

Please direct all correspondence, inquiries, and payments to:

New Hampshire Health Care Association

5 Sheep Davis Road, Suite E; Pembroke, NH 03275

(603) 226-4900 * FAX (603) 226-3376* kschmidt@nhhca.org

All the information in this booklet can be found online at www.nhhca.org

Join your peers at picturesque Lake Winnipesauke for a day of engaging speakers, important information, networking, and fun!

NH Health Care Association Spring Conference Thursday, May 7, 2015 Church Landing at the Inns at Mill Falls, Meredith, NH

This conference offers something for everyone and we look forward to seeing a diverse group of people from all areas of the long term care profession. To guide you in selecting programs, we have developed four "tracks": **NUR:** Nursing * **ACT:** Activities * **ADM:** Administration * **BOM:** Business Office Managers. <u>All attendees are welcome to register for any program from any track.</u> However, if you are looking for guidance on which programs might be most applicable to you, the designations may help.

Agenda:

8:15a Check-in and light breakfast 8:45a Keynote Presentation (1.5 CEUs)

Changing the Culture of Dementia Care - Randy L. Griffin

10:25a Mid-Morning Breakout Sessions (1.0 CEU)

BOM: ICD-10

Daniel Vogt & Lisa Trundy, BerryDunn

ACT: The Heart of Self-Care: Caring from a Full Cup -

Randy Griffin

NUR: MDS 3.0 Section Q Referral Process

Wendi Aultman, NH DHHS

Kate Crary, Center for Aging & Community Lliving, UNH

ADM: Optimizing Nursing Facility Reimbursement Johnathan McCosh, Colby Sawyer College

11:35p Late Morning Breakouts (1.0 CEU)

BOM: Project Management 101 -

Daniel Vogt, Berry Dunn

ACT: Do it for the Residents (A Multidisciplinary Approach to Activities)

Lori Dresser, Merrimack County Nursing Home

NUR: Proactively Managing Antipsychotics in a SNF Setting

Dr. Douglas Brandt, MedOptions Inc.

ADM: Medicaid Care Management: What is Coming?

Eric Hunter, Wellsense

Scott Westover, NH Healthy Families

12:35 - LUNCH

1:15p Afternoon Breakouts (1.0 CEU)

BOM: MDS Coding & Billing Errors: "I've got those end of month

blues" - Harmony Healthcare International

ACT: Activities Documentation

Kate Waldo, Genesis Healthcare

NUR: Nurse Leadership: Finding the Soft Stuff Can Be Hard!

Harmony Healthcare International

ADM: Recent Ftag Changes

Michael Fleming, NH DHHS

2:30p Closing Keynote Presentation (1.0 CEU)

Understanding the Realities of Workplace Violence/ Active Shooter/Practical Personal Defense -Terry Choate & Joe Hileman, BlueU Defense

3:30p Closing Notes and Event Concludes by 4:00p



Opening Keynote:

Changing the Culture in Dementia Care Randy L.. Griffin, RN, MS, HNC

The keynote address will focus on person-centered approaches that honor the individual with dementia. Facilities and caregivers can make simple modifications in practice to promote and sustain a culture of compassionate and dignified care that can bring more choice, meaning and purpose to the lives of our residents.

Randy will touch on several elements of culture change that include:

- The importance of environmental design
- Promoting social and emotional connections between caregivers and residents
- Use of creative and innovative programs
- Transforming the dining experience
- Use of non-pharmacological approaches to pain and discomfort



Randy L. Griffin

Randy L. Griffin, RN, MS, HNC, is an expert in the field of dementia care. With more than 30 years of experi-ence ranging from nursing and nutritional services to program development and health care administration, Randy's programs and models have set new stan-dards in caring for people with Alzheimer's disease.

Randy has pioneered the practice of "intentional caregiving" for people with Alzheimer's disease and other forms of dementia. Her approach centers on treating the whole person, not just the individual's symptoms, by creating a culture rich with emotional nourishment.

She is a Certified Holistic Nurse, Reflexologist and Therapeutic Touch practitioner and instructor. Randy's DVD "An Introduction to Therapeu-tic Touch" was released in June 2012. She is the author of the book "Changing the

Culture in Dementia Care released in 2012. Her latest program Bird Tales was developed in 2013 in conjunction with the National Audubon Society. This DVD and program guide was developed to improve the quality of life for people with dementia through their interactions with birds and connecting with nature.

