

Little Rock Marriott | 3 Statehouse Plaza



ANNUAL FALL CONFERENCE

November 7-9, 2017 | Little Rock, AR



Tuesday, November 7, 2017

9:00 a.m. – 4:00 p.m.

Foyer

Registration

10:00 a.m. – 12:00 p.m.

Salons A-B

Are you Ready for RoP Phase 2? – Part 1

Robin A. Bleier, RN, LHRM, CLC

RB Health Partners, Inc.

This program is geared to support long term care providers as they navigate the waters of regulatory change. The session will begin with a rule of participation (RoP) Phase 1 review. Participants will also receive building blocks to create a successful Phase 2 implementation strategy.

10:00 a.m. – 11:00 a.m.

Hoffman

AALA Board of Directors Meeting

Please note that there are no CEUs offered for board meetings.

11:15 a.m. – 12:15 p.m.

Manning

AALA - Update on Independent Assessments

Craig Cloud, Director of Division of Provider Services and Quality Assurance, Division of Human Services

Join the discussion about the new Independent Assessment process for Aging Medicaid HCBS providers. This new process will directly impact providers who are Living Choices Assisted Living Medicaid Waiver providers, along with Personal Care providers.

Open to Assisted Living providers only.

12:00 p.m. – 1:00 p.m.

Salon C

Lunch

1:00 p.m. – 3:00 p.m.

Salons A-B

Are you Ready for RoP Phase 2? – Part 2

(This session is a continuation from the morning.)

Robin A. Bleier, RN, LHRM, CLC

RB Health Partners, Inc.

1:00 p.m. – 3:00 p.m.

Manning

AALA – Medicaid Workgroup Meeting

Rachel Bunch, AHCA/AALA Executive Director

Lori Brunholtz, Managing Director, BKD, LLP

Assisted living providers will discuss upcoming changes to the Medicaid waiver program.

Open to Assisted Living providers only.

3:15 p.m. – 5:30 p.m.
Manning

Not for Profit – Roundtable Discussion & National Update

Dana Halvorson, Senior Director of NFP & Constituent Services at American Health Care Association
Steve Chies, Lead Consultant, Care Paradigms

Hear about work on policies and issues affecting the LTC world at the national level. Discuss those regulatory areas that appear to be the most challenging for you as a provider, and get your questions answered. Develop insight into progress on various initiatives.

3:15 p.m. – 4:15 p.m.
Salons A-B

Performance Improvement: It's About More Than Just Getting Better

Sue Weatter, Executive Director, Arkansas Institute for Performance Excellence/Governor's Quality Award

Everyone wants to improve performance, but do you have a plan that leads to actual performance excellence? Learn ways to improve your overall organizational effectiveness, increase value to your patients, and foster employee engagement while receiving best practices from one of the top long-term care facilities in the nation.

4:30 p.m. – 5:30 p.m.
Salons A-B

Aligning the Stars: Five-Star Calculation

Cassie Crafton, RN, Outreach Specialist, AIPP
Amanda Kristofik, BSN, RN, Outreach Specialist, AIPP

Residents, families and providers rely on Five-Star Ratings to evaluate and compare communities. This session will focus on the data sources that drive ratings. Keeping those stars aligned will help you stay on track with the quality measures

Wednesday, November 8, 2017

7:30 a.m. – 4:00 p.m.
Foyer

Registration

7:30 a.m. – 8:30 a.m.
Foyer

Continental Breakfast

8:00 a.m. – 9:00 a.m.
Salons A-B

FY2018 SNF PPS Final Rule

Lori Brunholtz, Managing Director
Bob Lane, Director
BKD, LLP

This session will explore the impact of the recently-published SNF PPS Final Rule on provider rates & payments, the Quality Reporting System (QRP), and Value Based Purchasing (VBP). This session will also discuss CMS's proposed overhaul to SNF Medicare payment system, the reason change is necessary, and the estimated impact on Arkansas facilities.

8:00 a.m. – 9:00 a.m.
Arkansas Ballroom

AALA – Emergency Preparedness

Tim White, Emergency Preparedness Consultant

Learn more about emergency preparedness policies and procedures that affect assisted living facilities. The discussion will include an overview of emergency preparedness and steps to assess how prepared you are for a disaster.

9:00 a.m. – 10:00 a.m.
Hoffman

AHCA Board of Directors Meeting

Please note that there are no CEUs offered for board meetings.

