

Preliminary Program

IHCA

ILLINOIS HEALTH CARE ASSOCIATION®
SINCE 1950

QUALITY *Sacrifice*
GOLD *Pride*
Determination *Resolve*
Fearlessness
Perseverance **Courage**

2021

71st Annual
Convention
& Expo

September
13-16/2021

BOS Center
Springfield, IL



QUALITY GOLD

The Illinois Health Care Association (IHCA) is a non-profit organization comprised of nearly 500 licensed and certified long term care facilities and programs throughout the state.

IHCA members include proprietary and non-proprietary facilities that represent skilled, intermediate, intellectually and developmentally disabled, skilled pediatric, assisted living and sheltered levels of care.

**Founded in 1950,
IHCA is the oldest long term care
association in Illinois.**

**Illinois Health Care Association
1029 South Fourth Street
Springfield, IL 62703-2224
800-252-8988 | 217-528-6455
Fax 217-528-0452
www.ihca.com | info@ihca.com**

Long term care is a challenging profession, and the past year has only made that more obvious. The COVID-19 pandemic has affected us all and highlighted many of the challenges we face on a daily basis—a burdensome regulatory environment, intense media scrutiny, residents with co-morbidities and increasingly acute care needs, etc. However, for those of us who choose this as a career path it is a truly rewarding experience. Being part of a resident's rehabilitative care that gets them back to their home, or providing dignity and comfort during their final days, brings a level of satisfaction and pride that are often lacking in other professions.

During this unprecedented pandemic, long term care staff, residents and family members have persevered, exhibiting a true Olympian spirit! That is why the theme for the Illinois Health Care Association's 71st Annual Convention and Expo is Quality Gold. This theme was chosen to highlight the winning efforts of these dedicated and caring individuals who provide quality care in long term care centers throughout the state and nation...and, hopefully, it will provide some much-needed fun!

Join us September 13 – 16 in Springfield and enjoy all of the various learning and networking opportunities we have to offer, and also discover what's new in goods and services at the expo.



About IHCA

The Illinois Health Care Association (IHCA) has been a major voice for long term care in Illinois for over 70 years! IHCA provides you with timely, reliable and concise information so you are able to make sensible professional and business decisions. You are part of an elite group that can be proud of the many accomplishments you have made on behalf of the residents we serve.

With the many challenges facing the long term care profession, IHCA staff does whatever it takes to help you resolve problems and tackle complex issues. We are continually striving to make your career in long term care more fulfilling.

Since its inception in 1950, IHCA has continued to evolve—with nearly 500 members representing the complete continuum of care. Here are just some of the services provided to members:

Public Policy

Active involvement in legislative and regulatory initiatives and political activities is vital to our success. The Illinois Health Care Association/Illinois Center for Assisted Living (IHCA/ICAL) and The Center for Developmental Disabilities Advocacy and Community Supports (CDDACS) employ staff knowledgeable and experienced in advocating your position and achieving specific goals. IHCA/ICAL and CDDACS work diligently to offer comprehensive legislative, regulatory and political support.

Both IHCA/ICAL and CDDACS work within the legislative and regulatory arena to represent the best interests of our members, including tracking legislation, impacting the regulatory environment and organizing grassroots activities. In addition, they monitor the state's political climate, work to build relationships with state legislators and help to raise funds to support legislative candidates who support effective, adequately-funded, quality long term care and ID/DD initiatives. Whether lobbying legislators or working with state agencies on regulatory matters, your interests are well represented.

Pertinent Educational Seminars

IHCA offers a variety of educational opportunities for long term care professionals to expand their knowledge, skills and horizons. The Education, Convention and Trade Show Committee puts together an education agenda that starts with identifying appropriate topics related to the issues impacting our profession. To meet the needs of our members, seminars are offered face to face at various sites throughout the state or through the internet. IHCA also offers comprehensive study materials to help you prepare for the nursing home administrator licensure exam.

IHCA is approved as a sponsor of continuing education for nursing home administrators, licensed nurses, social workers, physical therapists and physical therapy assistants by the Illinois Department of Financial and Professional Regulation.

Publications and More Communications

Keeping Illinois Health Care Association members informed on the latest long term care news, trends, updates and new developments is our primary goal. We accomplish this in several ways: Monday morning News Briefs, Member Alert emails, Members Only newsletters, LTC Today magazines, Education Updates, LTCNA Newsletters and the IHCA website. We want to make sure you are well-informed on the information that matters most to you, your staff and your center.



Social Media Platforms

Our social media platforms allow us to connect with members quickly to share long term care breaking news, member stories, highlights, videos, upcoming events and so much more! Make sure you stay in the know by following us on:



Visit Our Websites!

www.ihca.com – IHCA's website is another opportunity for our members to network with other members and vendors. The site contains extensive information about the association, the benefits of being a member, valuable links to outside resources that are only available to members and access to "members only" information.

www.ihca-pac.com – IHCA's Political Action Committee (IHCA PAC) is active year-round and remains on the political forefront of Illinois political activities. Visit the site to learn more about our political efforts or to find out how you can become involved in making changes in our nursing centers.

www.cddacs.org – The Center's website provides information specific to providers who serve the intellectually and developmentally disabled community and is go-to resource hub for our ID/DD members.



Annual Convention and Expo

IHCA hosts one of the state's largest convention and expos for long term care professionals. This much-anticipated event features educational sessions covering a wide range of pertinent topics, as well as exhibits demonstrating the latest technology and services in the profession. Continuing education credits are offered for administrators, social workers, licensed nurses, certified dietary managers, registered dietitians, physical therapists and qualified intellectual disabilities professionals. For those disciplines not preapproved for continuing education credit, IHCA staff will provide any needed assistance to help you submit for approval to the appropriate crediting institution or organization. In addition to offering educational advantages, the acclaimed convention and expo also offers entertainment and social events to give you plenty of opportunities for networking and relaxing.

Help Us Spread the Word!

We encourage our members to share their pride with others who could benefit from a proactive, long term care association. Please let us know their names and phone numbers so we can contact them or ask them to give us a call. We would love to explain the benefits of IHCA to them. We encourage you to support IHCA and take an active role in the association's activities so you may continue making a difference in long term care.

QUALITY GOLD 2021
Determination Fearlessness Perseverance
Sacrifice Pride Resolve
Courage

Agenda

Monday, September 13

8:30 – 10:30 a.m. Board of Directors Meeting
11 a.m. – 5:30 p.m. IHCA PAC/The Center-PAC Golf Outing
4 – 8 p.m. Convention Registration Desk Open

Tuesday, September 14

7 a.m. – 5 p.m. Convention Registration Desk Open
9 – 11 a.m. Opening General Session
11 a.m. – 1:30 p.m. Expo/Lunch
1:30 – 3 p.m. Educational Sessions
3:30 – 5 p.m. Educational Sessions
5:30 – 7:30 p.m. Oksnevad 5K Run/1 Mile Walk
6:30 – 9 p.m. Kickoff Block Party

Wednesday, September 15

7 a.m. – 5 p.m. Convention Registration Desk Open
8 a.m. – 5 p.m. Alzheimer's and Dementia Training
8 – 9:30 a.m. Educational Sessions
10 – 11:30 a.m. Educational Sessions
11:30 a.m. – 1 p.m. Expo/Lunch
1 – 2:30 p.m. Educational Sessions
3 – 4:30 p.m. Educational Sessions
3 – 4:30 p.m. Ovations: A Celebration of Long Term Care Nurses
5 – 7 p.m. Board and Staff Meet and Mingle...and Retirement Party

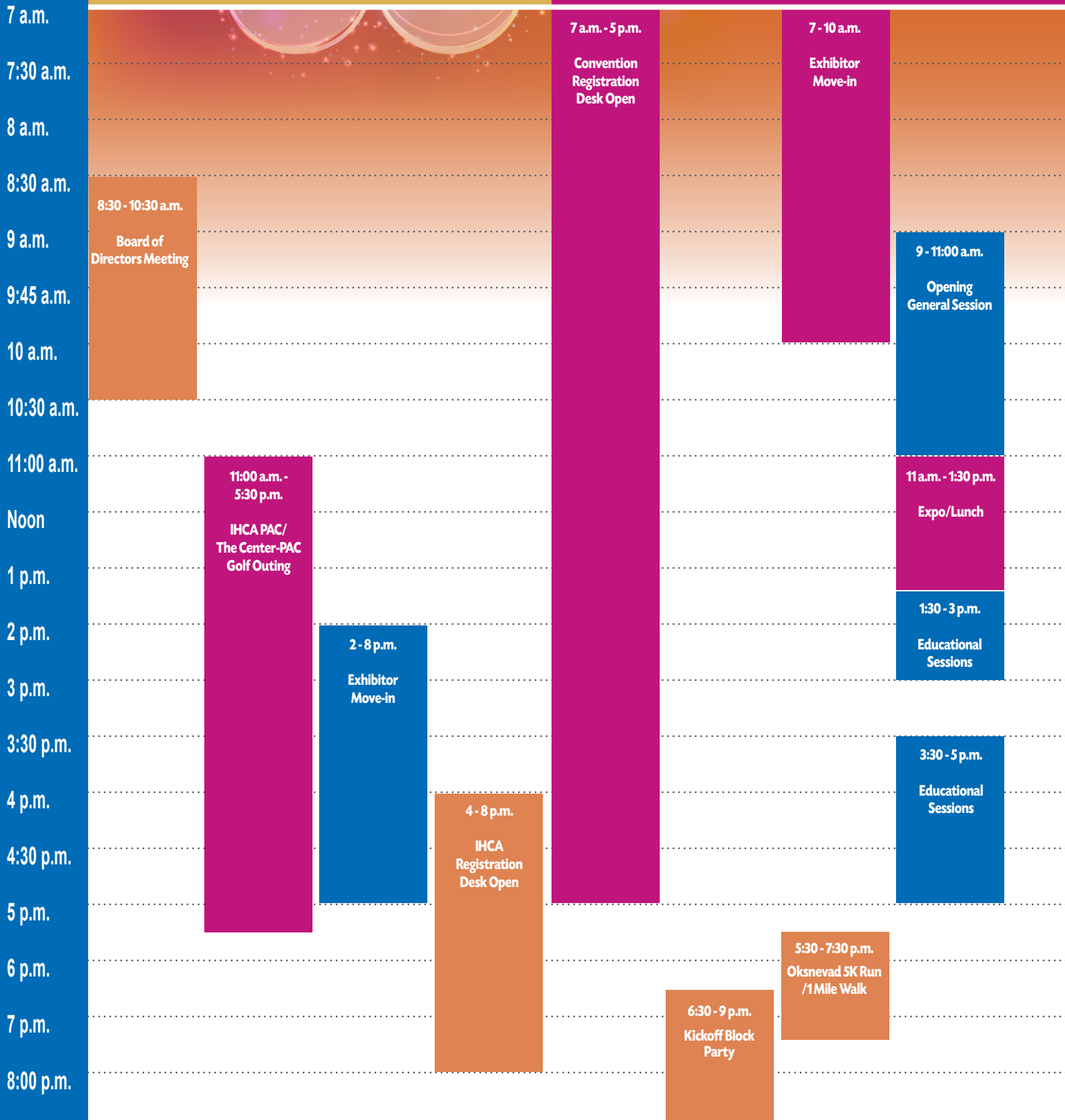
Thursday, September 16

7 a.m. – 1 p.m. Convention Registration Desk Open
8 – 9:30 a.m. Educational Sessions
9:45 – 11:15 a.m. Educational Sessions
11:30 a.m. – 1 p.m. Educational Sessions