Randy lectures and leads workshops nationwide while providing consulting services to health care facilities.

Closing Keynote:

Understanding the Realities of Workplace Violence/ Active Shooter/Practical Personal Defense

Terry Choate & Joe Hileman, BlueU Defense

This session is an overview of our critical course designed for corporations, schools, universities and healthcare facilities . The course provides a foundation that is designed to prepare attendees for the "one critical moment" when they may be required to make a decision that could potentially save their lives or the lives of those that they are charged to care for. This course will take them to the next level in Active Shooter/Workplace Violence training, skills and protection and empower them. The keys to survival in a sudden and traumatic incident that may require a split second life-ordeath decision are a proper mindset based in preparation, managing fear, controlling your heart rate, and understanding



exactly not only what happens to you in such a situation, but as importantly, what happens to your adversary. With a high level of understanding comes opportunity. You must understand your capabilities in advance! This course will bring you this critical level of understanding of these types of incidents and fill your toolbox with options and skills that will raise your level of performance through tactics and fear management.

Healthcare professionals, when its comes to safety and dealing with aggressive, violent people, are very much like law enforcement officers – we cannot enter into a violent encounter with a goal to win! Our goals are to safely restrain with the least amount of force possible.

Ultimately the most successful way to stay safe is to avoid the confrontation or incident completely. Recognizing the signs of a potentially dangerous person is one of the most critical tools that you can possess. Assessing a potential threat and reacting appropriately to it is something that must be driven by your organizations policy. This course covers threat assessments, recognizing signs of violence, appropriately dealing with a potential threat, forming threat assessment teams, and more.

Topics covered in this course include:

OSHA and Workplace Violence; What is an Active Shooter; Lockdown vs. Evacuation; The Dynamics of an Incident; Fear - Is it Good or Bad; Hallways/Classrooms/Offices/Gathering Areas; The Office is the High Ground; Running Towards vs. Away From Your Adversary;

Creating Resistance; Weapons of Opportunity; Planned Weapons; Understanding Rooms/ Hallways/Entryways; OODA Loop; The Mind of the Adversary; Natural Weapons - Intuition, Instinct, Will, Fear; Threat Assessments; Intelligence Gathering; Understanding Your Adversary and How This Creates Opportunities for You to Win

Terry Choate is a full-time Lieutenant with the Jaffrey NH Police Department where he has served for the past 9 years. Prior to a career change to law enforcement, Terry has served in several executive level leadership positions in several large corporations to include Fortune 500 and in positions Vice President of Sales/Marketing; Vice President of Operations; Vice President of Distribution; Human Resources; Customer Relations; Manufacturing and more. Terry is the Team Commander of the Monadnock Regional Special Response Team with extensive training in high risk tactics, tactical team management, investigations and drug work.

Terry's passion since his teens years has been criminal psychology, understanding of the human mind to include the criminal mind, and how this understanding can be practically and effectively applied to keeping people and businesses safe and how this understanding provides methods for mind manipulation that can be used to raise success levels in any area of life to new heights, and provide for a foundation to win during a violent confrontations.

Terry's passion is in continuous improvement of skills, product improvement, and increasing knowledge in the areas that Blue-U Defense instructs in to ensure that the company is providing the most complete, practical and effective methods available. He reads 100's of books each year, attends numerous training courses, watches 100's of videos, etc in pursuit of these goals.

FEES. CONTACTS & MORE

Terry also has extensive training and expertise in the areas of physical site security, threat assessment, and executive protection. Terry was responsible for and successfully completed the Security Assessment for the Jaffrey Fireworks Festival, a venue of 35,000+ people, following a bomb threat.

Terry lives in Hancock, NH with his wife of 28 years. He is a father of one son and grandfather of a beautiful baby girl.

Mid-Morning Breakout Sessions (10:25a)

Each Session is 1 hour and participants will earn 1..0 CEU for these programs.

Suggested Tracks: **BOM:** Business Office Manager * **ACT:** Activities * **NUR:** Nursing * **ADM:** Administration

ICD-10 (Track: BOM)

ICD-10 is slated to go into effect in October. Is your facility ready? Are you? Further Program Details Coming Soon...

