

# NHHCA Fall Conference & Trade Show



Wednesday, September 12, 2018  
The Manchester Downtown Hotel



*New Hampshire*  
*Health Care Association*

**7:45a**

Check-in and Light Breakfast

**8:10a**

**Opening Session & Keynote**

The Level 5 Leader- How to Build Employee Commitment through Influence  
Del Gilbert, Accelerating Excellence

**9:40a Mid-Morning Lectures**

**Clarifying the Mandated Programs That Impact You**  
(PBJ, SNF QRP, SNF VBP, Five Star)  
Cheryl Field, Prime Care Technologies

**Building An Infusion Program**  
New England Vascular Access

**Hot Topics in HIPAA**  
Jason Gregoire, Sheehan Phinney

**In Control!: How to Focus on the Important, Manage the Necessary, and Enjoy Life Along the Way**  
Del Gilbert, Accelerating Excellence

**10:50a Late-Morning Lectures**

**PBJ, 5-Star, & Quality Measures and Real-time Staffing Star Management**  
John Sheridan, The Ability Network

**Nursing Home Code Sepsis: Getting Ahead Can Save Lives**  
Tim Boyd, Qualidigm, NE QIN-QIO

**Managing Behaviors Through Person-Centered Care Planning**  
Sarah Rangone, Coretactics

**Promote Sleep Hygiene, Improve Outcomes, and Reduce Risk in Your Community**  
Mary Konz, Domtar

**12:00n - 2:00p**

**Gallery Opening (Trade Show) and Lunch**

**2:00p Afternoon Lectures**

**Survey & Certification Team Updates**  
Mike Fleming & DHHS Team

**Assisted Living...Trends & Happenings**  
Holly Wentworth & DHHS Team

**Enhancing Resident & Family Engagement**  
Tanya Lord, Foundation for Healthy Communities

**3:15p**

**Closing Session & Keynote**

The Discipline of Replenishment - How to Renew Yourself So You Can Be Your Best for Others  
Del Gilbert



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Register Online at [www.nhhca.org](http://www.nhhca.org) \* Questions? email [info@nhhca.org](mailto:info@nhhca.org) or call (603) 726-4990

# KEYNOTES

## Opening Keynote

### **The Level 5 Leader- How to Build Employee Commitment through Influence**

Finding and retaining employees in today's economy is a major challenge. Traditional leadership brings short term compliance, influential leadership leads to long term commitment. In this inspirational session, Del will share 7 practical ways you cannot only retain employees, but have them give their best effort every day.

## Closing Keynote

### **The Discipline of Replenishment - How to Renew Yourself So You Can Be Your Best for Others**

Team leadership starts with personal leadership. You can't give away something that you don't have. You can't give energy to others if you lack personal energy. Using the SPICE Model (Spiritual, Physical, Intellectual, Creative, and Emotional), Del will share 5 ways that you can keep yourself healthy, focused and energized.



**Del Gilbert** is the founder of Accelerating Excellence. He speaks, trains and consults on building high-performance in people and organizations.

Del has held leadership positions in the healthcare field for 35 years. He served as Chief Learning Officer and Director of Organizational and Service Excellence at St. Joseph Healthcare for 15 years. While at St. Joseph, employee engagement ranked in the upper 20% nationally. In addition, all 6 service lines were ranked in the upper 33% in Patient Satisfaction.

Del holds a Bachelor of Arts in Psychology and a Masters of Business Administration. He is a Certified Leadership Coach and a Certified Master Trainer. He delivers nearly 100 workshops and presentations annually. His communication style is clear, practical and inspirational. Del's bi-weekly podcast, Accelerating Excellence with Del Gilbert, can be heard on iTunes, Google Play, Spotify and Stitcher.

Del and his wife, Karen, have been married for 40 years. They have three children, Caleb, Hannah, and Olivia.



## Mid-Morning Lectures (9:40a, 1.0 CEU)

### Clarifying the Mandated Programs That Impact You (PBJ, SNF QRP, SNF VBP, Five Star)

**Cheryl Field**  
**PrimeCare Technologies**

This session will provide an overview of current quality-based mandated programs that can have a significant impact on SNF regulatory compliance and business outcomes. The content will include a review of the current status of and changes to Five-Star, PBJ, SNF QRP, and SNF VBP, and explore how they are related. We will discuss strategies for proactively managing these programs for the best possible outcomes.

*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.*

### Hot Topics in HIPAA

**Jason Gregoire**  
**Sheehan, Phinney, Bass , & Green**

This program (a) examines recent guidance from, and audits and enforcement activity by, the Office of Civil Rights; (b) covers notable lawsuits involving HIPAA; and (c) provides guidance on how to respond to common HIPAA scenarios in the long-term care setting.