QUALITY GOLD At a Glance

Monday, September 13

Tuesday, September 14



71st Annual Convention & Expo | Registration

September 13-16/2021
BOS Center/Springfield, IL

Wednesday, September 15

Thursday, September 16

7 a.m. - 5 p.m.

Convention
Registration
Desk Open

8 - 9:30 a.m.

Educational
Sessions

8 a.m. - 5 p.m.

Alzheimer's
and Dementia
Training

10 - 11:30 a.m.

Educational
Sessions

11:30 a.m. - 1 p.m.
Expo/Lunch

1 - 2:30 p.m.

Educational
Sessions

3 - 4:30 p.m.

Educational
Sessions

3:00 - 4:30 p.m.

Ovations

5:00 - 7:00 p.m.
Board/Staff
Meet & Mingle/
Retirement Party

7 a.m. - 1 p.m.

Convention
Registration
Desk Open

8 - 9:30 a.m.

Educational
Sessions

9:45 - 11:15 a.m.

Educational
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11:30 a.m. - 1 p.m.

Educational
Sessions

7 a.m.

7:30 a.m.

8 a.m.

8:30 a.m.

9 a.m.

9:45 a.m.

10 a.m.

10:30 a.m.

11:00 a.m.

Noon

1 p.m.

2 p.m.

3 p.m.

3:30 p.m.

4 p.m.

4:30 p.m.

5 p.m.

6 p.m.

7 p.m.

8:00 p.m.

[CLICK HERE TO REGISTER](#)

IHCA 71st Annual Convention & Expo | 7

Special Events



IHCA PAC/The Center-PAC Golf Outing

Monday, September 13, 11:30 a.m. - 5:30 p.m.

Join us for a fun day at one of Springfield's beautiful golf courses.

Contact Ashley Snively at 800.252.8988 or asnively@ihca.com for sponsorship opportunities.

Opening General Session

Tuesday, September 14, 9 - 11 a.m.

Keynote presentation brought to you by ONR, Inc.



Chicago area native Porter Moser has been at the helm for the most significant moments in Loyola University Chicago men's basketball history in the last 55 years. During his first seven seasons, the Naperville, Ill. native changed the program's culture and reestablished recruiting in the Chicago area. Loyola's 50 wins over the last two seasons are its most over a two-year stretch since 1962-63 and 1963-64.

Moser honed his craft under a pair of legendary coaches in Tony Barone and Rick Majerus and had head coaching stops along the way at Arkansas-Little Rock and Illinois State before landing at Loyola.

The 2017-18 season was a historic one for Loyola as Moser piloted the Ramblers to a school-record 32 wins and their first Final Four appearance since winning the NCAA championship in 1963, along with a No. 7 ranking in the final 2017-18 USA Today Coaches Poll. Along the way, the Ramblers knocked off four nationally ranked teams, including the program's first-ever win on the road against a top-five opponent (No. 5 Florida).

On April 2, 2021, Moser accepted the head coaching position at the University of Oklahoma, succeeding retired coach Lon Kruger.

IHCA Excellence Award for Long Term Care Centers

Prior to the keynote address, the winners of the IHCA Excellence Award for Long Term Care Centers, Associate Member of the Year Award and Voice of Senior Care Awards will be recognized.

QUALITY GOLD



Oksnevad 5K Run/1 Mile Walk

Tuesday, September 14, 5:30 - 7:30 p.m.

Brought to you by ONR, Inc.



Kickoff Block Party!

Tuesday, September 14, 6:30 - 9 p.m.

Join us for a fun evening of food, cocktails, networking and dancing!

Ovations: A Celebration of Long Term Care Nurses

Wednesday, September 15, 3 - 4:30 p.m. NEW TIME!!!!

Keynote presentation brought to you by Medline Industries, Inc.



Same great event...New Time! Ovations: A Celebration of Long Term Care Nurses is moving to a new time. Enjoy wine and desserts, laugh a little and honor the nominees and winners of the LTCNA Nursing Awards at this special event.

Funny speaker Ron Culberson began his career by working with people at the end of their lives as a home care social worker at a hospice center. After several years, he became Manager of Counseling Services where he ultimately supervised a large department of social workers, chaplains and bereavement counselors. Ron's goal was to create a thriving department while at the same time encouraging his staff to both enjoy the work and to be fulfilled. Ron eventually became the Director of Quality Service, a senior management position. After being trained at the Institute for Healthcare Improvement, he developed and managed the first quality improvement and customer service program for the hospice. This program was instrumental in training staff in customer service, implementing process improvement projects and preparing the organization for regulatory accreditation.



In 2020, Ron went back to school and became a certified Emergency Medical Technician (EMT) and now services his local community.

The keynote address will be followed by the presentation of the 2021 LTCNA Nursing Awards.

Board and Staff Meet and Mingle ... and Retirement Party!

Illinois Leaders Program Recognition

Wednesday, September 15, 5 - 7 p.m.



Brought to you by Medline Industries, Inc.

Come "meet and mingle" with the IHCA Board of Directors and staff and say a fond "farewell" to Bill Bell and Debbie Jackson. Bill retired earlier this year and Debbie is leaving IHCA at the end of the year. Congratulations to them both!

Current and past participants of the Illinois Leaders Program will be recognized during this time.

THANK YOU TO THE FOLLOWING

Gold Medal Companies

FOR THEIR SUPPORT!

As of July 1, 2021



EVENT SPONSORS

- ONR, Inc.
- Health Direct Pharmacy Services
- Medline Industries, Inc.
- Duane Morris LLP

SESSION SPONSORS

- Earthwise Environmental, Inc.
- Outcome Services of Illinois
- Logos Presentations
- Mayfield Health Care Seminars
- CPP Associates
- Duane Morris LLP
- LTC Support Services
- Stevens & Tate Marketing
- See ME
- Select Rehabilitation, Inc.
- SimplyThick, LLC
- Marcum LLP
- Heartland Hospice
- ONR, Inc.
- BKD CPAs & Advisors
- First Quality
- University of Illinois Extension
- Innovations for Quality Living
- Advanced Dietary Consulting Service
- Open Door Training & Development
- Maun-Lemke Speaking & Consulting
- Human Support Services
- Stone, McGuire & Siegel, P.C.
- Partnerships for Health
- Martin Bros. Distributing
- Consonus Healthcare
- CE Solutions/VGM Education

If you are interested in increasing your company name recognition by supporting and/or contributing to any events or advertising, please contact Debbie Jackson at djackson@ihca.com!



QUALITY GOLD 2021

Sacrifice
Pride
Determination
Fearlessness
Perseverance
Courage

SESSION SPONSORS (Cont'd)

- Kopon Airdo, LLC
- Lifetime Expressions
- M Werner Consulting
- Celtic Consulting
- Proactive Medical Review
- je Sexson Enterprises
- Prioriteams
- Medline Industries, Inc.
- Transitional Care Management
- SafelyYou
- Belmont Village
- EverSpring Pharmacy

Convention Mobile App

- RFMS
- EverSpring Pharmacy
- CE Solutions/VGM Education

MISC.

- GreenTree Pharmacy

The Expo



The Illinois Health Care Association (IHCA) has once again scheduled a first-class, informative convention and expo for long term care professionals! Meet with state and national providers of goods and services and learn about the latest developments to help you provide the highest quality, most cost-effective care possible. The expo promises to be **the** place to assemble the key resources to maintain your **Gold Medal** operation!

A complimentary lunch will be served in the Expo Hall both days.

Expo Hours

Tuesday, September 14

11 a.m. – 1:30 p.m. Exhibits Open
Complimentary Lunch Served

Wednesday, September 15

11:30 a.m. – 1 p.m. Exhibits Open
Complimentary Lunch Served

EXHIBITORS

As of July 1, 2021

Accora Inc.
Accurate Biometrics
AdvaCare Systems, Inc.
Ameren Illinois Energy Efficiency Program
American HealthTech
American Medical Technologies
Assurance Agency, Ltd.
BioTech X-Ray, Inc.
BKD, LLP
Calmoseptine, Inc.
Consonus Healthcare
Critical Care Pharmacy
Earthwise Environmental Inc.
Ecolab Inc.
Encore Rehabilitation Services
EverSpring Pharmacy
Filmop USA
Forum Extended Care Services
Fusion Medical Staffing
Gale Healthcare Solutions
Gideons International
Halik Healthcare Products
Harmony Healthcare International
Health Direct Pharmacy Services
HPS
HPSI Group Purchasing
Illinois Long-Term Care Ombudsman
Illinois Nursing Home Administrators
Association (INHAA)
KARE
KeyTrak
Master's Transportation
McKesson Medical-Surgical
Medicaid Done Right, LLC
Medline Industries, Inc.
Nextaff
NICL Laboratories
Nutrition Care Systems, Inc.

