ currently provides dental hygiene services at 2 NH nursing homes and is an adjunct clinical instructor in the dental hygiene program at NHTI, Concord's Community College. Most recently BJ received the Dental Hygienist of the Year Award by the NH Dental Association and was published in the Evidence-Based Dental Practice Annual Report on Dental Hygiene (Elsevier, June 2016). Other topics that will be touched upon include: Appreciation, Working with young volunteers, Volunteers with special needs, Building a rapport between staff and volunteers, Resolving Conflicts, Tracking hours, Providing resources and feedback, & Service projects.

Learning by Living Nursing Home Immersion Project: Lessons Learned and Applied

Marilyn R. Gugliucci, MA, Ph.D, AGHEF, GSAF, AGSF
Professor & Director Geriatrics Education and Research
Department of Geriatric Medicine
University of New England College of Osteopathic Medicine

Panelists: Patricia Cummings, Administrator, The Edgewood Centre; Mark Latham, Administrator, Genesis—Pleasant View Center; Barbara Platts-Comeau, Director of Recreation, Genesis-Pleasant View Center

Aging and living a long life offers challenges and opportunities; who knows this more than the older adults who reside in a nursing home? As part of the Learning by Living Nursing Home Immersion Project from the University of New England College of Osteopathic Medicine, medical students volunteer to be "admitted" into nursing homes to live the life of an elder resident for 10-12 days – 24/7 – complete with medical diagnosis and "standard" procedures of care (toileting, transferring, bathing, feeding, etc). This unique medical education research and learning experience increases skills in working with older adults for the students, but has also created action for the homes who admit these students. The project will be presented including information on student experiences and learning; but the true pearls will be shared by nursing home staff who hosted the students. Life altering events happen to these students as they live the life of a resident and staff consciousness is raised by contributing to student learning. Conversations with session attendees will be encouraged. You won't believe it until you hear it!

See Closing Keynote for Dr. Gugliucci's Biography.



Important Information for Spring Conference

Conference Fees

This year's conference has more breakout options and attendees will be able to earn 6 CEUs at the NHHCA's Spring Conference. And don't forget the opportunity to network with your peers from across the state, to enjoy the beautiful venue on Lake Winnepesaukee, and enjoy a light breakfast and full lunch, and perhaps win a raffle prize!

The fee to attend our 2017 Spring Conference is:

NHHCA Members: \$110.00
County-Association Rate: \$125.00
Non-members: \$150.00

Registration

Registration for this event is limited to 150 attendees. Register NOW at www.nhhca.org to save your seat!

Please see the NHHCA Cancellation, Payment and Attendance policies at www.nhhca.org. The NHHCA does not send out confirmations of registration. To confirm registration please call the NHHCA office at 603-226-4900.

When registering, please specify which breakout sessions each attendee chooses to attend. If no session is specified, you will be placed in the session with the least amount of preregistered

Important Information for Spring Conference (cont.)

policy due to the fire codes of the location. Please note space will be limited in some of these sessions – your name must be on the list to enter the session. If your name is not on the list, you may be asked to choose another session. If you are a walk-in, you will only be able to attend a session if it has available space.

Register ONLINE and be entered into a special raffle!

Online registration is easy. Visit www.nhhca.org and click on the Spring Conference Registration link. If you do not currently have an account, setting one up is easy. Forgot your password? It can be emailed to the email address we have on file or you can call (603) 226-4900 and ask to have it reset. **All attendees who register online will be entered into a special raffle given out at the Spring Conference!**

How else can you register?
Choose one of the following methods:
Print the registration form and scan and email the to orders@nhhca.org.
Fax form to (603) 226-3376

Payment Information

Payment may be made via check or credit card. Online payments are now accepted! Visit www.nhhca.org and click on the Pay Here button at the top right of your screen.

Checks may be sent to:

NHHCA
ATTN; Spring Conference
5 Sheep Davis Road, Suite E
Pembroke, NH 03275

Beautiful weather enhances the day, but *this program will take place rain or shine. If for any reason there is a cancellation in the program, cancellations will be posted on our facebook page (www.facebook.com/nhhca) and homepage (www.nhhca.org). Attendees for whom we have an email address on file will be notified via email.*

Please dress accordingly. Please note that some rooms may be colder/ warmer than others.

Please refer to the NHHCA cancellation, attendance and payment policies for a complete list of procedures. The policies are posted at www.nhhca.org. If you have any questions about the policies please contact the NHHCA at 603-226-4900.

- Cancellations must be made in writing 10 business days prior to the program.
- Payment is expected before event. Canceled registrations are subject to an administrative fee. Late payments will receive a penalty fee.
- In order to obtain full CE credits, attendees must attend entirety of program.
- Program registration is limited to LTC facility staff and event sponsors.

All of the policies apply to this event. If you would like a copy of the policies, please contact the NHHCA and we would be happy to mail one to you. Still have questions? If you have any questions on how to register or to make a payment please contact the NHHCA office at (603) 226-4900.

Questions?

Do you still have questions regarding the Spring Conference or other programs offered by the New Hampshire Health Care Association? Are you a vendor looking to sponsor the Spring Conference? Did you have questions about registrations? Do you want to arrange your payment for Conference attendance?

Please contact the staff at the New Hampshire Health Care Association (NHHCA) and we will do our best to help you.
Email: info@nhhca.org
Phone: (603) 226-4900



Please direct all correspondence, inquiries, and payments to:

New Hampshire Health Care Association

5 Sheep Davis Road, Suite E; Pembroke, NH 03275

(603) 226-4900 * FAX (603) 226-3376* info@nhhca.org

All the information in this booklet can be found online at www.nhhca.org

Facility Name: _____

Address: _____

Contact Name: _____

Phone/Email _____

Attendee name: _____

Attendee name: _____

Attendee Title: _____

Attendee Title: _____

Attendee Email: _____

Attendee Email: _____

| MID-MORNING BREAKOUTS (CHOOSE 1) | | | |
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| <input type="checkbox"/> AM101 <i>5 Star & QMs</i> | <input type="checkbox"/> AM102 <i>OLTCO Update</i> | <input type="checkbox"/> AM103 <i>Multi-Generational</i> | <input type="checkbox"/> AM104 <i>Montessori</i> |
| LATE MORNING BREAKOUTS (CHOOSE 1) | | | |
| <input type="checkbox"/> AM2 01 <i>Survey Update</i> | <input type="checkbox"/> AM202 <i>Emotional Intelligence</i> | <input type="checkbox"/> AM203 <i>Volunteers</i> | |
| AFTERNOON BREAKOUTS (CHOOSE 1) | | | |
| <input type="checkbox"/> PM01 <i>Who's Paying?</i> | <input type="checkbox"/> PM02 <i>Most Overlooked Wound</i> | <input type="checkbox"/> PM03 <i>HR: Naked & Afraid</i> | <input type="checkbox"/> PM04 <i>Learning by Living</i> |

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Payment via: Credit Card complete fields below/ call (603) 226-4900 or pay online Check # _____

| | |
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| Credit Card Number | Expiration Date: |
| Authorized Signature | Amount: |