*Jason's health care practice consists of advising providers of all types on regulatory, corporate, contracting, licensing, risk management, privacy, employment and patient care issues. He has a wealth of experience in healthcare regulatory matters including HIPAA, Part 2, Stark and Anti-Kickback, EMTALA, licensing, billing, and reimbursement. He represents physicians, dentists, and other professionals in negotiating employment contracts, navigating credentialing issues, and separating from employment. He assists providers in responding to government investigations of health care fraud and abuse. He also procures guardianships over incapacitated persons, pursues collection of overdue accounts, drafts admissions agreements, consents and policies, sells professional practices, reviews managed care and payor contracts, and represents individual practitioners before their licensing boards such as the Board of Medicine*

*and Board of Nursing.*

*Jason's business litigation practice involves representing individuals and businesses in a wide range of disputes before state and federal trial and appeals courts, administrative tribunals, arbitrators, and in mediation. Typical litigation matters include health care, contract, collection, mechanic's lien, construction, landlord-tenant, insurance coverage, business tort, probate, and employment disputes. He has tried cases to both a judge and a jury, and has briefed and argued cases before the New Hampshire Supreme Court.*

*Jason frequently speaks to health care industry groups such as the NH Health Care Association, Home Care, Hospice & Palliative Care Alliance of NH, Bi-State Primary Care Association, Medical Group Management Association, and NH Providers Association. Jason also provides in-house HIPAA and Part 2 privacy trainings.*

### In Control!: How to Focus on the Important, Manage the Necessary and Enjoy Life Along the Way

**Del Gilbert**  
**Accelerating Excellence**

Time management is really about life management and personal



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## Mid-Morning Lectures (9:40a, 1.0 CEU)

**In Control! (continued)** effectiveness.  
In this session Del will share a simple time management system that will help you approach each day with structure and flexibility while staying focused on your top priorities.

See Keynote for Presenter Biography.

### **Building an Infusion Program New England Vascular Access**

Program description forthcoming.

## Late-Morning Lectures (10:50a, 1.0/1.25 CEU(s))

### **PBJ, 5-Star, & Quality Measures and Real-time Staffing Star Management**

#### **John Sheridan The Ability Network**

THIS PROGRAM will conclude at 12:15p and provide 1.25 CEUs.

During this program, participants will:

- Review April 2018 PBJ Connection to 5-Stars Published by CMS May 2018
- Ask what is the value for managing

staffing stars in real time

- Discuss evaluating your staffing relative to peers and your historical trends on critical set of performance measures
- Describe the impact of your staffing for care on quality and possibly average cost per beneficiary calculations
- Share learning in case study example and discussion

*John Sheridan, MHSA, FACHE is Vice President of the ABILITY Network. John's experience uniquely informs him as strategic thinker whose products serve long*

*term care professionals in and across the US. He and a great clinical and information sciences team built eHealth Data Solutions starting in 2001 with CareWatch, 2003 with RiskWatch, 2009 with UBWatch and with Ability Network in 2016 CareWatch PBJ. These "watch" products serving thousands of LTC professionals and centers throughout the care continuum. Prior to ABILITY, John has served as a founder of eHealth Data Solutions, as an employee/manager with the Ross Division of Abbott Labs, Vice President for the Lutheran General Health System (now Advocate Health System), Manager with Arthur Anderson, data analyst with Kaiser Permanente of Ohio, and for a decade, consultant with John Sheridan & Associates. He was raised & educated in Upstate New York and has a BS degree from St. John Fisher College and a Master's Degree from the George Washington University.*



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## Late-Morning Lectures (continued)

### Nursing Home Code Sepsis: Getting Ahead Can Save Lives

**Tim Boyd, MSN**  
**Qualidigm, NE QIN-QIO**

THIS PROGRAM will conclude at 12:05p and provide 1.25 CEUs.

Sepsis remains the primary diagnosis for hospitalized nursing home residents nationwide and here in New Hampshire. Not only is sepsis deadly, it is also a leading cause for amputations. Additionally, patients recovering after a sepsis diagnosis often take longer to get back to their baseline. Early identification and treatment of infections is key to avoiding hospital transfers and admissions. We will discuss briefly the incidence of sepsis here in New Hampshire and strategies to identify it early. We will introduce a screening tool for early identification and an algorithm to help front line staff manage patients suspected of having an infection that could lead to sepsis.