Omnicare, A CVS Health Company
ONR, Inc.
Oregon Healthcare Pharmacy Services, Inc.
Ovitsky Vision Care
Pathway Health
PharMerica
Pharmscript, LLC
Plante Moran
PointClickCare
Pulmonary Exchange, LTC
Quest Healthcare
Reliant Rehabilitation
Remedi SeniorCare
Reside Admissions
RSM US LLP
RXPERTS Pharmacy - Chicago
See ME, Inc.
Select Rehabilitation, Inc.
Senior Care Pharmacy Services
SimplyThick
Southern Bus & Mobility
Symbria
Sysco Central Illinois
Thompson Electronics Company
Transitional Care Management
TridentCare
Williams Bros. Long Term Care Pharmacy



QUALITY GOLD

Continuing Education



Tracks

For your convenience, sessions are organized in educational tracks distributed throughout the convention. However, it is not mandatory to stay within a specific discipline -- you are welcome to attend any session.

Code	Reference
ACT	Activities
ADM.....	Administrators/Owners
AL.....	Assisted Living
BIZ	Business and Front Office
DIET	Dietary
MULTI	Multi-Disciplinary
NUR	Nursing
DD	ID/DD Services
SS	Social Services
SUP	Department Supervisors
THER.....	Therapies

Continuing Education Information

Continuing education credits have been submitted for approval for the following disciplines:

Nursing Home Administrators
Licensed Nurses
Licensed Social Workers
Registered/Licensed Dietitians; Dietary Managers
Physical Therapists/Physical Therapy Assistants
QIDPs

Individuals seeking approval for all other professional licenses or certifications must file independently with their licensing or certification body. IHCA staff will provide any needed assistance to help you with the process.

TUESDAY, September 14

9-11 a.m. (2 CEs)

Opening General Session

Keynote presentation brought to you by ONR, Inc.



MULTI

Chicago area native Porter Moser has been at the helm for the most significant moments in Loyola University Chicago men's basketball history in the last 55 years. During his first seven seasons, the Naperville, Ill. native changed the program's culture and reestablished recruiting in the Chicago area. Loyola's 50 wins over the last two seasons are its most over a two-year stretch since 1962-63 and 1963-64.

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IHCA Excellence Award for Long Term Care Centers

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11 a.m. - 1:30 p.m.

Expo and Complimentary Lunch

Enjoy lunch and browse through the expo to see the latest in products and services from our vendors. Don't forget to express a big THANK YOU to them for participating in this year's convention and for supporting the long term care profession!



1:30 p.m. - 3 p.m. (1.5 CEs)

Understand How Your Reimbursement Rates are Calculated

Steven Lavenda, BS | *Marcum LLP*

Scott Manson, CPA, CGM, CMA | *Marcum LLP*

ADM, BIZ

Many skilled nursing facility team members evaluate reimbursement rates for revenue analysis, management of accounts receivable, budgeting and other purposes without knowing how the various payers determine and calculate the rates. This session will describe the components of both the Medicare and Illinois Medicaid reimbursement rates and how they fit into total rate calculation and explain how and why CMS and HFS increase or decrease the rates. Detailed analysis for both reimbursement programs will be given. How providers may or may not influence the various components of the rates will also be discussed.

Active Water Management: Making your WMP Defensible with a Standard of Care

Brandon Gross, MS | *Earthwise Environmental, Inc.*

ADM, ENV

Water safety is an increasingly important component of a facility risk management portfolio; however, many water management and safety programs are not executed beyond the initial writing of a document that may sit on a shelf collecting dust. This leaves you open to waterborne pathogen exposure to patrons and staff, as well as the regulatory, liability and media nightmares that follow. This session will identify points where most water management programs require additional attention, and tell you how to implement a program that will help you best protect your building water systems from waterborne pathogens such as Legionella, Mycobacterium and Pseudomonas, among others. It will help you to move beyond minimal compliance and make active water management a part of normal facility maintenance.

Don't Stop Believing

Denise Spihlman, MSW | *Outcome Services of Illinois*

SS

What a roller coaster ride we have been on since the pandemic first hit long term care. We have all experienced moments of sadness, despair, frustration, anger and emptiness. However, we don't want to lose hope and we don't want to stop believing that life will get better for our residents. What will be the new norm? It is all still being sorted out. Your job, as social service staff, is more important than ever. Our residents need you, our families need you and the staff depend on you. This session will give you the information you need to comply with ever-changing regulations, suggestions to help you deal with residents' psychosocial needs and the latest information on what is being looked at by surveyors. What is most important in these times is to help our residents cope with all the changes they have had to go through. This session will give you a clearer picture of what your priority areas in social service are and help you feel hope that the road ahead is better than what you are leaving behind.

A Commonsense Approach to Emotional Trauma and Why We Ask “Why?”

Judy Salisbury | *Logos Presentations*
NUR, SS

Some life events can leave us depressed, despondent and even suicidal, but it can be especially hard for health care workers who often suffer in silence. Also impacted by emotional trauma are our residents who feel the pain and loss of their former active lifestyle. With a commonsense approach, this session will discuss the issue of emotional trauma; definition, recognition, options, with hints and tips to help yourself or others. It will also discuss why we ask, “Why?”.

Engagement During Tough Times

Dee Mayfield, CADDCT | *Mayfield Health Care Seminars*
ACT

In this interactive session, we’ll explore what the impact of isolation is and discuss what techniques have been used during the pandemic and times of illness to keep families connected while socially distancing. We’ll discover, from the presenter and from each other, ways to involve elders in their everyday living, as well as the value of 5-minute ‘activities’ that keep elders engaged with other people.

Them Old Bones: Part 1

Barbee Bancroft, BSN, MSN, PNP | *CPP Associates, Inc.*
NUR

It’s all about the “osteos” – osteopenia, osteoporosis, osteoarthritis, osteosarcoma, osteocranium (LOL)! In terms of prevention of osteopenia and osteoporosis, does Vitamin D really work? And the calcium conundrum – pills or food – continues to be discussed as does the type of calcium when taken as a supplement. What is the T-score and how do you interpret it? What are some other markers of osteoporosis? What are the recommended treatments in order of preference? The speaker will also discuss steroid induced osteopenia and osteoporosis, as well as what can be done in these situations. Do topical steroids increase the risk?

Osteoarthritis – even though it’s an “osteo” – is a completely different bone problem, but can be just as debilitating in terms of pain managing activities of daily living. Do alternative treatments such as topical CBD oil work? What about injections into the osteoarthritic knees? Does acetaminophen help?

Osteosarcoma can be a sequelae of teriparatide and can be a complication of Paget’s disease. What’s up with that?

Osteocranium means “hard head” and we ALL get that with age...

QUALITY **GOLD** **2021**
Determination **Fearlessness**
Perseverance **Courage**
Sacrifice **Pride**



Crisis Management in Post-Acute Care

Nick Lynn, JD, RPh | *Duane Morris LLP*

ADM

Today, crisis in the post-acute care profession occurs due to a variety of reasons. The coronavirus pandemic, resident or family dissatisfaction, staff action or inaction, inappropriate (or illegal) use of social media, allegations of health care fraud and abuse and allegations of Medicare and Medicaid fund mismanagement are just a few examples. Another example is threatened remedies as the result of a “bad” survey, including, but not limited to, a denial of payments for new Medicare and Medicaid admissions, civil money penalties, state fines or threatened termination of the facility’s Medicare and/or Medicaid provider agreements, or even a civil lawsuit. The emergence of and advancements in big data and technology has enabled residents, families and employees to air their grievances, organize around their discontent and demand action on a large public scale. This session will address the tools available to address crisis preparedness and crisis management, particularly in the immediate aftermath of the crisis, to successfully weather the storm.

Program Development: CILA Services for Individuals with Prader-Willi Syndrome

Chris Helfrich, RN, CDDN | *LTC Support Services, LLC*

Nicole Tingley | *LTC Support Services, LLC*

DD

This session will provide attendees with information regarding individuals who have been diagnosed with Prader-Willi Syndrome, including an overview and statistics of the disorder. The speakers will also discuss the needs of individuals with Prader-Willi Syndrome, as well as group home options and program development for them.

3:30 - 5 p.m. (1.5 CEs)

Five Strategies to Take a Woe Marketing Program to Wow

Dan Gartlan, BFA, BS | *Stevens & Tate Marketing*

AL, ADM

Marketing professionals and executives of senior living organizations find themselves asking... “What changes are needed to balance our online and traditional strategies this coming year?” “What are the best strategies to stay in touch with prospects during a lengthy sales cycle?” “How do we better tell our story so that we can connect with prospects?” This session will explore the answers to these questions and present a series of proven strategies and tactics designed to attract prospects in a crowded senior living space. It will detail cohesive and integrated strategies that work in combination to create the ideal platform for enhanced success, specifically focused on inbound-driven techniques.

What's Hot in Employment Law? Stay Out of the Fire and Comply with 2021 Changes to Employment Laws

Jennifer Long, JD, BA | *Duane Morris LLP*
ADM, SUP

Have you updated your policies and procedures to comply with 2021 changes to state and federal employment laws? Have you updated your policies for COVID-related issues? Are you aware of all the employee-related changes issued by the new presidential administration in its first six months? Do you understand your new obligations for annual sexual harassment training? Have you updated your employee policies to reflect the legalization of adult-use cannabis? What are the other “hot” topics for HR legal compliance? Hear what's new for 2021 in federal, state and local law and regulations governing employee relations. Ensure you are prepared to legally deal with employees and applicants in the constantly-changing context of labor and employment laws.

Dealing with Difficult Situations and Emotional People

Petra Marquart, BA | *See ME*
MULTI, DD

Service is never more important than when people are having a difficult time or being emotional. Without the skills to handle these things, they can escalate, which makes them even more challenging. In this session, you will learn how to manage people's feelings in order to help manage their behaviors. With these skills, you will deal with complaints and concerns before they turn into problems and problems before they turn into situations.

Building a Positive Work Environment: It Begins with Staff

Judy Salisbury | *Logos Presentations*
NUR

We all have the responsibility and power to influence our environment for good, but sometimes that can be a challenge. This interactive session will show you how to build memories, not misery, in the workplace. It will discuss how you can leave your baggage or a bad day at the front door and how you can help others to do the same. Also discussed will be the unintentional impact confrontations can have on your staff and residents, which can actually lead to lawsuits, bad press and unemployment, as well as how your organization can disembark from the harmful and hurtful gossip train.