9:15 a.m. – 10:15 a.m.
Salons A-B

CMS Update – Emergency Preparedness Final Rule

Tim White, Emergency Preparedness Consultant

The healthcare continuum must prepare for catastrophic public health events that may prove to have profound negative effects on the entire healthcare system. In particular, long term care facilities are responsible for the care of the at-risk, elderly population who are especially vulnerable to catastrophic health events. These individuals often have extremely limited capacity to function and cope with even minimal stress and often suffer higher morbidity and mortality rates than the general population during disaster events. This session will address questions and concerns related to the new guidelines.

9:15 a.m. – 10:15 a.m.
Arkansas Ballroom

The Media, Public Relations and You

Rachel Reeves, NCAL Director of Communications

This session will teach best practices for interacting with the media. The presentation will take the audience through the ins and outs of how to handle yourself in an interview, including what to say and what not to say and the importance of all communications from you, your community, and your staff. The session will show participants how to avoid the mistakes that could lead to financial distress or denigration of your reputation and how to win back trust and credibility.

10:30 a.m. – 11:00 a.m.
Arkansas Ballroom

Financial Eligibility

Craig Cloud, Director of Division of Provider Services and Quality Assurance, Division of Human Services

Mary Franklin, Director of Division of County Offices (DCO)

Robert Williams, Assistant Director of Division of County Offices (DCO)

Effective October 1, LTSS Financial Eligibility transferred operations from the Division of Aging and Adult Services back to the Division of County Operations (DCO). This unit processes financial eligibility for beneficiaries served in our Aging Waivers, Nursing Facilities, Assisted Living, and Independent choices. Moving financial eligibility back to DCO is being completed to assist the Department in accomplishing its goals for greater efficiency, consistency and coordination among financial eligibility processes for our providers and beneficiaries.

11:00 a.m. – 12:00 p.m.
Salons A-B

Annual Business Meeting

Open to Members Only

One voting delegate per facility/company. Delegates should sit at their designated place in the front half of the room. Please note that there are no CEUs offered for the Annual Business Meeting.

- Annual Reports
 - Financial
 - Legal
 - Membership
 - Governmental Relations

12:00 p.m. – 1:00 p.m.
Salon C

Lunch

1:00 p.m. – 2:00 p.m.
Salon A

Legislative Update

Rachel Bunch, AHCA/AALA Executive Director

- A review of the 2017 legislative session as it relates to health care in Arkansas.
- Overview and progress of AHCA's MOU to reform LTSS over 5 years.
- Updates from CMS Regional Office.
- A look into the 2018 election season.

1:00 p.m. – 2:00 p.m.
Arkansas Ballroom

Long Term Care Champion Panel Discussion

Donna Morton, LNHA, Outreach Specialist, AIPP

Patrice Moody, RN, Outreach Specialist, AIPP

Tabby Lancaster, RN, Arkansas Health Care Foundation

This 1-hour session is a continuation of the Long Term Care Champion certification that was offered in September. Its purpose is to answer frequently asked questions related to antipsychotic reductions and the Monthly Reporting Tool. The intended audience is each facility's designated Long Term Care Champion. If your facility has not yet designated a Long Term Care Champion, it is recommended that the administrator and/or DON attend. Please note that the Long Term Care Champion certification is not available for this 1-hour session.

2:15 p.m. – 3:15 p.m.
Conway Lecture Hall

New Survey Process – Skilled Nursing Facilities

Cecilia Vinson, Lisa Thomas and Melody Blackwell Jones

Arkansas Department of Human Services

The requirement for an electronic copy of the facility floorplan and the new entrance conference information are critical parts of the new nursing home survey and recertification process. The Office of Long Term Care will discuss and provide information to ensure providers will be ahead of the survey process.

2:15 p.m. – 3:15 p.m.
Arkansas Ballroom

#Winning at Social Media

Rachel Reeves, NCAL Director of Communications

This seminar gives an overview of the role that social media could play in your community's marketing and communication strategy. As social media becomes an integral part of our daily lives, learn how to interact with current residents and families, as well as reach potential consumers. Find out the latest trends on what social media channels consumers are using and why, and how those trends could benefit your community.

3:30 p.m. – 4:00 p.m.
Conway Lecture Hall

Infection Control: What's Coming for LTC

Lisa Thomas

Arkansas Department of Human Services

- Review statistics associated with older adults and their risk of infections.
- Review appearance of F441 in top deficiencies for 2016.
- Review new numbering of the infection control tags.

