

The Ohio Health Care Association

The Core of Nursing Knowledge

June 3, 4, 17 and 18, 2008

OHCA office, Lewis Center, Ohio



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**Ohio
Health
Care
Association**

*and our AL affiliate, the Ohio Centers for Assisted Living
offered through the Educational Foundation of OHCA*

The Core of Nursing Knowledge

June 3, 4, 17 and 18, 2008
OHCA offices, Lewis Center, Ohio

A 28 hour continuing education course

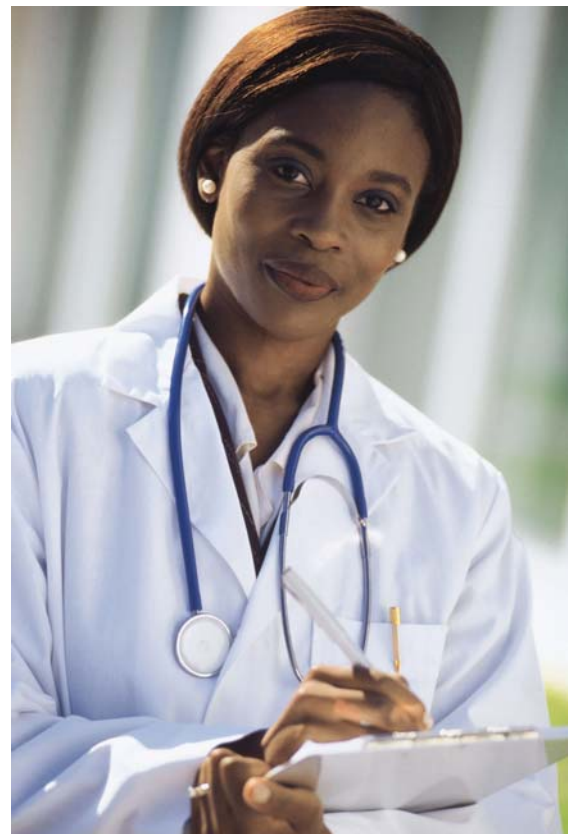
An intensive, small-group course that teaches fundamental LTC management skills

A don't miss program for all supervisory nurses

Let's face it, today's nurse managers are expected to know a lot about many different subjects. The Core of Nursing Knowledge will help you rise to the occasion and stand a head taller than the crowd. If you're a small facility, a member of a large corporation or if you are just looking to get an edge on your competition, join us for this informative four-day program that covers the essentials of regulations, communications, staffing, budgeting and many more.

Nurse managers must be proficient in regulations, gifted in communications, skillful at managing staff and adept at stewarding a budget that is increasingly focused on the bottom line. It's nothing short of becoming an expert in law, finance and human resources.

This program promises to bring nurse managers closer to the expertise they need to be truly effective. This small-group, highly-interactive four (4)-day course promotes greater learning through the use of real life examples and peer-to-peer discussion. Many participants from past core classes continue to dialogue with their peers and their instructors as they become proficient in all aspects of effective nurse management.





Registration includes:

- 4 days of education
- Continental breakfast and lunch each day
- Refreshment breaks
- Comprehensive 3-ring binder of handouts
- A complimentary copy of the The Long-Term Care Survey manual printed by the American Health Care Association. This new and improved manual is now in binder format. Receive updates from CMS on a quarterly basis with an annual subscription. This updated version contains new CMS changes in regulations and F-tags through September 2007. New in this edition: Accidents & Supervision, Paid Feeding Assistants and changes in Appendix P. All the requirements for long term care facilities' participation in Medicare and Medicaid programs are included (a \$130 value).
- A complimentary copy of the Briggs' new MDS 2.0 User's Manual which contains the official word-for-word CMS document, designed into an easy-to-use reference tool.