Participants will:

- Be able to identify patients at high risk for sepsis

- Identify the most common signs and symptoms
- Be able to use the sepsis screening tool
- Be able to apply the algorithm

*Tim Boyd is a Quality Improvement Consultant at the New England QIN-QIO, and has over twelve years clinical nursing, risk management, and quality improvement experience. Prior to joining New England QIN-QIO, Mr. Boyd was a project manager for four quality improvement projects in conjunction with the Institute for Healthcare Improvement's Better Health, Lower Cost for Patients with Complex Needs collaboration and a quality improvement specialist for the Medicare quality Improvement Organization for Maine, New Hampshire and Vermont. He has also served as clinical faculty at the University of New Hampshire's Department of Nursing and has clinical nursing experience as an emergency nurse.*

*Mr. Boyd holds an MS in Nursing from the University of New Hampshire, and a BS in Recreation and Park Management from the University of Maine, and spent the early part of his career as a park ranger, photojournalist, and photo editor.*

### Managing Behaviors Through Person-Centered Care Planning

**Sarah Rangone**  
**Coretactics Healthcare Consulting**

THIS PROGRAM will conclude at 12:05p and provide 1.25 CEUs.

This is an excellent session for those interested in reducing behaviors to improve quality of care. The misuse of antipsychotic drugs as a chemical restraint is one of the most common, but preventable, practices causing harm to nursing home residents today. The best approach to ensure quality care and avoid inappropriate psychoactive medication use is through effective person-centered care planning. To meet federal quality of care and safety standards, skilled nursing facilities are required to assess each resident individually and develop an appropriate plan of care.

Learn effective strategies, including the use of music therapy, to help staff care for residents experiencing behaviors and improve resident/family/staff satisfaction as well as your CMS Five Star for antipsychotic use.

*Sarah Ragone is the Vice President of Reimbursement & Education for Coretactics Healthcare Consulting. She is a dynamic speaker who uses her expertise and passion for teaching to bring education to the forefront. Her 19 years of experience in long term care allows her to present realistic and practical approaches*



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## Late-Morning Lectures (continued) (10:50a, 1.0/1.25 CEU(s))

to sustainable improvements in quality of care and reimbursement. She uses her knowledge in program development and quality improvement to present a holistic and supportive approach to adult learning that elevates interdisciplinary teams to produce positive results.

### **Promote Sleep Hygiene, Improve Outcomes, and Reduce Risk in Your Community**

**Mary Konz, RN  
Domtar**

For long-term care Residents, the consequences of poor sleep quality may include: cognitive decline, fatigue and daytime sleepiness, moodiness, depression, falls and reduced quality of life. Frequently these elders may have irregular sleep patterns due to: pain, nighttime incontinence, caregiver interference (awakening Resident to check or change an absorbent product), nighttime confusion and/or disorientation.

This session will explain the study done at Superior Care Home Nursing and Rehabilitation Center in Paducah,

Kentucky, which was facing many of these challenges. They chose to collaborate with industry experts in a clinical study, with the goal of improving overall Continence Care. Study components included a comprehensive review of operational processes, identification of clinical and financial improvement areas, and establishment of a holistic system for continence management that supported individualized Resident care.

This program outlines the initiatives resulting from this study, specifically on the positive Culture Change that occurred within the Superior Care community as a result of improved Resident care, which led to a better quality of life. Most importantly, this culture change initiative improved Sleep Hygiene through the implementation of new clinical and product protocols.

*With more than 25 years of experience in hospital, community home health, and primary care environments, Mary Margaret Konz BSN, RN is currently the Manager of Clinical Services at Domtar. Past professional experience includes serving with the United States Navy, practicing as an oncology nurse at Duke University Hospital and John Hopkins University*

*Hospital, and working as an associate of pharmaceutical clinical research. Most recently, she was the Southeast incontinence clinical nurse specialist with Medtronic (formerly Covidien) for 8 years. She received her diploma in nursing from Helene Fuld School of Nursing in Trenton, New Jersey and a Bachelor of Science in Nursing from North Carolina Central University in Durham, North Carolina.*



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## Afternoon Lectures (2:00p, 1.0 CEU)

### Survey & Certification Team Updates

**Michael Fleming, RN  
& S&C Survey Team  
NH DHHS**

The members of the C&S Survey team will talk about recent regulatory updates, survey trends, and current happenings with CMS.

### Assisted Living...Trends and Happenings

**Holly Wentworth, MSN, RN, CCM  
& Licensure Survey Team  
NH DHHS**

The clinical team will address sections of the He-P 804 and 805 rules and changes, trends observed, and provide education regarding the trends and inspections.

