

PHCA

Assisted Living & Personal Care

12th Annual Educational Summit

Presented by the PHCA Foundation in conjunction with PHCA

Thursday, March 21, 2019

8:15 AM - 4:30 PM

Radisson Hotel Harrisburg

Camp Hill, PA

Learn from industry leaders about:

- Regulatory Best Practices
- Incident Reporting
- Senior Bullying
- Stress Management
- Falls Prevention
- Conflict Resolution

6 CEUs

Register today at
www.phca.org

Register by January 18 & bring
a colleague at no cost!



Advancing quality. Improving lives.

Welcome and Unwind Reception – Wednesday, March 20

6:30 – 8:30 pm

At any time throughout the casual reception, stop in for complimentary dinner, drinks and networking with fellow colleagues. Avoid the morning rush by checking in for the Summit at the reception. NEW for 2019, we will be celebrating the 2018 AL/PC HERO Award and Bronze and Silver Quality Award winners.

Educational Summit Agenda – Thursday, March 21

7:30 – 8:15 am

Registration / Continental Breakfast / Networking / Visit Exhibits

Welcome

Preventing and Responding to Bullying Between Older Adults

Strong social bonds are an important aspect of successful aging, but group dynamics often involve conflict and tension, and staff at assisting living residences and personal care homes may be called upon to respond to instances of bullying or aggression between residents. How can we manage the bullying, aggression, and hurt that often arise when people share spaces? We will examine how to identify bullying behavior, strategies for preventing bullying, successful interventions when bullying is taking place, and ways to support staff in creating a welcoming atmosphere. We'll pay special attention to preventing bullying where the aggression is based on a person's minority status, in particular sexual orientation and/or gender identity. The session will conclude with an overview of existing training programs and resources that can support staff in creating a space where everyone feels welcome, as well as organizational policies and programs that have proven effective in preventing bullying or other aggressive and hurtful behavior.

8:15 – 9:30 am

General Session

(1.0 CEU)

Tim R. Johnston, PhD, Director of National Projects, SAGE Advocacy and Services for LGBT Elders

9:30 – 9:45 am

Break / Networking / Visit Exhibits

BREAKOUT A: Reporting Incidents – What is Reportable under OAPSA, APS Act and Personal Care Home/Assisted Living Residence Licensure Regulations?

Has your community experienced confusion regarding the reporting requirements under the Older Adult Protective Services Act, the Adult Protective Services Act and the Personal Care Home and Assisted Living Residence licensure regulations (Chapter 2600 and 2800)? In this session representatives from the Department of Aging and the Bureau of Human Services Licensing will help to clear up that confusion by reviewing the requirements under OAPSA, APS Act and Chapter 2600 and Chapter 2800 regulations. The panel will discuss when to report, the reporting process, the entities to report to and the provision that mandates the community to report the incident.

9:45 – 10:45 am

Choice of two breakout sessions offered

(1.0 CEU)

Denise Getgen, Director, Protective Services, PA Dept. of Aging (DOA)

Jacci Rowe, Director, Bureau of Human Services Licensing (BHSL), PA Dept. of Human Services (DHS)

Laura Dietz, APS Director, Bureau of Human Services Licensing (BHSL), PA Dept. of Human Services (DHS)

BREAKOUT B: HELPER BURNOUT: Taking Care of Yourself When It Hurts to Care

Burnout is one step beyond stress. It affects the best workers – those who are committed, idealistic, empathetic, and people-oriented. Anyone who works in the Helping Professions is particularly susceptible to burnout because of the special demands and realities of helping. At the least, burnout can produce feelings of chronic exhaustion, negativity and ineffectiveness. Its most serious effects are on the quality of care and the loss of critical workers in health care. This workshop will explore the professional, organizational and personal causes of burnout. We will look at the subtle yet powerful impact of the Myths of Helping and recognize burnout's Smoke Signals. Specific, positive coping strategies will be identified to manage Helper Stress and avoid terminal burnout.

TJ Titcomb, PhD SPHR, Organizational Development Consultant, Cargas Systems

10:45 – 11:00 am

Break / Networking / Visit Exhibits

11:00 am –
12:00 pm

General Session

(1.0 CEU)

BHSL Update and Regulatory Compliance

Attendees will learn about "best practices" in assisted living residences and personal care homes to help best serve their residents and achieve compliance with state regulations in their individual home or residence and have the opportunity to ask questions of the regulators and discuss mutual regulatory concerns. Attendees will also hear from the regulators perspective about the future of the long-term care industry and the potential opportunities for both assisted living residences and personal care homes in the changing health care delivery system.

Jacci Rowe, Director, Bureau of Human Services Licensing (BHSL), PA Dept. of Human Services (DHS)

12:00 – 1:00 pm

Lunch / Networking / Visit Exhibits

BREAKOUT C: Talking Quality: The Importance of Commitment to Advancing Quality Initiatives

This session will feature a panel of PHCA members discussing core areas unique to assisted living and personal care homes. This discussion will assist participants to gain an understanding of best practices and systems to track their progress in quality initiatives (staff stability, customer satisfaction, hospital readmissions, and off-label use of antipsychotics). In turn, this will give participants a greater ability to meet the demands of consumers, surveyors, policymakers, and payers while demonstrating a commitment to quality.