Sheltered and Secure: Strategies for In-Room Resident Engagement

Neely Sullivan, MPT, CLT-LANA, CDP | *Select Rehabilitation*
ACT

Social distancing and isolation may be necessary during COVID-19, but it can be detrimental to our clients' physical and cognitive health. Staff in long term care communities play an important role in the success of those who are isolated or unable to leave their living spaces. We have the opportunity to work with clients in their living spaces to offer tools and strategies to enable them to achieve their highest quality of life. This session provides an in-depth review of activity ideas, home safety strategies to integrate into client care and ways to integrate technology into activities.



The International Dysphagia Diet Standardization Initiative (DDSI): Adoption is Coming!

Laurie Berger, MBA, RD, LD | *SimplyThick, LLC*
DIET, NUR

The International Dysphagia Diet is currently being implemented throughout the world with the goal of providing common terminology and definitions to describe texture modified foods and thickened liquids for individuals with dysphagia of all ages, in all care settings and for all cultures. The ultimate goal is to provide safety to dysphagia patients in all care settings.

Them Old Bones: Part 2

Barbee Bancroft, BSN, MSN, PNP | *CPP Associates, Inc.*
NUR

It's all about the "osteos" – osteopenia, osteoporosis, osteoarthritis, osteosarcoma, osteocranium (LOL)! In terms of prevention of osteopenia and osteoporosis, does Vitamin D really work? And the calcium conundrum – pills or food – continues to be discussed as does the type of calcium when taken as a supplement. What is the T-score and how do you interpret it? What are some other markers of osteoporosis? What are the recommended treatments in order of preference? The speaker will also discuss steroid induced osteopenia and osteoporosis, as well as what can be done in these situations. Do topical steroids increase the risk?

Osteoarthritis – even though it's an "osteo" – is a completely different bone problem, but can be just as debilitating in terms of pain managing activities of daily living. Do alternative treatments such as topical CBD oil work? What about injections into the osteoarthritic knees? Does acetaminophen help?

Osteosarcoma can be a sequelae of teriparatide and can be a complication of Paget's disease. What's up with that?

Osteocranium means "hard head" and we ALL get that with age...

Medicaid Cost Report and Capital Reports: Improve Your Bottom Line

Steven Lavenda, BS | *Marcum LLP*
Scott Manson, CPA, CGMA, CMA | *Marcum LLP*
ADM, BIZ

The Medicaid cost report gives the state an idea of the financial position of nursing homes, but it can do the same for administrators and owners. This session will explain how to utilize a cost report for your own benefit by providing a better understanding of the financial position of your nursing home. In addition, we'll discuss how filing an Illinois Medicaid Capital Report may provide a facility with an opportunity to qualify for an increase in the rate depending on the amount of building and building improvement costs that were incurred over a period of time. This session will also provide an update on the nursing home requirement of reporting revenue and expenses related to HHS CARES Act Funds to both the federal and state governments.

TUESDAY
September
14/2021

Death and Dying

Margaret Terranova, RN | *Heartland Hospice*
DD, ADM, SS

Why is it so hard to talk about death? We are born, and we die. The body is as efficient at dying as it is at living. While there are many common threads, the journey is unique for each individual. During this session, we will explore the journey of the last few months of life and look at some of the unique challenges within the ID/DD population.

5:30 p.m.

9th Annual Oksnevad 5K Run/1 Mile Walk

Brought to you by ONR, Inc.



6:30 p.m.

Kickoff Block Party

Join us for an evening of fun and food while networking with old and new friends!

WEDNESDAY, September 15

8 a.m. - 5 p.m. (7 CEs)

Alzheimer's and Dementia Training

Dee Mayfield, CDDACT | *Mayfield Health Care Seminars*
MULTI

***Pre-registration is required to attend this session. Class size is limited to 50!**

The Alzheimer's and Dementia Training is a pre-requisite for anyone who would like to be a certified dementia practitioner with the National Council of Certified Dementia Practitioners. This session is interactive and covers the following topics: Introduction to dementia and Alzheimer's disease, communications, feelings and repetitive issues, activities, spiritual needs, sexuality and end of life. Participants must stay the entire day to receive a certificate for the seminar and application to NCCDP.

Note: This session should satisfy IDPH requirements for training for certified Alzheimer's Units.

WEDNESDAY
September
15/2021

**8 - 9:30 a.m. (1.5 CEs)****Mindful Living: A Comprehensive Approach to Cognitive Behavioral Management in Senior Communities****Julie Wilkins, MPT** | *ONR, Inc.***Brookly Becke-Thompson, MSPT/DPT** | *ONR, Inc.***THER, ADM, NUR, DD**

Mindful Living is a formalized approach to addressing the needs of residents who display unwanted behaviors or struggle with their daily activities due to dementia or other cognitive issues. The program is based upon the Allen Cognitive Level Screen (ACLS), which is a test that evaluates the ability of someone to make decisions, maintain independence and safely perform basic skills.

The purpose of this program is:

- To identify residents with unwanted behaviors
- To determine ACLS level
- To educate the patient/resident and their family members on coping strategies
- To provide non-pharmacological interventions to alleviate behaviors and enhance quality of life
- And so much more!

Billing Impossible**Camille Lockhart, CPA** | *BKD CPAs & Advisors***Julie Bilyeu, BS** | *BKD CPAs & Advisors***ADM, BIZ**

It may seem impossible to bill and collect claims in the current environment, where cash flow is more crucial than ever. This interactive session will unveil top secret intelligence on billing and managing your revenue cycle and provide key strategies to help avoid cash flow casualties in this time of uncertainty.

Dementia and ADLs: Creative Care Techniques for Caregivers**Deborah Elings, BSN** | *First Quality***NUR, ACT, SS**

This session will provide attendees with creative tips and techniques to keep your residents engaged. It will detail what happens in the early, middle and late stages of dementia and explore some positive approaches to use to communicate and care for this special population.

How High Do You Bounce? Building Resiliency in Yourself and the Workplace

Karla Belzer, MS | *University of Illinois Extension*

MULTI

Have you ever questioned if what you do really matters? Are you struggling to find fulfillment and meaning in your work? You are not alone! Many people feel overwhelmed and fatigued due to their work environment. With stress identified as a global health epidemic, it is now more important than ever to build resiliency skills to manage and thrive in the workplace. Highly resilient people have the ability to adapt, recover and grow stronger from adverse situations. Learn what characteristics these resilient people possess that help them create opportunities from challenges, and how YOU can also nurture and strengthen your resilience.

Quality of Life: Socialization and Productivity

Barbara Speedling, BS | *Innovations for Quality Living*

ACT, SS

Once the COVID-19 pandemic has been successfully addressed through vaccinations and continued diligence in infection control, facilities will begin to return to a more traditional routine of programs and services. The pandemic has offered an opportunity to reevaluate the importance of socialization and productivity in the process of healing and recovery. More than busy work or entertainment, person-centered, therapeutic engagement should be an integral part of the plan of care.

Purchasing “Tricks of the Trade”

Reynold Landry, CDM, DFPP, CPFS | *Advanced Dietary Consulting Service*

DIET

This session will arm every dietary manager with skills, tips and knowledge to successfully purchase foods and items to make every meal an event for their residents without the fear of being over budget. We will help you to manipulate your budget instead of your budget manipulating you!

The Seven Tools for Your Supervisor’s Toolbelt

Lori Dierolf, BA | *Open Door Training & Development*

ADM, SUP

It’s no secret that common sense is not all that common these days! So why do we rely on a supervisor using her or his common sense when it comes to being a good leader!? Most organizations don’t have much time to teach their leaders how to lead, how to gain credibility and how to handle problems. Leaders – new and seasoned – already have the tools they need to be successful...they just need to recognize them and use them!



Leading the Way Through Challenges and Change

Cheryl Boldt, RN, LNHA | *Maun-Lemke Speaking and Consulting, LLC*
NUR

Skilled nursing and assisted living centers have developed and implemented new policies and procedures to contain and prevent the spread of COVID-19. The never-before-seen challenges we have experienced in 2020 have made it more vital than ever to have superior dedicated staff in all roles. At the helm of leading through the challenges of sweeping change are our front-line and organizational leaders. There are no other professionals in any capacity who affect so many lives around the clock. One could say that “LIFE is literally in their hands.” Health and housing front line staff and leaders are on center stage and our customers rely on them to do the right thing. A committed health care professional can positively influence customers, potential customers, co-workers, vendors and physicians, and drive the ultimate success of any health care organization at any time, including through a pandemic. The events of 2020 have showcased the need for mission-driven health care professionals in the right roles with the right attitudes and expertise.

The Savvy Caregiver: Equipping Caregivers with Skills and Knowledge to Successfully Support a Loved One with Dementia

Craig Laskowski, MEd, MAEd, QIDP | *Human Support Services*
DD, ADM, MULTI, SS

There are various kinds of stress associated with caregiving - emotional loss, day-to-day caring, new responsibilities, family issues, fatigue, worry, financial pressures, other decisions, etc.

This session will look at techniques to mediate the stressors of caregiving by providing ways to develop the personal qualities of the caregiver, as well as resources for the caregiver to use. By enhancing the knowledge, skills and caregiving outlook we can move to the positive outcomes of distress and reward for caregivers, while reducing the level of confusion and keeping persons with dementia in the level of contentment involvement.

10 - 11:30 a.m. (1.5 CEs)

The Pandemic: Increased Need for Administrator Compliance Protection

Nick Lynn, JD, RPh | *Duane Morris LLP*
Howard Stone, BSBA, JD | *Stone, McGuire & Siegel, P.C.*
ADM

Approximately \$660 billion was made available in potential forgivable loans under the CARES Act and Paycheck Protection Program (PPP). Borrowers were required to provide certifications at the time of loan applications and must sign additional certifications at the time of loan forgiveness submissions. Facilities and their administration can expect increased PPP enforcement actions in 2021 by a host of federal agencies. Those enforcement actions will focus on a facility's compliance and ethics program. In this session, you will hear about recent government enforcement actions and how an effective compliance and ethics program will protect you and your facility from harsh government penalties and sanctions. This session will discuss several law enforcement techniques used to enforce federal laws. It will also review the steps that can be taken to ensure the lawful operations of your facility through an effective compliance and ethics program and employee training.

