



*LeadingAge Ohio and Ohio Health Care Association are pleased to bring you these all-new conferences on existing and future person-centered care efforts. Both associations thank the Respecting Choices Committee, a group of aging services providers and professionals from across Ohio whose intent is to promote best practices, networking and idea sharing on all aspects of culture change in support of elders and their stakeholders.*

## **Respecting Choices: It's More than Culture Change**



**March 27, 2013**

Quest Conference Center  
Columbus

**March 28, 2013**

Holiday Inn Independence  
Cleveland

# Registration Form

## Respecting Choices: It's More than Culture Change

March 27, 2013 — Quest Conference Center, Columbus

March 28, 2013 — Holiday Inn Independence, Cleveland

Organization \_\_\_\_\_

Address \_\_\_\_\_

City State Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_

### Registrants (Please print or type clearly; this is how your name badge will read.)

1. \_\_\_\_\_  
Name\* \_\_\_\_\_ Title\* \_\_\_\_\_  
Email\* \_\_\_\_\_ Day Attending\*:  March 27, Columbus  March 28, Cleveland  
**Please indicate which sessions you will attend: (Please check one session per time slot)\***  
10:15 a.m.  Not Friend of Family...  Power Over Pain...  Consistent Assignment...  
1 p.m.  Being a Voice...  The New Dining Standards...  From Small Homes...  
2:30 p.m.  The Value of a Smile...  A Person-centered Care Approach...  What's the Evidence...

2. \_\_\_\_\_  
Name\* \_\_\_\_\_ Title\* \_\_\_\_\_  
Email\* \_\_\_\_\_ Day Attending\*:  March 27, Columbus  March 28, Cleveland  
**Please indicate which sessions you will attend: (Please check one session per time slot)\***  
10:15 a.m.  Not Friend of Family...  Power Over Pain...  Consistent Assignment...  
1 p.m.  Being a Voice...  The New Dining Standards...  From Small Homes...  
2:30 p.m.  The Value of a Smile...  A Person-centered Care Approach...  What's the Evidence...

3. \_\_\_\_\_  
Name\* \_\_\_\_\_ Title\* \_\_\_\_\_  
Email\* \_\_\_\_\_ Day Attending\*:  March 27, Columbus  March 28, Cleveland  
**Please indicate which sessions you will attend: (Please check one session per time slot)\***  
10:15 a.m.  Not Friend of Family...  Power Over Pain...  Consistent Assignment...  
1 p.m.  Being a Voice...  The New Dining Standards...  From Small Homes...  
2:30 p.m.  The Value of a Smile...  A Person-centered Care Approach...  What's the Evidence...

Please make copies of this form for additional registrants. **\*required**

### Payment must be included to be processed.

#### Payment Options:

Total Payment Enclosed: \$ \_\_\_\_\_

1. Make checks payable to **EFOHCA**  
 2. Credit Card payment  
 VISA  MasterCard  American Express

Card Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_

#### Three options to register:

1. **Online at [www.efohca.org](http://www.efohca.org)** Credit cards accepted with online registrations
2. **Fax** registration and valid credit card number to EFOHCA at (614) 436-0939
3. **Mail** completed registration form and full payment to EFOHCA 55 Green Meadows Drive South, Lewis Center, Ohio 43035.

### Fees

	LeadingAge Ohio/ OHCA Member	Nonmember
Fees through March 13	\$ 75	\$150
Fees after March 13	\$100	\$200

*Fees include handouts, lunch, breaks and continuing education units and certificates.*

#### 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](mailto:kchapman@ohca.org) or FAXed to the OHCA office at 614/436-0939 to Kathy Chapman. Refunds if applicable will be issued via check to the company from the OHCA office after the program dates, regardless of original payment type.

#### Inclement Weather/Illness:

There are no refunds available for cancellations due to weather if the conference itself is not cancelled. In the case of illness, death in the family or other reason, the organization may send another individual to take the place of the current registrant or receive the handout materials; no refund will be issued in these circumstances.

**Questions** related to registration should be directed to Ohio Health Care Association at (614) 436-4154 or [cjohnson@ohca.org](mailto:cjohnson@ohca.org). All other questions should be directed to Mary Ann Evans at [maevans@leadingageohio.org](mailto:maevans@leadingageohio.org) or (614) 545-9017 or Kathy Chapman at [kchapman@ohca.org](mailto:kchapman@ohca.org) or (614) 540-1321.

# Agenda

---

8:30 a.m. Registration opens

---

8:55-9 a.m. Welcome

---

9-10 a.m. General Session

**Person-centered Care through the Eyes of the Surveyor**

*ODH Representatives TBA, Fran Savard, Mandy Smith*

Gain understanding and knowledge of the requirements of the CMS and NFPA approved “waivers” that support culture change and resident choices. Insights gained from this session should assist you in developing basic policies and procedures related to culture change programs. Providers need to develop and implement programs related to respecting resident choices with an understanding of the regulatory guidance and safety issues which need to be monitored. Participants will learn how to identify these concerns and implement them into their policies.