Course Agenda:

Day One Curriculum (7 hours)

8:30 am Check-in & Continental Breakfast

9:00 am **Being an Effective DON or Nurse Manager**

Diana Waugh, RN

- Nursing Administration & the Law
- What Makes a Good Director of Nursing?
- Nursing Administration & Nursing Home Administration
- Nursing Administration & Nursing Staff (staffing, expectations, delegation and documentation)
- Physicians & Ancillary Services
- Nursing Administration & Resident Care

12:00 noon Lunch

12:30 pm **Keeping Staff and Your Bottom Line Healthy in Worker's Compensation**

Terri Case, CompManagement

- Fundamental management practices of working within Ohio's BWC system
- Following claims
- Managers role with injured workers
- Using transitional work
- Key tips to preventing most common work-related injuries

1:30 pm Break

1:45 pm **Human Resources**

Robert Pivonka, esq

- Designing an employment application in recognition of nursing facility laws, such as criminal background checks, and discrimination laws such as the Americans with Disabilities Act
- Conducting reference checks and verifying that an employee is not excluded from any federal health care programs
- Best practices for disciplinary action: verbal warning through termination
- Attendance policies and staffing concerns
- Checking licensure and certification of staff
- Implications of the unlicensed care giver
- Dealing with typical FMLA issues such as pregnancy leave
- Basic pointers on union organization

3:45 pm Break

4:00 pm **Human Resources: *continued***

5:00 pm. Adjourn

Day Two Curriculum (7 hours)

8:00 am Check-in & Continental Breakfast

8:30 am **A Comprehensive Knowledge of RUGS..A Must for Effective Nurse Managers**

Robin Hillier, CPA, NHA, STNA, RAC-C

- The RUGS Classification System in detail
- The art of timing assessment reference dates to capture reimbursement
- Documentation strategies proven to work
- Benchmarking your performance to statewide case mix data
- Best opportunities for case mix increases

12:00 noon Lunch

12:30 pm **Basics of Medicaid and Medicare Reimbursement**

Robin Hillier, CPA, NHA, STNA, RAC-C

- How case mix scores effect Medicaid rates
- A review of Medicare Assessment schedule
- Medicare rates
- How to get the highest Medicare rate
- Consolidated billing issues

2:30 pm Break

2:45 pm **Tools for Effective MDS Management**

Robin Hillier, CPA, NHA, STNA, RAC-C

- Assessment items that trigger quality indicators: what to look for
- Determining low vs. high risk for risk adjusted indicators
- QIs: an advanced refresher
- Using various reports to improve performance
- Common exception review findings and your facility's rights
- Working with DAVE

4:15 pm Adjourn



Day Three Curriculum (7 hours)

- 8:30 am Check in & Continental Breakfast
- 9:00 am **Effective Handling of Abuse & Neglect**
Janet Feldkamp, RN, BSN, LNHA, JD
- Effective abuse & neglect prevention
 - Detection tools that work
 - Proper investigation and reporting protocols
- 10:30 am Break
- 10:45 am **Key Regulatory Management Issues**
Janet Feldkamp, RN, BSN, LNHA, JD
- DNR rules
 - Importance of living wills and POA from nurse management perspective
 - HIPAA and effects on nursing
- Important Nursing Laws & Rules**
Janet Feldkamp, RN, BSN, LNHA, JD
- Key aspects of accurate nurse delegation
 - Understanding of nurse disciplinary process
- 12:15 pm LUNCH
- 12:45 pm **The Survey Process & Licensure Rules**
Carol Rolf, esq / Christopher Tost, esq
- Difference between Federal & licensure rules
 - Disclosure of information: key things to know
 - Types of remedies
 - A facility's appeal rights
 - Fines and how they are applied
 - Informal dispute resolution
 - Effective plans of correction
 - SOM – certification
 - Ohio Licensure
 - Assisted Living Rules
- 2:45 pm Break
- 3:00 pm **The Survey Process & Licensure Rules, continued**
- 5:00 pm Adjourn

Have Questions?

Want to know more about this conference or anything else related to our educational services? Contact Kathy Chapman at 614.540.1321, kchapman@ohca.org, or for questions about registration contact Carol Johnson at 614.436.4154, cjohnson@ohca.org.