### Enhancing Resident & Family Engagement

**Tanya Lord, PhD, MPH  
Foundation for Healthy  
Communities**

Developing meaningful and effective family and resident engagement leads to improved quality of life, quality of care and safety for residents as well as helping to develop important partnerships with families. Enhanced engagement also can bring joy and meaning into the workplace for staff as they build these relationships. Innovative strategies and engagement methods will be explored and discussed.

*When tragedy strikes an individual, it is common for the impact to be life altering. It was for Tanya, a special education teacher turned stay at home mom when her son, Noah, had a devastating healthcare experience. This fired her desire to improve patient safety, quality and the patient experience.*

*Returning to school, she currently holds a Masters of Public Health from the University of New Hampshire*

*and a Doctorate in Clinical and Population Health Research from the University of Massachusetts Medical School. As a graduate student, Tanya focused on patient safety research, learned improvement science and research methods while working with many experts in these fields. However, there always seemed to be something missing from the research and improvement initiatives, the voice and experiences of patients.*

*Combining her expertise in Quality Improvement and a passion for including all healthcare stakeholders, Tanya is the Director of Patient and Family Engagement at the Foundation for Healthy Communities in Concord, NH. Tanya works with all NH hospitals as they partner with patient and families to improve care. Tanya was formally PFE Subject Matter Expert with the AHA HRET HIIN project that works with 36 hospital associations and their hospitals. She is a sought-after national consultant, workshop and keynote presenter. Tanya's passion, initiated by tragedy, is sustained by hope for a safer healthcare system.*



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## EVENT LOCATION

The Manchester Downtown Hotel  
(formerly the Radisson)

700 Elm Street,  
Manchester, NH 03101

## PARKING

Parking is **NOT** included in the attendee price.  
Parking is available in the parking garage  
(discounted validated parking pass) or  
metered street parking is available.

## REGISTRATION PROCESS

How to register? Choose one of the following methods:

- Register online at: [www.nhhca.org](http://www.nhhca.org)
- Scan and email form to: [orders@nhhca.org](mailto:orders@nhhca.org)
- Fax form to: (603) 226-3376

Questions? If you have any questions on how to register or wish to make a payment please contact the NHHCA office at (603) 226-4900.

## REGISTRATION FEES, SPECIALS, AND DEADLINES

Affiliation:	Fee before or on 09/3	Fee after 09/3
NHHCA Member	\$ 100.00	\$ 125.00
County Assoc.	\$ 125.00	\$ 150.00
Non-member	\$ 150.00	\$ 175.00

**SPECIAL: Register THREE team members from the same facility and the Facility Administrator's Registration is FREE!** A credit will be applied to final invoice for the registration fee. Administrator must be present at event to receive credit for the registration fee. Administrator must register in advance for the event, day-of-event registrations will not receive credit.

## CANCELTION, ATTENDANCE & PAYMENT POLICY

Please refer to the "NHHCA Seminar Policies and Procedures" document for a complete list of policies and procedures. The document is posted at [www.nhhca.org](http://www.nhhca.org).

- Cancellations must be made in writing 5 business days prior to the program.
- Non-NHHCA members must pay, in full, prior to attending event.
- In order to obtain full CEUs, attendees must attend entirety of program.
- Please review full policy online for greater detail.

**WEATHER**—This program will take place rain or shine. If for any reason there is a cancelation in the program, cancelations will be posted on our website ([www.nhhca.org](http://www.nhhca.org)). Please dress accordingly. Please note that some rooms may be colder/warmer than others.



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# Registration!

**Facility Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/ State/ Zip:** \_\_\_\_\_

**Phone/ Fax:** \_\_\_\_\_

<b>Attendee name:</b>			
<b>Attendee Title:</b>			
<b>Attendee Email:</b>			
MID-MORNING BREAKOUTS (CHOOSE 1)			
<input type="checkbox"/> Mandated Programs	<input type="checkbox"/> Infusion Program	<input type="checkbox"/> HIPAA	<input type="checkbox"/> In Control!
LATE MORNING BREAKOUTS (CHOOSE 1)			
<input type="checkbox"/> PBJ, 5-Star & Qms	<input type="checkbox"/> Sepsis	<input type="checkbox"/> Person-Centered Care	<input type="checkbox"/> Sleep Hygiene
AFTERNOON BREAKOUTS (CHOOSE 1)			
<input type="checkbox"/> Survey & Certification	<input type="checkbox"/> ALF Trends & Happenings	<input type="checkbox"/> Enhancing Engagement	

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<b>Payment via credit card:</b>	
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scan and email **orders@nhhca.org**

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