1:00 – 2:00 pm

Choice of two breakout sessions offered

(1.0 CEU)

PHCA Members

Chris Fisher, Director of Quality Initiatives, PA Health Care Association

BREAKOUT D: Data Driven Programming through Technology in Long-Term Care

Attendees will learn the benefits of utilizing technology to increase engagement, create person-centered programs and increase positive behavioral outcomes in the long-term care setting.

Jill McKenrick, Connections Director, Senior Living at Brookline, Juniper Communities, LLC

Kaitlin Hoover, Connections Director, Senior Living at Brookline, Juniper Communities, LLC

2:00 – 2:15 pm

Break / Networking / Visit Exhibits

BREAKOUT E: Conflict: A Different Perspective

Many people do what they can to avoid conflict because it is uncomfortable. What would it look like in our organizations if we embraced conflict in a meaningful and healthy way? During this session, we will look at conflict from a different perspective, one that encourages conflict instead of ignoring it.

2:15 – 3:15 pm

Choice of two breakout sessions offered

(1.0 CEU)

Kimberly A. Nash, MBA, SHRM-SCP, SPHR, CMS, VP Client Compliance & HR Services, Brown & Brown of Pennsylvania, LP

BREAKOUT F: Beyond the Traditional Sit-to-Stand Exercise: Balance, Mobility, Proprioception and Chair Navigation

Have you heard someone has fallen out of a chair or tripped and fell while trying to find a seat? "Chair-related" falls are an opportunity to create an exercise program specific to the function of taking a seat. Think beyond traditional sit-to-stand exercise. Learn to format exercises to target not only strength and range of motion, but also sensory systems involved in navigating a chair while maintaining balance.

Kim Eichinger, ACE, Executive Director of Fitness, Country Meadows Retirement Communities

3:15 – 3:30 pm

Afternoon Dessert and Beverage Break / Networking / Visit Exhibits

3:30 – 4:30 pm

*Closing
General Session*

(1.0 CEU)

What Residents Fear and Why We Have to Know

The creator of the groundbreaking study The Patient Empathy Project™, Colleen Sweeney reveals what residents fear most about the care they receive and what can be done to address those fears. Her keynote will leave you feeling empowered, encouraged and inspired. And, you'll laugh (that's a promise!) Laughing and learning will happen before you walk away with practical strategies that will dramatically transform your metrics.

Colleen Sweeney, RN, BS, CSP, Speaker, Consultant and Empathizer, Sweeney Healthcare Enterprises

Program is subject to change

REGISTRATION

Three convenient ways to register and pay:

1. **Online** with **credit card** at www.phca.org
2. By **fax** with **completed registration and credit card information** to 717-221-8687
3. By **mail** with **completed registration and check** payable to:
PHCA Foundation
315 N. 2nd Street
Harrisburg, PA 17101

Hotel Accommodations

Radisson Hotel Harrisburg

1150 Camp Hill Bypass
Camp Hill, PA 17011

Hotel Reservation Deadline: **March 5**
\$128 per night (plus taxes)

To make reservations, call 717-763-7117
Mention "**PHCA Summit Room Block**"
Conveniently located less than 5 miles
from the PA Turnpike U.S. 15 North exit
and Interstates 81 and 83

Educational Summit Registration

Name

Title

Facility/Organization

Address

City, State, Zip

Phone

Email

Name of Colleague (**registered at no cost if paid by 1/18/19**)

Title

Facility/Organization

Address

City, State, Zip

Phone

Email

Welcome and Unwind Reception - March 20

YES! I/we will attend the complimentary Welcome and Unwind Reception on Wednesday, March 20.

Payment Information

Register by January 18 and bring a colleague at no cost!

Registration Fee: Member: \$90 Potential Member: \$149

Total amount enclosed: \$ _____

Check payable to PHCA Foundation

Visa / MasterCard / Discover / AmEx

Credit Card Number

Expiration

CRV code

Cardholder's Name

Cardholder's Signature

6 CEUs for ALR, PCH and NHA

The educational program will be submitted for approval to the National Association of Long Term Care Administrator Boards (NAB) for 6 CEUs for assisted living residence, personal care home and skilling nursing administrators. Nursing credits will also be offered.

Membership

Is your facility currently a member?

Contact Beth Weachter at 717-221-7932 to
discuss membership benefits and to \$ave today.

Cancellations received by **March 8** will receive a full refund minus a \$50 administrative fee. Registrants who do not cancel and do not attend will not receive a refund. Please call Beth Graham at 717-221-7936 to cancel. PHCA events will be held regardless of inclement weather. If a participant elects not to attend the event due to inclement weather, no refund or credit will be provided. Participants accept all liability for their own travel choices.



PHCA Foundation
315 North Second Street
Harrisburg, PA 17101

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