Building Hands-On Caregiving Skills for Middle Stages of Dementia

Heather McKay | *Partnerships for Health*

NUR

This session will demonstrate effective strategies for helping people with dementia during personal care to reduce resistance to care—and help attendees develop better observational skills to recognize and intervene effectively when behavioral challenges occur. It will emphasize the value of matching helping behaviors to the person's needs and retained abilities to promote a sense of control and self-direction. Grading and providing helping behaviors based on the person's abilities and needs refines the caregiver's skills and fosters positive interactions during care activities rather than struggles.

See ME: The Power of Service in Long Term Care

Petra Marquart, BA | *See ME*

MULTI, DD

Without service, all you really have is a building with beds. Whether it feels like it or not, long term care communities are built on love and that love is expressed in the form of extraordinary service. It has never been more important to provide world-class service. COVID-19 has changed the long term care profession forever. Relationships between families, residents, employees and communities have been tested and trust has been challenged. To put the pieces back together, every community will be called upon to rise above the ordinary and restore faith and trust through extraordinary service. In this session, you will learn why service matters in long term care, what residents and their families expect and how to build your service on the 7 Principles of Service in Long Term Care: See ME, Hear ME, Talk with ME, Respect ME, Tell ME, Calm ME and Protect ME. Don't miss this opportunity to renew the spirit of service throughout your organization and refresh people's commitment to serve with passion – not dependent on how they feel about their customers, but to love them in spite of how they feel.

Prioritizing Resident Satisfaction in Dining

Gretchen Robinson, RDN, LD | *Martin Bros. Distributing*

DIET

Resident satisfaction remains a priority in senior living no matter if you are able to provide communal dining or in-room dining. This session will discuss how to survey your residents, family members and staff and use those results to improve your dining program.

Healing and Recovery: The Role of Leaders in Crafting a New Facility Culture

Barbara Speedling, BS | *Innovations for Quality Living*

ADM, NUR, SUP

The COVID-19 pandemic has significantly limited a facility's ability to achieve the profession's long-standing ideal of creating a homelike environment of care. In the coming months, the facility culture and the quality of life for all concerned will be shaped by the status of the virus. The manner in which leaders design and communicate the development of a new world order will be vital to a successful transition to the next generation of long term care. This session offers strategies for effectively overcoming the fallout from COVID-19 impacting staffing retention and recruitment, resident satisfaction and quality of life, and the related challenges to a full recovery.

WEDNESDAY

September
15/2021



QUALITY GOLD

Finders Keepers: The “Absolutes” about Retention, Selection and Recruitment

Cheryl Boldt, RN, LNHA | *Maun-Lemke Speaking and Consulting*
NUR, ADM, SUP

Have you ever been excited about someone you hired at your facility only to hear, “Look who they hired now!”, on the new team member’s first day? Do you feel extreme urgency to hurry up and hire? Does each day feel like “Ground Hog Day” because newly hired team members leave very soon after you get them through orientation? If the answer is yes to any of the above questions, then this is the session for you! It is challenging to slow down to speed up, but that is exactly what needs to happen to reach your retention goals. The way to resolve this “Ground Hog Day” experience is to implement effective team-based retention, selection and recruitment strategies that engage facility leaders with the front-line staff. This session will review 12 RSR (Retention, Selection and Recruitment) strategies identified as the “absolutes” that have been successfully implemented and used by facility teams nationwide.

Person-Centered Planning: What Is It and How do We Know We Are Doing It?

Craig Laskowski, MEd, MAEd, QIDP | *Human Support Services*
DD, ADM, SS

Person-centered planning acknowledges that those supported will have better lives; by means of active social roles, community connections, natural support networks, enhanced planning and significant influence with independent decision-making. This session will help you change your perspective from caring for people, to supporting people to have lives that are meaningful to them. Participants will learn how to refocus their language, values and actions toward respecting the views of the person we are supporting. Those attending will be introduced to person-centered planning models, tools and resources. They will also learn how to successfully determine if person-centered practices are allowing those they serve to live full lives in the community and help them meet their desired goals.

11:30 a.m. - 1 p.m.

Expo and Complimentary Lunch

Enjoy lunch and browse through the Expo to see the latest in products and services from our vendors. Don’t forget to express a big Thank You to them for participating in this year’s convention and for supporting the long term care profession!

1 - 2:30 p.m. (1.5 CEs)

Uncover the True Value of Rehab: How to Get the Most out of Your Current Rehab Model

Jonalyn Brown, SLP | *Consonus Healthcare***Emily Steedman, OT** | *Consonus Healthcare***THER, NUR**

The senior care profession is tough and resilient. PDPM, COVID-19 and other changes ahead, will continue to test this resiliency and create company casualties. Cost is under a microscope and the choice to partner with a contract rehab provider or go in-house has been on the minds of many providers. There are many factors at play in this decision including price, efficiency of outcomes, hidden costs and risks. This session will identify processes that allow providers to remain focused on continued success, even in the midst of disruption, and help determine the right fit for rehabilitation services.

Reducing Falls in Dementia Caregiving: It's All in Your Approach

Heather McKay | *Partnerships for Health***NUR, THER**

The purpose of this session is threefold: to enhance understanding of why falls happen in all stages of dementia; to introduce strategies to improve balance and movement in the middle stage of the disease; and to expand skills in providing assistance to reduce falls for people with dementia.

The COVID-19 Pandemic: Considerations in Dementia Care

Barbara Speedling, BS | *Innovations for Quality Living***MULTI**

The restrictions imposed on visitation and social activities due to the COVID-19 pandemic have impacted the cognitive health and psychosocial well-being of all residents, but more significantly for those with dementia. Creating an environment of care that supports optimum health requires a well-trained staff with the knowledge and skills to accommodate the behavioral challenges associated with a diagnosis of dementia. This session offers guidance in developing and sustaining an improved quality of care and quality of life for residents challenged by dementia.

Center of the Plate Design and Demo

Reynold Landry, CDM, DFPP, CPFS | *Advanced Dietary Consulting Service***DIET**

Have you ever seen a TV program that shows chefs creating such artistic and creative plates that it makes your eyes dance and your mouth water? This session will give you simple, but effective, tips and skills to help change any ordinary, boring dish into a well-designed work of art that will increase consumption and raise satisfaction.

WEDNESDAY

September
15/2021



QUALITY GOLD

IHCA Annual Business Meeting, NF/AL Constituency Meeting and Regulatory Update ADM

Infection Compliance Solutions for F880 and F881: Meeting the Requirements

Deb Martin, RN, BSN | *CE Solutions/VGM Education*
NUR

This program will review the infection control requirements under F880 and F881. It will organize these requirements into logical processes, many based on the CDC Infection Preventionist Training Modules. An overview of the contents of an effective IPCP will be reviewed. Various facility assessment tools will be shared with at least one in electronic format. Requirements for antibiotic stewardship will also be reviewed as well as methods to track medications prescribed to treat pathogens.

The Center's Annual Business Meeting and ID/DD Constituency Meeting DD, ADM

3 - 4:30 p.m. (1.5 CEs)

Ovations: A Celebration of Long Term Care Nurses
NUR, MULTI



NEW TIME!!

Keynote presentation brought to you by Medline Industries, Inc.

Same great event...New Time! Ovations: A Celebration of Long Term Care Nurses is moving to a new time. Enjoy wine and desserts, laugh a little and honor the nominees and winners of the LTCNA Nursing Awards at this special event.

Funny speaker Ron Culberson began his career by working with people at the end of their lives as a home care social worker at a hospice. After several years, he became Manager of Counseling Services where he ultimately supervised a large department of social workers, chaplains and bereavement counselors. Ron's goal was to create a thriving department while at the same time encouraging his staff to both enjoy the work and to be fulfilled. Ron eventually became the Director of Quality Service, a senior management position. After being trained at the Institute for Healthcare Improvement, he developed and managed the first quality improvement and customer service program for the hospice. This program was instrumental in training staff in customer service, implementing process improvement projects and preparing the organization for regulatory accreditation. In 2020, Ron went back to school and became a certified Emergency Medical Technician (EMT) and services his local community.



The keynote address will be followed by the presentation of the 2021 LTCNA Nursing Awards.

Crisis Response: What To Do When Media, Law Enforcement and Regulatory Agencies Are at the Door

Michael Airdo, JD | *Kopon Airdo, LLC*

Mollie Werwas, JD | *Kopon Airdo, LLC*

ADM, DD

This session will focus on an issue that residential care facilities face too often – responding to crisis events that cannot be controlled or predicted. Crises come at the worst times, and pre-planning for a variety of emergency situations will best position any organization for a brighter recovery. Residential care facilities must be prepared to respond to a crisis before the press, police or state agency are at their front door. This presentation will discuss how to prepare for crisis events, including the importance of having written policies and procedures and a response team. Further, it will address how to implement a process when the crisis hits and the use of decision-making tools during the crisis. Finally, the presentation will include guidance on mitigating the effects of the crisis and returning to normal operations as soon as possible after the crisis.

It's All in Your Head: Focus on Cognition

Carla Bacon Smith, BS | *Lifetime Expressions*

ACT

As activity professionals, we work daily to meet the cognitive, physical, spiritual, social and emotional needs of our residents. Because cognitive function is a key component in everything we do and directly impacts abilities and independence, working to help residents of all levels maintain their cognition at its highest level is important in supporting quality of life. This interactive session explores a wide variety of techniques and activities to inspire and expand your cognitive programming.

Leadership: Is it in You?

Reynold Landry, CDM, DFPP, CPFS | *Advanced Dietary Consulting Service*

DIET

“Where there is no vision, the people perish.” These famous words ring true when it comes to leadership within a business. This session will help even novice leaders create their own leadership style and guide employees to a healthier and productive working environment.

Medicaid with Matt and Matt

Matt Hartman | *Illinois Health Care Association*

Matt Werner | *M Werner Consulting*

ADM

This session will present a comprehensive look at the state of the state of Medicaid in Illinois. They will discuss recent and pending statutory, regulatory and legal changes to the Medicaid program and offer feedback on how best to maneuver the various obstacles interwoven into the Illinois Medicaid system. Topline topics will include the expansion of managed care, Medicaid eligibility determinations, the state long term care budget and upcoming changes to the state's Medicaid reimbursement methodology.