Day Four Curriculum (7 hours)

8:00 am Check-in & Continental Breakfast

8:30 am **Evidence-Based Risk Management: Creating Safe Systems of Care**

Ellen Hughes, RN

- Identify methods to reduce the frequency of preventable adverse events.
- Discuss loss-prevention activities to reduce the number of liability claims, and manage those claims that do emerge.
- Finance risk strategies using the most economical methods.

10:30 am Break

10:45 am **Managing an Effective Nursing Budget**

Peg Tobin, RN

- The importance of PPDs and how to figure them correctly
- What affects PPDs and what doesn't
- Banking nursing hours for other uses
- Reading a budget correctly
- Creative budgeting to gain additional staff
- Staffing changes that effect performance and the budget
- ODH Survey Staffing tool

12:15 pm Lunch

12:45 pm **Nursing Budget** *continued*

1:45 pm Break

2:00 pm **What it Takes to Be a Leader: Self Assessment & Delegation**

Dr. Karla Potetz

- Defining leadership in the context of LTC nurse managers
- How structure influences behavior
- Assessing ourselves as leaders
- Effective delegation strategies
- Useful empowerment methods
- Effective models of communication
- Handling people styles and diversity
- Team building
- Running effective meetings
- Critical thinking methods
- Real-life issues from the class are discussed using proven leadership techniques

4:00 pm Adjourn

Faculty:

Terri W. Case, is the Senior Sales & Customer Service Executive for CMI/SCMS. With experience since 1979 in all aspects of workers' compensation including claims management and the hearing process, Terri has been employed by CompManagement, Inc., since 1987. She currently serves as a Senior Account Executive in the area of sales and customer service. Her responsibilities also include all aspects of customer service issues including employer training, budget forecasts and the implementation of cost reduction techniques.

Janet Feldkamp, RN, BSN, LNHA, JD, is a partner in the Columbus office of Benesch, Friedlander, Coplan & Aronoff. Ms. Feldkamp's practice includes various aspects of health law with an emphasis on long-term care regulatory matters such as survey certification and informal review requests. Ms. Feldkamp has an extensive health care background including employment as an intensive care nurse, a surveyor for long-term care facilities, a Director of Nursing in long term care, an Assistant Administrator of a large skilled nursing facility, and a nurse consultant for a multi-state long-term care management firm. She has assisted numerous long-term care facilities through the regulatory and enforcement maze, including clients with proposed fast track terminations, Medicaid payment bans and proposed civil monetary penalties. Due to her operational background, her on-site consulting includes operational, as well as legal guidance. Ms. Feldkamp received her Bachelor of Science (magna cum laude) in Nursing in 1978 from the University of Missouri-Columbia and her J.D. from St. Louis University (cum laude) in 1990. Benesch, Friedlander, Coplan & Aronoff is an OHCA Champion Partner. Janet is currently the President of the American Association of Nurse Attorneys.

Robin L. Hillier, CPA, STNA, LNHA, RAC-CT is the president and owner of RLH Consulting, which provides reimbursement, operational and accounting consulting to long-term care providers. She is also a co-owner of Miami Shores of Moraine, a 150 bed nursing facility in Dayton, Ohio. She is a certified public accountant, a state tested nurse aide, a licensed nursing home administrator, and Resident Assessment Coordinator-Credentialed through the American Association of Nurse Assessment Coordinators. Ms. Hillier is President of the Ohio Health Care Association's Board of Directors and the Southeast Regional Trustee. She is a past chair of the OHCA Payment for Services Committee and the Convention Task Force. She is an At Large Member of the Ohio Department of Jobs and Family Services Case Mix Advisory Committee. Ms. Hillier is a frequent lecturer on long-term care reimbursement and operational issues. Ms. Hillier is Treasurer of the Educational Foundation of the Ohio Health Care Association (EFOHCA) and serves on its Education Committee. EFOHCA provides scholarships for long-term care employees who are advancing their education and provides continuing education to long-term care professionals.