---

10-10:15 a.m. Break

---

10:15-11:45 a.m. Concurrent Education Sessions

**(Direct Care) Not Friend or Family: Maintaining Effective Boundaries in the Helping Professions-Ethical and Practical Considerations**

*Paula Taliaferro*

Paid caregivers as well as those in health care and social services are often in a unique position. Residents often want to treat them like family or friends; employers want them to work efficiently and not to form personal ties. Sometimes they feel caught in the middle. They have to balance the differing expectations of their employees, their residents and their own personal needs while getting their jobs done to everyone’s satisfaction. Discuss strategies for establishing and maintaining appropriate personal and professional boundaries in a variety of areas with older adults, families and other potential stakeholders.

**(Clinical) Power Over Pain: A Long-term Care Perspective**

*Kelli Comise*

Persistent pain is not an inevitable part of aging but fairly common among elders. Often a common problem in nursing homes and long-term care settings. Frequently unrecognized, under reported, and often misunderstood. Consequences of pain can include impaired activities of daily living, deconditioning, depression and at times, cognitive decline with associated behaviors. Clinicians must think outside of the box and establish an approach that is reasonable given the limited resources and skills available.

**(Administrative) Consistent Assignment: Can it be Done in My Home?**

*Jim Barnhart, Mary Delzeith, Amanda Hrnicek, Theresa Martinez, Jana Ranly*

What is “consistent assignment”, and how does it influence the overall quality of care of your residents? This session will describe how the profession in general is moving toward consistent assignment through internal and external influences. Also, panelist will explore how they implemented consistent assignment and describe how it improved the care of their residents.

---

11:45 a.m.-12:15 p.m.

**Idea Exchange**

Don’t miss these facilitated discussions for best practice and idea sharing. Gain insights from a high-level report out to the group to maximize takeaways for you and your organization on some of the following questions/topics:

- (Direct Care) – How do we work as a team to make sure tasks are completed?  
– Share one time-saving idea.
- (Clinical) – How have you implemented a person-centered focus with short term residents?  
– Discuss one-on-one activities suitable for different needs, behaviors.
- (Administrative) – What are your achievements as well as your struggles with quality incentive points?  
– How do you manage to achieve good resident satisfaction surveys?

---

12:15-1 p.m. Networking Lunch

---

1-2:15 p.m. Concurrent Education Sessions

**(Direct Care) Being a Voice-What Does it Look Like?**

*Michele Tarsitano*

Process what you have learned about person-centered care and resident choices through art creation. This engaging opportunity is for the participant to formulate through art creation what it means to be the voice of a resident. Investigate the following questions: What is important? How do I want to be viewed? What does being a voice for my residents mean to me? Please note: Art making skills are not necessary to participate in this session.

**(Clinical) The New Dining Standards-All Decisions Start and End with the Resident**

*Amy Kotterman, Heidi McCoy*

The most frequent questions and concerns CMS receive from regulators and providers focus on dining and food policies. Discuss the New Dining Practice Standards published by the Pioneer Network. This document establishes nationally agreed upon new standard of practice supporting individualized care and self-directed living versus traditional diagnosis-focused treatment.

**(Administrative) From Small Homes to Traditional Settings-Making it Work and Enjoying the Journey**

*Judi Dean, Emerson Stambaugh (3/27); speakers TBD (3/28)*

The presenters will share their experiences and insight on establishing person-centered care environments. Although their journeys in the Cottages (new small home) and the traditional nursing home were very different, the outcome to person-centered care was the same. One journey was changing the culture in a very traditional nursing environment while the other was creating the cottages from the ground up. Learn from the provider’s successes, challenges and celebrations along the way.

---

2:15-2:30 p.m. Break

---

2:30-3:45 p.m.

Concurrent Education Sessions

**(Direct Care) The Value of a Smile (How You Make a Difference)**

Kay Potetz

During the past two years studies have emerged that illuminate the original Emotional Intelligence findings. We now have a deeper understanding of our personal world, specifically “what happens when we interact?” We are wired to connect with others and this recent discovery reveals that our relationships have a subtle, yet powerful, lifelong impact on us. How we affect others has unimagined significance and our smiles assume a readical new importance.

**(Clinical) A Person-centered Care Approach to Medication Management**

Matt Wayne

Dementia-related behaviors is not a diagnosis, and often does not require medications. This session will focus on helping the interdisciplinary team understand root causes of these behaviors and thus ensure better resident outcomes and better medication management.