WEDNESDAY

September
15/2021



QUALITY GOLD

Rebalancing PDPM in a Post COVID-19 Environment

Donna Zoellick | *Marcum LLP*

Maureen McCarthy, RN, BS, RAC-MT, QCP-MT, DNS-MT | *Celtic Consulting*
NUR

While facilities were dealing with the devastating effects of the COVID-19 pandemic, their focus and attention may have shifted away from important monitoring of patient characteristics and proper coding used to determine the PDPM reimbursement for each Medicare resident. In this session we will compare the PDPM reimbursement in skilled nursing facilities pre-COVID and post-COVID by comparing the fourth quarter of 2019 Medicare revenue to that of 2020, coupled with the effects of COVID and the decline in census. We'll further look into the effect COVID had on the PDPM clinical categories, review which clinical categories had the biggest COVID impact on revenue and discover where dollars are being left on the table. Finally, we will plot out a strategy of what to look for, monitor and prepare for as we emerge from the pandemic.

ID/DD Regulatory Update

DD, ADM

5 - 7 p.m.

Board and Staff Meet and Mingle ... and Retirement Party!

Illinois Leaders Program Recognition



Brought to you by Medline Industries, Inc.

Come "meet and mingle" with the IHCA Board of Directors and staff and say a fond "farewell" to Bill Bell and Debbie Jackson. Bill retired earlier this year and Debbie is leaving IHCA at the end of the year. Congratulations to them both!

Current and past participants of the Illinois Leaders Program will be recognized during this time.

THURSDAY

September
16/2021

THURSDAY, September 16

8 - 9:30 a.m. (1.5 CEs)

PDPM Insights: Examining Accuracy Through Targeted Auditing and Monitoring

Eleisha Wilkes, RN, RAC-CTA, RAC-CT, DNS-CT | *Proactive Medical Review*
ADM, NUR

With nearly two years of the PDPM behind us, we can now take a closer look at how MDS coding accuracy and supportive documentation have played a starring role in Medicare reimbursement. During this session we'll review common coding errors and supportive documentation vulnerabilities while focusing on essential auditing and monitoring considerations to promote accuracy and clean claims.

Change: The Human Factors

Jeanne Sexson, BA, MA | *je Sexson Enterprises*

MULTI

Change creates a certain amount of discomfort and resistance for people, which can reflect in their quality of performance. Therefore, how people deal with change is as relevant to the success of an organization as job-specific skills. Change is like an iceberg – 10% can be seen and avoided but the 90% beneath the surface can sink vessels. Gain valuable insight about actionable solutions for more effectively dealing with hidden agendas of change, why change has a major impact on productivity and how to overcome staff resistance through the change process.

Start with Why and End with How: How to Engage in Effective Problem Solving and Strategic Planning

Bruce Berlin, BS | *Prioriteams*

ADM, SUP, DD

Leaders often spend a good deal of their time “putting out fires” by reacting to resident, employee or operational challenges. Unfortunately, many times the resolutions to these challenges are short-lived due to taking common reactionary approaches to problem solving.

In this session, leaders will learn how to maintain a long-term vision, the importance of having effective systems and processes and the process for collaboratively uncovering the root causes of their challenges. Engaging in a problem-solving process with employees, residents and/or family members will result in lasting solutions. This session will provide leaders a roadmap for engaging in effective problem solving and strategic planning with their stakeholders.

A Natural Connection: Programming to Promote Engagement in the Outside World

Carla Bacon Smith, BS | *Lifetime Expressions*

ACT

Gardening and nature activities have a wide appeal for seniors, including those within a health care setting. Horticulture programs have many therapeutic applications and provide opportunities for learning and leisure skill development. This session will explore a successful program to encourage residents to engage with the natural world throughout the seasons in a format that is adaptable for group and individual programming.

A Holistic Infection Prevention Approach

Shiny Chacko, MS | *Medline Industries, Inc.*

ADM, ENV

Environmental Services staff play a large role in environment of care when it comes to infection prevention. This session will discuss a holistic approach to infection prevention and provide recommendations that address all pathogens of transmission during the pandemic.



An Interdisciplinary Approach to Managing Resident Care Post COVID-19

Michelle Stuercke, RN, MSN, MHA, DNP, LNHA | *Transitional Care Management*
Linda Riccio, BS, OT/L | *Transitional Care Management*
NUR, ACT, SS

Individuals with multiple medical co-morbidities are most likely to experience lingering COVID-19 symptoms, often referred to as “Long COVID.” Their recovery is further complicated by the prolonged immobility and isolation required during the public health emergency leading to significant physical, psychosocial and cognitive deficits. This session will review a multi-disciplinary approach to resident care to promote the recovery of COVID-19 symptoms and long-haul effects, while achieving well-being during the long recovery process.

Focus on Fitness and Function: Promoting and Preserving Mobility in Adults with Intellectual and Developmental Disabilities

Marilyn Holt, BS, PT, MHS, GCS, CEEAA | *LTC Support Services*
Brian Wiggs, BS, PT | *LTC Support Services*
DD, THER

The aging of the individuals with intellectual and developmental disabilities presents an emerging challenge. Individuals with IDD may lose function prematurely and much of this is related to inactivity and a tacit acceptance that this is normal for the population with IDD. Individuals with IDD have the same requirements for exercise as the general population. Identifying functional decline and developing targeted interventions can prevent or compress frailty and promote an improved quality of life

Recognizing emerging mobility needs and implementing use of appropriate durable medical equipment and safe resident handling techniques can enhance the quality of the life of the individuals we serve and protect caregiving staff, allowing them to complete needed cares and assure the dignity and safety of each individual.

9:45 - 11:15 a.m. (1.5 CEs)

The Digital/Human Intersection: How to Maximize Your Technology Investment

Adrienne Goree | *SafelyYou*
Fran Howard | *Belmont Village*
AL, ADM

Technological advancements help with many aspects of senior living community management and operation ranging from electronic health record software to nurse call systems and now fall detection and prevention. Taking advantage of the latest innovations can empower operators and care staff to find new and creative ways to work more effectively, efficiently and even provide an environment that will reduce the risk of falls and tailor care to individual residents and their needs. To make the most of your investment in technology, many factors should be considered – all involving human interaction with the technology.

Making the Most of What Comes and the Least of What Goes

Jeanne Sexson, BA, MA | *je Sexson Enterprises*

MULTI

Now, more than ever before – and into the foreseeable future – people finding the upside to a down situation is critically important for our sense of well-being and feeling in control of ourselves and our ability to simplify the complex. This session offers a lift, a laugh and a little inspiration to refresh your attitudes about yourselves and the value of what you do. By making the most of what comes and least of what goes you can have greater clarity for dealing with challenges and frustrations. You will be offered insight into nine meaningful factors that can affect health, happiness and productivity.

The Transformational Rules of Engagement: 7 Steps to Creating an Energized and Engaged Work Environment

Bruce Berlin, BS | *Prioriteams*

ADM, SUP

The “rules of engagement” have changed in today’s work environment. To effectively recruit and retain good employees, you must align them to your organization’s mission. To deliver high levels of resident and employee satisfaction, organizations must be intentional in creating highly engaged work environments. To accomplish this, leaders must make transformational changes in the way they lead. These 7 Transformational Rules of Engagement (Build Relationships, Define & Align, Overcommunicate, Collaborate & Commission, Inspect What You Expect, Celebrate & Support Each Other and Lead the Way) lay the foundation for developing highly engaged and energized work environments.

How do Activities Need to Change Post COVID-19?

Linda Riccio, OT/L | *Transitional Care Management*

ACT

We now service a group of older adults that have been in prolonged isolation with decreased mobility and activity engagement, in addition to many suffering the long-term effects of COVID-19 with multiple medical co-morbidities. This had led to an exacerbation of physical, psychosocial and cognitive deficits and the need to adjust how we provide activities each day to promote resident activity engagement and well-being. This presentation will review how activities plays a key role in recovery of the long-haul effects of COVID-19 on both the resident and the facility, and discusses key components of an activity program to promote the physical, psychosocial, cognitive and spiritual health, recovery and well-being of each resident.



Cleaning the Environment is Important! Did we Forget that?

Caryn Humphrey Arnold, BSN | *Medline Industries, Inc.*
ADM, ENV

The presentation discusses environmental cleaning as a universal infection control strategy. Effective hand hygiene practice will be reviewed and information about essential elements of hand hygiene compliance strategies will be discussed. The session includes literature support for environmental initiatives and the role in defense against COVID-19 and other pathogens. Finally, this presentation includes a discussion and evidence for the empowerment of environmental care workers and their contributions to resident care and outcomes in infection prevention.

Charting: What to Chart and When from a Legal Perspective Part I: Charting Basics, Legal Requirements and Best Practices

Michael Airdo, JD | *Kopon Airdo LLC*
Mollie Werwas, JD | *Kopon Airdo LLC*
NUR

For nursing home defense counsel, there is no more challenging case than those when the facts are on the facility's side, but some other issue makes the case unwinnable. This two- part session will discuss charting requirements and best practices to avoid common mishaps with respect to treatment records and charting. Part I will focus on the legally required content of a facility's chart, best practices for staff entering information into the chart and best practices for policies and procedures regarding charting.

Dual Diagnosis in IDD: Understanding the Root of Behavior

Mele Manning, RN, CDDN | *EverSpring Pharmacy*
DD, ADM

This session will offer clear and distinct definitions of an individual with a diagnosis of intellectual disability, developmental disability and a mental illness. The speaker will help attendees to explore the way a constellation of care can provide guidance in determining the roots of certain behaviors. Strategies to support individuals with a dual diagnosis and the importance of a team approach will also be discussed.

11:30 a.m. - 1 p.m. (1.5 CEs)

Don't Stress Me Out: Teaching Relaxation to Seniors

Carla Bacon Smith, BS | *Lifetime Expressions*
ACT, DD

Stress is a part of life in today's fast-paced world. Seniors are often facing losses and challenges to their health and independence that produce additional stress and they can benefit from relaxation education and opportunities. This session will teach a variety of techniques, including movement, guided imagery, aromatherapy and progressive relaxation that the recreation professional can use to promote relaxation and assist in stress relief.

Mastering the Infection Control Focused Survey Process

Shelly Maffia, MSN, MBA | *Proactive Medical Review*

ADM, NUR

This session overviews the Focused Infection Control Survey Process, including guidelines for conducting FIC surveys, survey procedures, enhanced enforcement actions and common citations.