Ellen Hughes, RN is Senior Risk Management Specialist for Risk Management Solutions. Ellen's significant healthcare experience dates back to 1978 and began with Critical Care Transport (ground and airlift) Management, Direction of surgical and medical intensive care departments and Regional development and education of County Emergency Medical Services in the states of Ohio and New Mexico. Early acute care administration positions for Ellen included the implementation of Quality Assurance, Physician Peer Review and Compliance programs in hospitals with oversight of Medical Staff Affairs and Physician Advocacy, JCAHO surveys and litigation. Risk Management and Claims experience for Ellen began in the state of Texas, where she was the first risk manager for The Texas Medical Liability Trust, the Texas Medical Association-sponsored carrier for Texas physicians. While in Texas, Ellen worked in the legislature and participated as a Governor's assistant for the implementation of Informed Consent Legislation and Tort Reform. This was the beginning of Ellen's work in public speaking for hospital and physician advocacy and her first publications for professional liability prevention. Ellen has worked inside a defense law firm as a Health Law Consultant, developing databases for medical experts and loss trending, witness preparation and perfecting aids and exhibits to defense; specializing in the areas of Documentation and Communication. Employment with Kaiser Permanente for Ellen combined Risk Management, Quality Assurance/Improvement and Claims accountabilities for a self-insured program for the corporation(s), hospital and ambulatory entities and some 5000 physicians in California.

Robert Pivonka is Senior Counsel with the law firm of Rolf & Goffman, the Ohio Health Care Association's legal counsel. The firm has an extensive health care practice, which represents long-term care providers, hospitals, physicians, pharmacies and numerous other providers across Ohio and in other states. Mr. Pivonka concentrates his practice on representing and advising employers in connection with employment litigation and day-to-day operational issues concerning employees. He has litigated matters before numerous state and federal courts, and has represented employers before various administrative agencies including the U.S. Equal Employment Opportunity Commission (EEOC), the Ohio Civil Rights Commission (OCRC), the U.S. Department of Labor (DOL) Wage and Hours Division, the Ohio Department of Job & Family Services (ODJFS), the U.S. Occupational Safety and Health Administration (OSHA) and the National Labor Relations Board (NLRB). Rob also has represented clients in numerous private arbitrations and mediations.

Dr. Karla Kay Potetz is a management consultant and has been conducting seminars since the early 1980s. Her qualifications include 25 years of management and administrative experience in health care, a Masters Degree in Business Administration and a Ph.D. She launched her company, Dr. Karla Kay Potetz and Associates in the 1980s. In addition to conducting seminars and workshops, Dr. Potetz is an adjunct faculty member at Baldwin Wallace College in Berea, Ohio. She teaches in the Undergraduate and Executive MBA programs.

Carol Rolf is the President and Senior Partner of the law firm of Rolf & Goffman, the Ohio Health Care Association's legal counsel. Ms. Rolf is a nationally recognized attorney, speaker and author in the area of health care, and in particular in long-term care. She has extensive experience in assisting nursing and residential care facilities in all aspects of the licensure and certification survey and enforcement process, including educating staff and establishing protocols prior to a survey, providing counsel and guidance during the actual survey, assisting with plans of correction, and appealing citations both through the informal dispute resolution process and formally to an administrative law judge. Ms. Rolf has worked with OHCA and its members for over 20 years providing not only legal counsel, but also volunteering her time and effort representing

OHCA on various task forces, taking part in Association committees, and providing valuable education to our members. She has also authored and produced numerous practical tools available through OHCA for the benefit of its members, including the "The Survey Book for Nursing Facilities," and the video "A Time of Transition: Moving Your Loved One Into a Nursing Home." Ms. Rolf has been selected as one of the best health lawyers in the country by "The Best Lawyers in America" (since 1995), one of the best lawyers in Ohio by the magazines Northern Ohio Live, Cincinnati Magazine, and Law & Politics Magazine, and as one of the top 50 female attorneys in the state of Ohio every year since those magazines have been publishing that honor.

Peg Tobin, RN, is the owner and C.E.O. of Tobin, Merritt & Associates, Inc. Her organization has been in operation since 1988. Her company operates as a consultant to nursing homes and assisted living facilities. They specialize in placing interim management personnel nationally in facilities during times of transition and crisis. They also assist facilities and organizations in locating qualified candidates interested in permanent executive or management positions. Peg has worked at the corporate level in the Medicare Division and she has been a Regional Director of Education and Training and a Regional Nurse Consultant. Peg's professional experience also includes multiple successful years as a Director of Nursing, Case Manager and acute care Unit Manager.