**(Administrative) What’s the Evidence of an ROI on Person-centered Care Initiatives?**

Maggie Calkins

Person-centered care initiatives have been taking place for a decade or more, and although complicated to evaluate, there is increasing evidence that many of these initiatives do offer a positive return on investment. This session will summarize the available evidence for financial, satisfaction, staff retention, clinical and other measurable outcomes. Discuss how to collect and disseminate your own data evaluating your intiatives. Resources on where to find the latest information will be provided.

**Program Information**

**Intended Audience:**

CEOs, Executive Directors, Administrators, Nurses, Social Workers, Activity Professionals and Staff, Dining Professionals and Staff, Direct Care Workers

**Continuing Education**

LeadingAge Ohio is an approved provider of continuing education credit through BENHA. Any continuing education program that has been approved by BENHA is accepted by the Ohio Board of Nursing for all nurses in the State of Ohio. Five (5) hours of credit are available for administrators (LAO23-P-13; LAO24-P-13), nurses and certified aging services professionals for this program. Credits are pending for dietitians, dietary technicians and activity professionals. Please direct continuing education-related questions to Mary Ann Evans at maevans@leadingageohio.org.

**Speakers include:**

- James H. Barnhart III**, LNHA, *Quality Improvement Specialist, Ohio KePRO, Seven Hills*
- Margaret Calkins**, *Board Chair, IDEAS Institute, Kirtland*
- Kelli Comise**, OTR/L, *Vice President of Clinical Training and Program Development, Therapy Partners, Glenview, IL*
- Judi Dean**, RN, *Director of Nursing, Marjorie P. Lee Retirement Community, Cincinnati*
- Mary Delzeith**, RN, *Director of Nursing, Briarwood Village, Coldwater*
- Amanda K. Hrnicek**, LNHA, MBA, *Quality Improvement Specialist, Ohio KePRO, Seven Hills*
- Amy Kotterman** RD, LD, *Corporate Dietitian, United Church Homes, Marion*
- Theresa M. Martinez**, RN, *Regional Director of Clinical Services, Toledo*
- Heidi McCoy** RD, LD, *Vice President of Operations, Dietary Solutions, Inc., Lewis Center*
- Kay Potetz**, PhD, *Dr. Kay Potetz @ Associates, Lakewood*
- Jana Ranly**, LNHA, *Director of Independent @ Assisted Living, Briarwood Village, Coldwater*
- Fran Savard**, RN, ASN, BSM, *Director of Regulatory Relations, LeadingAge Ohio, Columbus*
- Mandy Smith**, LNHA, PTA, RAC-CT, *Regulatory Director, Ohio Health Care Association, Columbus*
- Emerson Stambaugh**, LNHA, *Administrator, Deupree Cottages, Cincinnati*
- Paula Taliaferro**, MGS, LSW, *Consultant in Aging, Taliaferro @ Associates, Grove City*
- Michele Tarsitano**, *Director of Creative Arts Therapy, Kendal at Oberlin, Oberlin*
- Matthew S. Wayne**, MD, CMD, *Chief Medical Officer, Communicare Family of Companies, Cincinnati*

**Fees**

	LeadingAge Ohio/ OHCA Member	Nonmember
Fees through March 13	\$ 75	\$150
Fees after March 13	\$100	\$200

*Fees include handouts, lunch, breaks and continuing education units and certificates.*

**Locations**

**(March 27, 2013)**  
**Quest Conference Center**  
8405 Pulsar Place  
Columbus, OH 43240  
Phone: (614) 540-5540

**(March 28, 2013)**  
**Holiday Inn Independence**  
6001 Rockside Road  
Independence, OH 44131  
Phone: (216) 524-8050

**Questions ?**

Questions related to registration should be directed to Ohio Health Care Association at (614) 436-4154 or cjohnson@ohca.org. All other conference-related questions should be directed to Mary Ann Evans at maevans@leadingageohio.org or (614) 545-9017 or Kathy Chapman at kchapman@ohca.org or (614) 540-1321.



LeadingAge Ohio and Ohio Health Care Association are pleased to bring you these all-new conferences on existing and future person-centered care efforts. Both associations thank the Respecting Choices Committee, a group of aging services providers and professionals from across Ohio whose intent is to promote best practices, networking and idea sharing on all aspects of culture change in support of elders and their stakeholders.

## Respecting Choices: It's More than Culture Change



**March 27, 2013**  
Quest Conference Center  
Columbus

**March 28, 2013**  
Holiday Inn Independence  
Cleveland



55 Green Meadows Drive South  
Lewis Center, OH 43035

*Return Service Requested*

**Please route to:**

- President/CEO
- Executive Director
- Administrator
- Director of Nursing
- Director of Social Services
- Director of Activities
- Director of Dining Services
- Director of Rehabilitation