Charting: What to Chart and When from a Legal Perspective

Part II: Good vs. Poor Charting, Potential Consequences and Best Practices

Michael Airdo, JD | *Kopon Airdo LLC*

Mollie Werwas, JD | *Kopon Airdo LLC*

NUR

For nursing home defense counsel, there is no more challenging case than those when the facts are on the facility's side, but some other issue makes the case unwinnable. This two-part session will discuss charting requirements and best practices to avoid common mishaps with respect to treatment records and charting. Part II will focus on common mishaps with respect to treatment records and charting that occur at residential care facilities that take an otherwise defensible case and turn it into a problematic and costly case for the residential care facility.

Examples that will be provided include, but are not limited to:

- Gaps in treatment records and other charting mistakes
- Failing to consistently chart nutrition and hydration provided to the resident
- Failing to consistently chart repositioning of a resident that is at-risk for suffering a skin breakdown that eventually develops several skin breakdowns
- Inadequate documentation of changes of condition and follow-up assessments
- Inadequate documentation of falls and incidents

Dementias in the IDD Population: Is It Different?

Mele Manning, RN, CDDN | *EverSpring Pharmacy*

DD, ADM, NUR

This session will address what can sometimes be confusing with a dementia or Alzheimer's diagnosis for those who also have an IDD diagnosis. The speaker will discuss the difference between dementia and Alzheimer's disease, who is at greatest risk as well as available assessment tools.

Venue & Parking



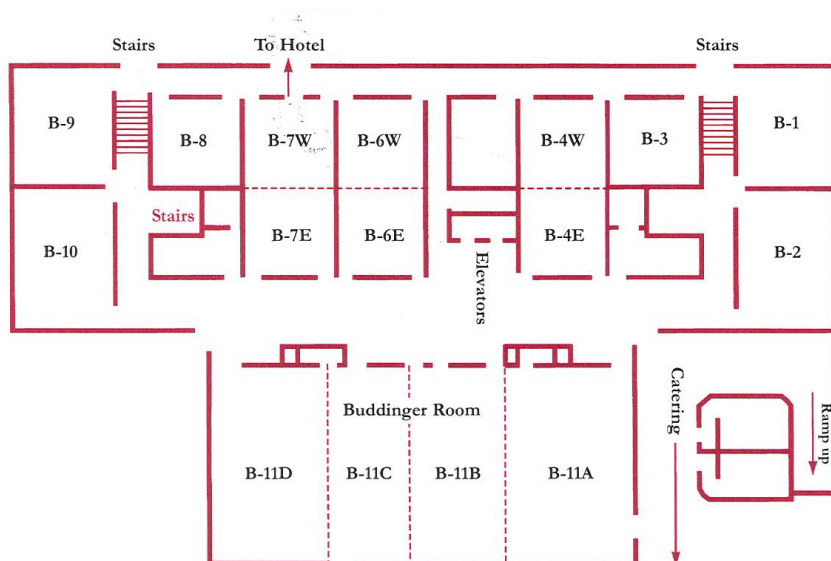
Arriving Monday? Avoid the Tuesday morning rush and register Monday evening!

Convention Venues and Parking

All educational sessions and the expo will be located at the BOS Center. The President Abraham Lincoln Springfield DoubleTree will provide sleeping accommodations as well as host the Opening General Session, Ovations and the Board and Staff Meet and Mingle. The Wyndham Springfield City Centre is also providing sleeping accommodations.

FYI

- Call the hotel of your choice directly to make reservations.
- Make sure to mention the Illinois Health Care Association to get the special room rate.
- Room availability is limited. Make reservations early.
- Rooms may become available as cancellations are made. Call periodically, especially after Sept. 1, to check availability.



The IHCA Registration Desk Hours

Monday, September 13..... 4 - 8 p.m.
Tuesday, September 14..... 7 a.m. - 5 p.m.
Wednesday, September 15..... 7 a.m. - 5 p.m.
Thursday, September 16 7 a.m. - 1:30 p.m.

President Abraham Lincoln Springfield DoubleTree

701 East Adams Street, Springfield, IL
217-544-8800

[Online reservations](#) Code IHC

Wyndham Springfield City Centre

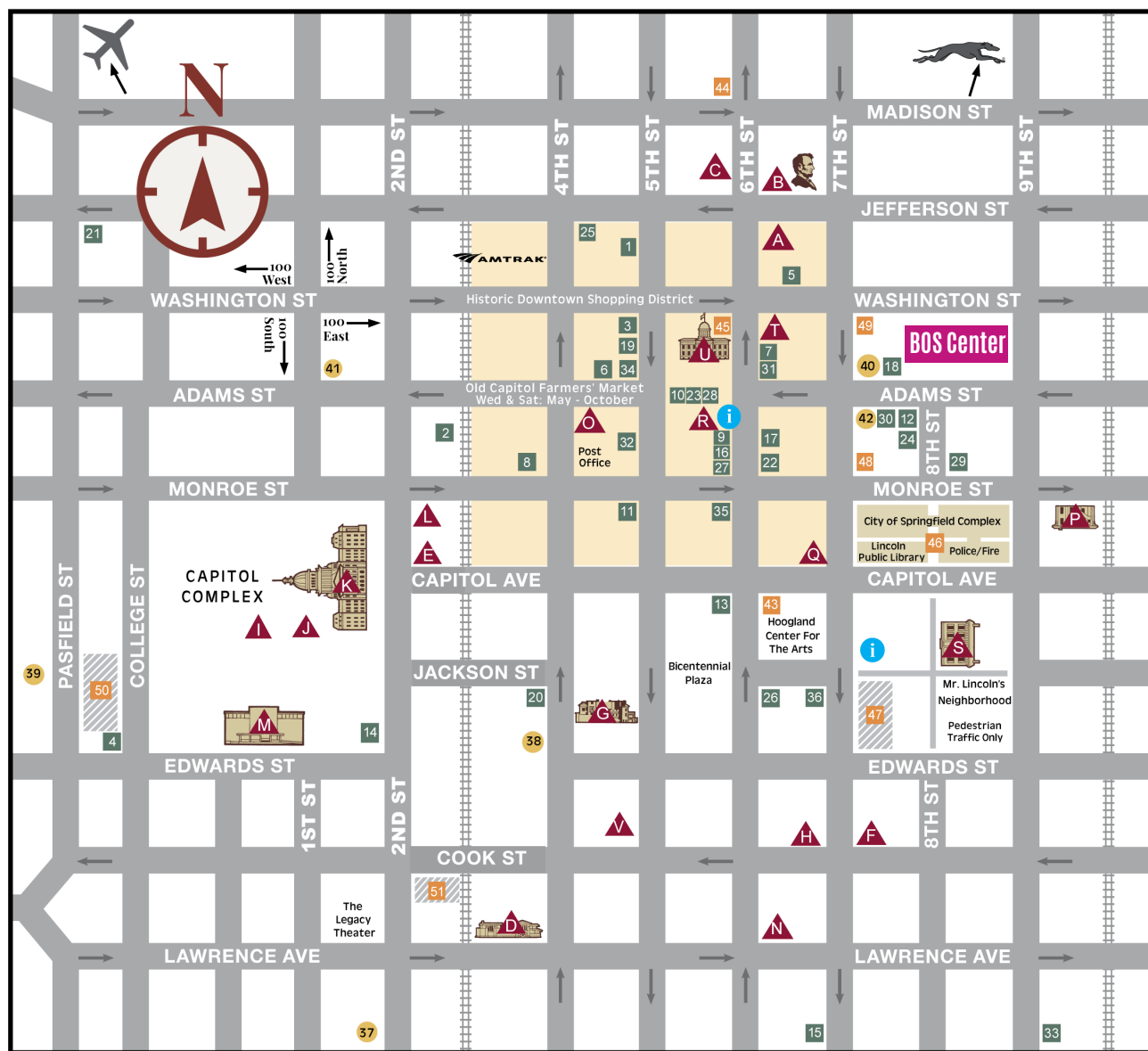
700 East Adams Street, Springfield, IL
217-718-5519

[Online reservations](#)

QUALITY GOLD Downtown Springfield



Historic Downtown Springfield



Public Parking

- 43. 6th St. & Capitol Ave.: Multi Level
- 44. Lincoln Presidential Museum: Multi Level & RV Parking
- 45. Old State Capitol: Underground
- 46. Lincoln Public Library: Underground

- 47. Lincoln Home: Lot
- 48. 7th St. & Monroe St.: Multi Level
- 49. 7th St. & Washington St.: Multi Level
- 50. Edwards St. & College St.: Lot
- 51. Dana-Thomas House: Lot

Registration Info

Note: The early registration deadline is August 13.
Registration Options (see page 40 for fees)

The IHCA Convention and Expo offers the most cost-effective way to educate and motivate your staff. The facility registration fee covers up to 20 employees for the entire three-day event and includes access to the expo, educational sessions and two complimentary lunches.

Facility: IHCA member and non-member facilities pay a single fee to register up to 20 employees. There is a \$50 charge for each additional person after the first 20. Corporate office employees cannot register under a facility name.

ID/DD 16-bed and under facility: IHCA member ID/DD 16-bed and under facilities pay a single fee to register up to 20 employees for a group of two to four facilities that have the same administrator/resident services director. There is a \$50 charge for each additional person after the first 20. Single ID/DD 16-bed and under facilities may register the administrator/resident services director only for \$395. This option is not available to a non-member ID/DD 16-bed and under facility. Corporations with multiple CILA sites, please call IHCA offices for registration fees.

Corporate office: IHCA member and non-member multi-facility corporate offices pay a single fee to register up to 20 employees who work only for the corporation and not in a facility. There is a \$50 charge for each additional person after the first 20.

Individual One Day Registration: IHCA members and non-members who can only attend one day of the convention will pay a reduced rate of \$299 member/\$399 non-member (early registration).

**You MUST designate which day you will attend when registering.*

IHCA individual member, Long Term Care Nurses Association (LTCNA) member, or physician: Persons meeting this qualification pay \$395 to register for the convention.

Exhibitor: Expo exhibitors are automatically registered for the convention.

Become an IHCA member and register at the member rate! Call 800-252-8988 to request membership information.

Payment: Full payment of the registration fee and Ovations tickets must accompany the registration form. NOTE: Golf and 5K payment should accompany Golf/5K registration form and payment made on a separate check made payable to IHCA PAC.