Christopher Tost is an attorney at Rolf & Goffman. He has extensive experience in the representation of nursing facilities in the survey and enforcement process, including responding to harm and immediate jeopardy citations, the preparation of plans of correction, and informal dispute resolutions. Christopher has been selected as one of Ohio's "Rising Stars" in the area of health care law by Super Lawyer Magazine for the past several years

Diana F. Waugh, RN, is a nursing home consultant with more than 20 years of experience. She has served on faculties in all types of nursing programs, as a Director of Nursing and as a Director of Education. Nationally, Diana conducts seminars on standards of geriatric care focusing on person-centered care through implementation of a social model of care; and on management issues such as effective staff communication and fostering teamwork.

Visit our Mini Bookstore

For these Great Resources and More visit www.ohca.org!

Handbook for DONs in Long-term Care - #6746, Price \$62.95

This book provides theory, principles, methods and tools for the nurse manager or leader of a long-term care facility. A complete source of information and instruction, this book contains more than 150 guidelines, flow sheets, communication, assessment and feedback procedures that can be implemented with little or no modification.

Solving the Frontline Crisis in LTC – #5085, Price \$42.95

Based on more than a decade of research, this publication is an essential resource to help recruit and retain outstanding nursing assistants.

LTC Surveys: An Open Book Test - #V1040DW, *Member Price* \$69.95

This video focuses on how the federal survey guidelines can be utilized each day by all staff as part of the facility's commitment to providing quality care. VHS, 60 minutes.

CMA's and The Role of the Nurse - #D1066DW, *Member Price* \$69.95

This DVD will look at the relationship between the role of the CMA and the role of the nurse. It will offer the opportunity to discuss how to begin the transition to addition of the CMA while educating the nurse on delegation skills and nursing skills such as assessment of resident needs, collaboration with other health care professionals regarding resident care and coordination of optimum resident care. DVD, 60 minutes.

TALK TO ME! Staff to Staff Communication - #D1067DW, *Member Price* \$69.95

The change to treating people like people is in full swing. Communication is the basis of person-centered care and needs to start with a staff to staff focus. Identifying communication barriers is the first step to breaking down those barriers. Learning how to truly communicate, verbally and non-verbally, with fellow staff members empowers the person while allowing win-win situations to occur. DVD, 60 minutes.

Continuing Education Credit:

This program has been approved for 28 hours of continuing education credit for the following:

Ohio Licensed Administrators:

This program has been approved for 28 hours (7 each day) of continuing education credit for nurses and nursing home administrators (Ohio BENHA).

Nurses:

Nurses please note any continuing education that has been approved by BENHA (or any other accredited body) can be accepted by the Ohio Board of Nursing in the State of Ohio. Nurses may use this continuing education to meet their licensure requirements. Please refer to OBN continuing education rules 4723-14-01 thru 4723-14-19.



Location:

All programs will be held at the OHCA offices, located at 55 Green Meadows Drive South, Lewis Center, OH. Directions are available on the OHCA web site at www.ohca.org;

Accommodations:

Overnight accommodations are available at any of the following nearby hotels:

1. AmeriSuites, 7490 Vantage Dr., 614-846-4355
2. Best Western Franklin Park Suites, 2045 Polaris Pkwy., 614-396-5100
3. Candlewood Suites, 8515 Lyra Dr., 614-436-6600.
4. Comfort Inn North Polaris, 8400 Lyra Dr., 614-791-9700
5. The Conference Center at NorthPointe, 9243 N. High St., 614-880-4300
6. DoubleTree Hotel Columbus–Worthington, 175 Hutchinson Ave., 614-885-3334
7. Extended Stay Columbus/Polaris, 8555 Lyra Dr., 614-431-5522
8. Hilton Garden Inn Columbus/Polaris, 8535 Lyra Dr., 614-846-8884
9. Residence Inn–Worthington, 7300 Huntington Park Dr., 614-885-0799
10. Sheraton Suites, 201 Hutchinson Ave., 614-436-0004
11. Towneplace Suites–Worthington, 7272 Huntington Park Dr., 614-885-1557
12. Wingate Inn–Polaris, 8505 Pulsar Pl., 614-844-5888