4:00 p.m. – 5:00 p.m.
Conway Lecture Hall

Implementing Infection Prevention and Control Program and Antimicrobial Stewardship in LTC Facilities

Angie Norman, DNP, GNP, ACNP

University of Arkansas for Medical Sciences, Reynolds Institute on Aging

Ryan Dare, MD

Assistant Professor, Department of Internal Medicine, Division of Infectious Diseases

Antibiotic stewardship refers to a committed and coordinated program to “optimize the treatment of infections while reducing the adverse events associated with antibiotic use.” According to the CDC, up to 70% of residents in a nursing home will receive one or more courses of antibiotics over a 1 year period. At the completion of the presentation the audience will be able to recognize the importance of antibiotic stewardship, identify the components of a stewardship program, and apply antibiotic stewardship principles in their own facilities. This will result in reducing inappropriate antibiotic usage, enhancing quality of life, increasing efficient surveillance and job satisfaction.

5:30 p.m. – 6:30 p.m.
Foyer

Caregiver Awards Celebration Reception

6:30 p.m. – 8:30 p.m.
Grand Ballroom
(Salons A-C)

13th Annual Caregiver Awards Celebration and Dinner Business Attire

- Recognition of National Quality Award Recipients
- Recognition of Governor’s Quality Award Recipients
- Recognition of Caregiver Award Recipients
 - Youth Volunteer of the Year
 - Adult Volunteer of the Year
 - Group Volunteer of the Year
 - Environmental Services Team Member of the Year
 - Emergency Preparedness Champion of the Year
 - Dietary Team Member of the Year
 - Team Member of the Year
 - Assisted Living Team Member of the Year
 - C.N.A. of the Year
 - Nurse of the Year
 - D.O.N. of the Year
 - Administrator of the Year

Thursday, November 9, 2017

8:30 a.m. – 9:30 a.m.
Salon A

Manager Power! Igniting Employee Passion and Purpose

Nancy Anderson, RN, MA, Senior Vice President of Engagement Solutions for Align, LLC

The level of employee management in an organization impacts employees' intent to stay and ultimately impacts the experience of patients/residents. Managers have the single-greatest impact on employee engagement. In fact, managers account for 70% of the variance in employee engagement scores. Through engaging learning activities, we will look at how the behaviors and practices of managers influence an employee's emotional connection with the facility/organization. We'll explore how the dynamics of the management team impacts the culture of the organization. Guidance on specific practices that promote engagement will be addressed at both the operational and organizational levels.

9:45 a.m. – 10:45 a.m.
Salon A

Advanced Care Planning: The Physician Orders for Life Sustaining Treatment Form (POLST Form)

Angie Norman, DNP, GNP, ACNP

University of Arkansas for Medical Sciences, Reynolds Institute on Aging

The National POLST Paradigm is an approach to end-of-life planning that helps elicit, document and honor patient treatment wishes. The paradigm emphasizes advance care planning conversations between patients, health care professionals and loved ones. As a result of these conversations, patient treatment wishes may be documented on a POLST form, which translates the shared decisions into actionable medical orders. This session will explain the purpose of the POLST form and how and when it can be used in long term care.

11:00 a.m. – 12:00 p.m.
Salon A

In Case You Missed It! Dementia Care in Long Term Care and Assisted Living: A Model for Well-Being

Kim Tackett, LNHA, Program Manager, AIPP

This session will provide a 1-hour overview of "Dementia Care in LTC and Assisted Living: A Model for Well-Being." Arkansas was recently recognized as the 4th Most Improved state in the nation for improving dementia care. Learn what Arkansas is doing to implement and sustain a statewide dementia initiative to reduce the use of antipsychotics in our residents.



Twenty-three nursing facilities from throughout the state were presented Arkansas Governor's Quality Awards by Governor Asa Hutchinson on Tuesday, September 12, 2017.