Presenter: Daniel T. Vogt, CPEHR, PMP—Berry Dunn

Dan is a Senior Manager in BerryDunn's Management Consulting and Information Technology Consulting Group. He is a Certified Professional in Electronic Health Records (CPEHR), a Project Management Professional (PMP), and a Lean Six Sigma Greenbelt. Dan helps clients with a variety of issues including strategic technology planning, system selection, electronic health record strategy and planning, ICD-10 compliance, HIPAA compliance, implementation and project oversight, and information security. Dan's recent work has included assisting Maine Veterans' Homes with the selection, planning, and implementation of MVH's EHR system.

The Art of Self-Care: Healing from a Full Cup (Track: ACT)

How can one possibly show up their best as a caregiver if they are not nurturing and caring for themselves first?

This workshop introduces ways to:

- "recharge your batteries,"
- transform stress into positive energy,
- and refocus work and life priorities.

Through a combination of lecture, discussion and experiential exercises, caregivers will leave with a clearer understanding of their role and boundaries and how to balance that with the rest of their life. Specific strategies to take better care of oneself will be introduced. You will leave feeling re-charged, energized, healthier and with an individualized action plan (that you will design) to feel in charge of your life.

Presenter: Randy L. Griffin, RN, MS, HNC (See Keynote page for speaker bio)

MDS 3.0 Section Q Referral Process (Track: NUR)

This session will provide an overview of the MDS 3.0 Section Q referral process, the role of the Local Contact Agency during the process, and will provide additional guidance from the Centers for Medicaid

and Medicare Services regarding the intent of the process. This session will be of high value to new MDS Coordinators, Nursing Facility Social Workers, and staff who utilize the MDS within the normal scope of their position.

Participants will:

- Have an understanding of the Local Contact Agency's role within the Section Q Referral Process.
- Understand the referral process and the role of all parties involved in the referral process.
- Understand the intent of the MDS 3.0 Section Q referral process as it relates to Resident's rights and access to information.

Presenters: Wendi Aultman—Bureau of Elderly & Adult Services & Kate Crary—Center on Aging & Community Living, UNH

Wendi Altman has worked for the Department of Health and Human Services since 1998. For the last 15 years her work has focused on administering the ServiceLink Resource Center Program. Wendi has her Masters in Humans Services Administration, and has certification as an Information and Referral Specialist and Public Manager. She is currently an at large member of the Statewide Independent Living Council in NH and provides leadership roles in the development of Enhanced ADRC Options Counseling, and the NHCarePath, NH's No Wrong Door Access System Initiative.

Kate Crary, Educational Coordinator, joined the Center on Aging and Community Living in 2011. She is a certified Long Term Care Ombudsman, and currently assists with policy and procedure identification within the NHCarePath Initiative. Her career focuses on person centered planning and systems change.

Optimizing Nursing Facility Reimbursement (Track: ADM)

The presentation will review the present New Hampshire Medicaid Methodology, discuss ways to optimize reimbursements for Medicaid and other payers, and how to prepare for future changes in reimbursement.

Presenter: Dr. Johnathan McCosh—Colby Sawyer College

Dr. McCosh is an Assistant Professor of Health Care Management and Business Administration degree classes at Colby Sawyer College in New London, NH. His Doctorate in Business Administration has a dissertation focus on Strategic and operational planning for Health Care organization. He provides consulting services regarding strategic, operational and reimbursement for health care. Dr. McCosh was employed at the NH DHHS from 1998 to 2013, where he was the rate setting Administrator for the Bureau of Elderly and Adult Services.

BREAKOUTS

Late-Morning Breakout Sessions (11:35a)

Each Session is 1 hour and participants will earn 1..0 CEU for these programs.

Suggested Tracks: BOM: Business Office Manager * ACT: Activities * NUR: Nursing * ADM: Administration

Project Management 101: The Who, What, When, and How of Managing Successful Projects (Track: BOM)

Long Term and Post-Acute Care facilities are constantly undertaking projects. Whether it is remodeling a unit or preparing for ICD-10 or implementing an electronic health record, projects have numerous opportunities to get off track. The stories of projects that failed to meet expectations, were over budget, or significantly delayed are unfortunately more frequent that people would like. Well managed projects bring a deliberate focus to managing scope, schedule, cost, risk, and communications. This presentation will cover some fundamentals of project management, share common examples of where projects go wrong, and tips and tricks that you can bring back to your own facility.