ATTENDANCE & REGISTRATION POLICIES:

Continuing Education: Please note that the total credit hours listed for this program assume a full day of attendance. In the event of late arrival and/or early departure, hours will be amended accordingly. Credit is only available for each full session attended. To receive credit for the entire program, participants are expected to sign-in, attend the entire program and sign out at the conclusion of the program. It is the responsibility of the attendee to notify the staff monitoring attendance of any sessions during the program that they did not attend so that credits can be adjusted accordingly.

Registration: Registrations may be sent via our website with credit card or check payment, fax with credit card payment or by mail with check. All registration fees must be paid at time of registering. In order to receive the early rate, payment must accompany the registrations by the assigned date, walk-ins must pay the regular rate. Registrations will not be processed and name badges will not be available to attendees until payment by check or credit card is received in our office. Phone registrations are not accepted.

Cancellations/Refunds: If a registrant cannot attend, an alternate registrant may attend in his/her place. Cancellations received more than 14 business days prior to program will receive a full refund. Cancellations received 7 – 13 business days prior to the program will receive a refund of 75% of the registration fee, cancellations received 4 – 6 business days prior to the program will receive a refund of 50% of registration fee. Cancellations after this time/date will be charged the full registration fee. However, a 50% education voucher could be issued for registration cancellations due to a state survey, or for a facility-related disaster. There are no refunds available for cancellations due to weather if the seminar itself is not cancelled. In the case of illness, death in the family or other reason, the facility may send another individual to take the place of the current registrant; no refund will be issued in these circumstances.

All cancellations must be made in writing and may be emailed to kchapman@ohca.org or FAXed to the OHCA office at 614/436-0939 to Kathy Chapman, Director of Educational Services. Refunds if applicable will be issued via check to the company from the OHCA office after the program dates, regardless of original payment type. - Revised 2/08

Register by Credit or Check

at **www.ohca.org**

Not a Member?
Contact OHCA
at info@ohca.org
or 614.436.4154 for
facility membership
information.

Register online and save! Register 4 or more individuals from the same facility and receive 15% off the total of registration fees. This discount only applies online.

The Core of Nursing Knowledge • Registration Form • June 3, 4, 17 and 18, 2008

Online Registration: www.ohca.org • Questions? 614 / 436-4154 • Fax: 614 / 436-0939

1. One Person Per Registration (fill out the facility info and duplicate this form for additional registrants)

Lastname: _____ First: _____ Nickname: _____

Title: _____ Email address: _____

Facility: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone #: _____ / _____ Fax #: _____ / _____

Registration **will not** be processed unless payment is included.

2. Registration Category

MEMBERS of OHCA	NON-MEMBERS
Fee: Early rate \$645 before 5/20/08 Regular rate \$800 after 5/20/08	Fee: Early rate \$1935 before 5/20/08 Regular rate \$2400 after 5/20/08

3. Payment - Make checks payable to Educational Foundation of Ohio Health Care Association (EFOHCA)

Mail to: EFOHCA, 55 Green Meadows Dr. South, Lewis Center, OH, 43035 or **Fax:** 614 / 436-0939

TOTAL AMOUNT \$ _____

Method of Payment: Credit Card Check

CREDIT CARD: MC VISA AMEX Card Number _____ Expiration Date ____/____/____

Card Holder _____

Signature _____

Your Education Source

There is a single source you can always turn to for quality long-term care education. It's the Educational Foundation of the Ohio Health Care Association, serving you, the special men and women who have chosen careers in long-term care.

As a proud member of OHCA, your employer has made it possible for you to advance your professional knowledge by attending programs sponsored by the Educational Foundation.

Empower yourself . . . and those you serve.

For upcoming
educational
programs, visit our
website at
www.ohca.org