GOVERNOR'S QUALITY AWARD RECIPIENTS:

1. Arkansas State Veterans Home, Fayetteville
2. Atkins Nursing & Rehabilitation Center, Atkins
3. Bradford House Nursing & Rehab, LLC, Bentonville
4. Briarwood Nursing and Rehab, Little Rock
5. Cabot Health and Rehab, LLC, Cabot
6. Care Manor Nursing and Rehab, Mountain Home
7. Chapel Ridge Health and Rehab, Fort Smith
8. Clarity Pointe, Fayetteville
9. Corning Therapy and Living Center, Corning
10. Dardanelle Nursing and Rehabilitation Center, Inc., Dardanelle
11. EagleCrest Nursing and Rehab, Ash Flat
12. Greenbrier Nursing & Rehab Center, Greenbrier
13. Johnson County Health and Rehab, LLC, Clarksville
14. Lake Hamilton Health & Rehab, Hot Springs
15. Legacy Heights Nursing & Rehab, Russellville
16. Lonoke Health and Rehab Center, LLC, Lonoke
17. Oak Manor Nursing & Rehabilitation Center, Inc., Booneville
18. Perry County Nursing and Rehabilitation Center, Perryville
19. Quapaw Care and Rehabilitation Center, Hot Springs
20. Russellville Nursing and Rehabilitation Center, Russellville
21. Salem Place Nursing and Rehabilitation, Conway
22. Sherwood Nursing & Rehabilitation Center, Inc., Sherwood
23. Shiloh Nursing and Rehabilitation, Springdale



Two Long Term and Post-Acute Care Providers Recognized for Quality of Care

Two long term and post-acute care members in Arkansas are being recognized with a 2017 Bronze - Commitment to Quality Award by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) for their dedication to quality care. The National Quality Award Program by AHCA/NCAL spotlights providers across the country that have demonstrated their commitment to delivering quality care for seniors and persons with disabilities.

The Arkansas Health Care Association and Arkansas Assisted Living Association congratulates its two members who are receiving this award:

Twin Rivers Health and Rehabilitation, Arkadelphia **Southridge Village Assisted Living, Cabot**

Implemented by AHCA/NCAL in 1996, the National Quality Award Program is centered on the core values and criteria of the Baldrige Performance Excellence Program, which is the foundation of the metric-based AHCA/NCAL Quality Initiative. The program assists providers of long term and post-acute care services in achieving their performance excellence goals.

The program has three levels: Bronze, Silver, and Gold. Providers begin the quality improvement process at the Bronze level, where they develop an organizational profile with essential performance elements such as vision and mission statements and an assessment of customers' expectations. Bronze applicants must also demonstrate their ability to implement a performance improvement system. Trained Examiners review each Bronze application to determine if the center has met the demands of the criteria. Recipients of the Bronze - Commitment to Quality Award may now move forward in developing approaches and achieving performance levels that meet the criteria required for the Silver - Achievement in Quality Award.



SILVER NATIONAL QUALITY AWARD RECIPIENT

Congratulations to The Crossing at Riverside Health and Rehabilitation who has been recognized as a 2017 recipient of the Silver – Commitment to Quality Award for its dedication to improving the lives of residents through quality care. The award is the second of three distinctions possible through the National Quality Award Program, presented by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL). The program honors centers across the nation that have demonstrated their commitment to improving quality care for seniors and individuals with disabilities.

Implemented by AHCA/NCAL in 1996, the National Quality Award program is centered on the core values and criteria of the Baldrige Performance Excellence Program. The program assists providers of long term and post-acute care services in achieving their performance excellence goals.

We applaud
The Crossing at Riverside
Health and Rehabilitation
on their achievement of this nationally recognized award!

SAVE THE DATE

April 24-26, 2018
Hot Springs
Spring Convention &
Trade Show
+ State Queen Pageant

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Sponsorships establish a partnership between our member facilities and the professionals who deliver goods and services to them. The people representing the organizations listed below help AHCA / AALA further the education of our members and their staffs, provide support to the Arkansas Health Care Foundation, and promote quality care in our member facilities. Please recognize and thank our partners when you are doing business with them.

DIAMOND - \$50,000



PLATINUM - \$25,000



GOLD - \$15,000

AllCare Pharmacy
Datek, Inc.
McKesson Medical Surgical
Medline Industries Inc.
Premier Pharmacy Care
SeniorWorks

SILVER- \$10,000

Ben E. Keith
Mallard Medical Supply

BRONZE- \$5,000

Arkansas Asset Protection Group
Arkansas Innovative Performance Program
Arkansas Self-Insurance Trust
BKD, LLP
BOK Financial
Invacare Continuing Care
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COPPER - \$2,500

Abernathy Company
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