Name Badges and Convention Packets: Name badges will be mailed at least two weeks prior to the start of the convention and convention registration packets will be available at the BOS Center. *For registrations received less than two weeks prior to the convention, name badges and convention packets MUST be picked up at the IHCA Registration Desk at the BOS Center.* Name badges must be worn for admittance to educational sessions and the expo.

Cancellations: There will be no refunds after August 20. A 10 percent service fee applies to all refunds.

Professional Conduct: Professional ideas and information are exchanged most effectively at the IHCA Convention and Expo in an atmosphere free of abuse or harassment and characterized by courtesy and respect. To that end, the Association expects all delegates to conduct themselves in a manner that establishes an atmosphere free from discriminatory practices and sexual harassment.

Need Assistance? Contact the Illinois Health Care Association at 800-252-8988 or 217-528-6455.



Title Codes

MANAGEMENT

- 01..... Owner
- 02..... Administrator (Nursing Facility)
- 03..... Assistant Administrator
- 04..... Assisted Living Director/Manager
- 05..... Chief Executive Officer/President
- 06..... Chief Operating Officer
- 07..... Vice President of Operations
- 08..... Chief Financial Officer
- 09..... Regional Director
- 10..... Corporate Management/Consultant

DD SERVICES

(ID/DD, MC/DD, CILA)

- 11..... Administrator
- 12..... Residential Services Director
- 13..... QIDP
- 14..... Direct Service Provider
- 15..... Director of Nursing
- 16..... Assistant Director of Nursing
- 17..... Nurse

NURSING

- 21..... Director of Nursing
- 22..... Assistant Director of Nursing
- 23..... Nurse
- 24..... CNA
- 25..... Care Plan/MDS Coordinator
- 26..... Corporate/Regional Nurse
- 27..... Special Unit Director
- 28..... Quality Assurance Coordinator
- 29..... Medical Records

BUSINESS OFFICE

- 31..... Office Manager
- 32..... Office Staff
- 33..... Marketing/PR Director
- 34..... Human Resources Director
- 35..... Education Director

DIETARY

- 41..... Food Service Supervisor
- 42..... Assistant Food Service Supervisor
- 43..... Cook
- 44..... Registered Dietitian
- 45..... Dietary Staff

ACTIVITIES

- 51..... Activity Director
- 52..... Assistant Activity Director
- 53..... Volunteer Coordinator
- 54..... Activity Staff

SOCIAL SERVICES

- 61..... Social Services Director
- 62..... Assistant Social Services Director
- 63..... Psychosocial Coordinator
- 64..... Admissions Coordinator
- 65..... Social Services Staff

THERAPIES

(Occupational, Physical, Speech, Restorative)

- 71..... Therapy Director
- 72..... Rehab/Restorative Staff
- 73..... Therapy Staff

ENVIRONMENTAL SERVICES

(Housekeeping, Laundry, Maintenance)

- 81..... Environmental Services Director
- 82..... Assistant Environmental Services Director
- 83..... Property Manager
- 84..... Environmental Services Staff

OTHER

- 91..... IHCA Individual Member
- 92..... LTCNA Member
- 93..... Physician
- 94..... Central Supply
- 95..... State Employee (IDPA, IDPH, IDHS, etc.)
- 96..... Exhibitor/Associate Member (ticket purchase only)
- 97..... Guest (Award Winners)

Golf and 5K run/walk



GOLF OUTING

Mon/Sep 13, 2021

11:30am-5:30pm
Springfield, IL

Registration: 10:00am
Lunch: 11:00am
Shotgun Start: 11:30am

OKSNEVAD 5K Run/1 Mile Walk

Tue/Sep 14, 2021

5:30-7:30pm
Springfield, IL

5k Run / 1 Mile Walk Registration Fee | \$35 per person

Name: _____

Email: _____

Company Name: _____

Address _____

City: _____ State: _____ Zip: _____

Total number of participants in the 5K Run @ \$35 _____

Total number of participants in the 1 Mile Walk @ \$35 _____

TOTAL \$ _____

*Participants indicate:

Gender ☐ Male ☐ Female

Shirt size ☐ S ☐ M ☐ L ☐ XL

Additional participants. Please list gender and shirt size.

Name: _____ ☐ 5K ☐ 1 Mile Walk

Name: _____ ☐ 5K ☐ 1 Mile Walk

Name: _____ ☐ 5K ☐ 1 Mile Walk

Send your contribution today!

Make checks payable to IHCA PAC and mail to: IHCA, 1029 South Fourth Street, Springfield, IL 62703-2224

AGENDA

5 p.m. Registration

5:30 p.m. Run/Walk Start

Prizes will be awarded for overall winner, top female finisher and top male finisher.



Golf Registration Fees

\$150 per person (includes greens fee, cart, lunch, beverages/beer on course, and other amenities)

\$560 per foursome

Individuals and foursomes must register by August 11

Name: _____

Email: _____

Company Name: _____

Address: _____

City/State/Zip: _____

I'd like to be included in the following foursome:

Name: _____

Name: _____

Name: _____

Payment Information:

☐ Check Enclosed

Make check payable to: IHCA PAC

1029 South Fourth Street, Springfield, IL 62703-2224

Charge to: ☐ VISA ☐ MasterCard ☐ AMEX ☐ Discover

Credit Card #: _____

Credit Card Billing Address: _____

City/State/Zip: _____

Security Code: _____ Exp. Date: ____/____/____

Signature: _____

AGENDA

10:00 a.m.	Registration
11 a.m.	Lunch
11:30 a.m.	Shotgun Start
5 p.m.	Prizes / Reception

QUALITY GOLD 2021
Determination
Fearlessness
Perseverance
Sacrifice
Pride
Resolve
Courage

CLICK HERE TO REGISTER

streamlined online registration process!

TYPE OR PRINT CLEARLY

FACILITY OR CORPORATE OFFICE			
CONTACT PERSON			
ADDRESS			
CITY	STATE	ZIP	
EMAIL	PHONE	FAX	

REGISTRATION FEES

	EARLY REGISTRATION Submitted by August 13	LATE REGISTRATION Submitted after August 13
IHCA or IHA member facility, corporate office, or group of 2-4 DD 16 and under with same administrator	\$995	\$1,195
Non-member facility or corporate office (for 1-20 individuals)	\$1,445	\$1,645
Additional registrants (more than 20 individuals)	\$50 per person	\$60 per person
IHCA individual member, LTCNA member, physician, or administrator/RSD only of ONE 16-bed facility	\$395 per person	\$425 per person
IHCA member one day - Day attending: ☐ Tues ☐ Wed ☐ Thur	\$299 per person	\$399 per person
Non-member one day - Day attending: ☐ Tues ☐ Wed ☐ Thur	\$499 per person	\$599 per person
Ovations (Wednesday Reception)	\$30 per person	\$30 per person

Fees Include: Admission to educational sessions and the expo, lunch on Tuesday and Wednesday and a copy of the Convention and Expo program book.

FYI: Substitute menus for special diets can be arranged through the IHCA office.

Note: The early registration deadline is August 17. A 10% service fee applies to all refunds. NO refunds after August 20.

- ☐ Please check here if you would like to contribute to the **Maitland-Warner Long Term Care Nurses Scholarship Fund**. In the appropriate area below, identify the amount of your contribution. (For more information on this scholarship, please go to www.ihca.com) Thank you.

TOTALS	CONVENTION REGISTRATION FEE	\$
	CONTRIBUTION TO THE MAITLAND-WARNER SCHOLARSHIP FUND	\$
	SUM OF OVATIONS TICKETS ORDERED	\$
	TOTAL PAYMENT (enclosed)	\$

CREDIT CARD NUMBER	EXP. DATE	SECURITY CODE
SIGNATURE		

If any registrant needs special aids or services identified in the Americans with Disabilities Act, please indicate here and a representative of the IHCA Education Department will contact you. ☐ Yes, please contact ☐ None required

MAIL COMPLETED FORM AND CHECK PAYABLE TO IHCA AND/OR MAITLAND-WARNER SCHOLARSHIP FUND TO:
ILLINOIS HEALTH CARE ASSOCIATION • 1029 S. FOURTH ST. • SPRINGFIELD, IL 62703-2224

For Association Use:

DATE	IHCA AMOUNT	CHECK NO.	IHCA PAC AMOUNT	CHECK NO.
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1. Please print the name of each registrant as it should appear on the name badge.
2. Provide personal email address for each registrant (**IMPORTANT for CE notification**).
3. List the title code that most accurately describes each position. This title will appear on the badge (See page 37 for details.)
4. In boxes provided, list the cost of each ticket purchased.
5. This form should be copied if registering more than 20 individuals.
SEE EXAMPLE BELOW.

IMPORTANT! EACH REGISTRANT MUST HAVE A UNIQUE EMAIL ADDRESS

Save \$50
when registering
online by entering
"50Savings"

REGISTRANT NAME		REGISTRANT'S PERSONAL EMAIL ADDRESS		TITLE CODE for use on name badge (See page 37 for codes)		SPECIAL EVENT TICKETS		TOTAL IHCATICKETS
1.	(EXAMPLE) Ima Caregiver	Imacaregivr@yahoo.com		21	No Charge	\$30	\$30	
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
19.								
20.								

The logo for the Illinois Health Care Association (IHCA) is a gold circle containing the letters 'IHCA' in white. Below the circle, the text 'ILLINOIS HEALTH CARE ASSOCIATION®' and 'SINCE 1950' is written. To the right of the logo are the five Olympic rings, which are also gold and appear to be glowing with light. The background is a gradient of purple and orange with many small, sparkling light effects.

IHCA

ILLINOIS HEALTH CARE ASSOCIATION®
SINCE 1950

The Illinois Health Care Association (IHCA) is a nonprofit organization comprised of nearly 500 licensed and certified long term care facilities and programs throughout the state. IHCA members include proprietary and non-proprietary facilities that represent skilled, intermediate, intellectually and developmentally disabled, skilled pediatric, assisted living and sheltered levels of care. Founded in 1950, IHCA is the oldest long term care association in Illinois.

Illinois Health Care Association
1029 South Fourth Street
Springfield, IL 62703-2224
800-252-8988 | 217-528-6455
Fax 217-528-0452
www.ihca.com | info@ihca.com

QUALITY GOLD
Determination
Fearlessness
Perseverance

Sacrifice
Pride
Courage

2021