Participants will learn:

- The fundamentals of project management
- Common areas where projects can experience challenges

• Project management approaches with real life examples and industry trends

Presenter: Daniel T. Vogt, CPEHR, PMP—Berry Dunn (See ICD-10 program bio)

Do it For the Residents (multidisciplinary approach to activities) (Track: ACT)

Working with residents in nursing homes is challenging enough. To have other departments buy in to these special events is a much greater challenge. Once an activity professional has excelled at this, special events in that home have reached a very different level of both reward and enjoyment for all involved. Employee morale is sure to go up and residents will look forward to special events even more.

Participants will:

 Practice experientially and reflect together on mindfulness meditation and its' effect on

- moment-by-moment well-being
- Understand the research basis illustrating the benefits of mindfulness practice in the workplace
- Identify ways to apply mindfulness practices learned to their own workplace situations
- Become familiar with how to contact local mindfulness teachers about further mindfulness study and practice

Presenter: Lori Dresser—Merrimack County Nursing Home

Lori Dresser has been working with Alzheimer's residents in nursing home setting for over 20 years. She currently is the Recreation Director at Merrimack County Nursing home. She was employee of the year in 2013 for Merrimack County Nursing Home. She feels very strongly that all departments need to be part of the resident's life and has done well with having all departments in a nursing home participate in special events with the residents. She is an advocate not only for residents but to other activity professionals who work with the elderly. She believes in the sharing of ideas amongst various homes. In 2014 she received her ADC credentials.

Late-Morning Breakout Sessions (11:35a) cont.

Each Session is 1 hour and participants will earn 1..0 CEU for these programs.

Suggested Tracks: BOM: Business Office Manager * ACT: Activities * NUR: Nursing * ADM: Administration

<u>Proactively Managing Antipsychotics in</u> the SNF Setting (Track: NUR)

Program Description Coming Soon...

Presenter: Douglas M. Brandt, MD, MMM, CPE, DFAPA MedOptions

Dr. Brandt joined MedOptions in 2010 after serving as Chair of Psychiatry at Lawrence and Memorial Hospital in New London, CT.

Dr. Brandt has served as president of the American Association of Psychiatric Administrators (AAPA), an educational, networking, and support organization for psychiatrists interested in administration and management. It is a component of the American Psychiatric Association (APA), where Dr. Brandt is a distinguished fellow.

Medicaid Care Management: What is Ahead (Track: ADM)

As Step 2 enrollment of Medicaid Care Management comes closer, what should you and your facilities expect? What do your residents need to know? What does your staff need to know? This session features the head of both Medicaid Care Organizations that your residents will have the option of choosing in July. Eric & Scott will share their views on what lies ahead and answer questions from the audience. We hope that this will provide a constructive forum for both the care providers and the MCOs to learn about the unique challenges and opportunities that lie ahead.

Presenters:

Eric Hunter & Lisabritt Solsky, Well Sense Health Plan Scott Westover, NH Healthy Families

Eric Hunter has served as the Chief Operating Officer for Boston Medical Center Healthnet Plan/Well Sense Health Plan since early 2013 In this role, he is responsible for the leadership and strategic direction of the operating units at

BMCHP, including the Customer Care Center, Claims, Enrollment, Business Integration and Facilities. He is also the executive sponsor of WellSense Health Plan. Prior to joining BMCHP/WSHP, Mr. Hunter served as CEO at ValueOptions of Texas and previously in Illinois. Mr. Hunter's experience also includes a variety of healthcare executive and senior level management positions in the public and private sectors, including with Centene, Inc., Schaller Anderson, Inc., and the Oklahoma Health Care Authority. Mr. Hunter is a graduate of St. Leo University in Tampa, Florida and the University of Oklahoma at Tulsa and is currently participating in the MBA program at Northeastern University.

Scott Westover is the Executive Director of New Hampshire Healthy families, a Managed Care Organization working to provide benefits to people participating in New Hampshire's Medicaid program. Scott has been working in the New Hampshire health care system for more than 15 years, including holding the positions of Vice President for Planning at Dartmouth Hitchcock Medical Center and Senior Vice President of Strategic Management at Southern New Hampshire Health System. He earned his MBA at Franklin Pierce College, and lives in Hopkinton, NH.

Afternoon Breakout Sessions (1:15a)

Each Session is 1 hour and participants will earn 1..0 CEU for these programs.

Suggested Tracks: BOM: Business Office Manager * ACT: Activities * NUR: Nursing * ADM: Administration

MDS Coding & Billing Errors: "I've got those end of month blues" (Track: BOM)

In this age of compliance, Skilled Nursing Facilities must ensure a process is place to ensure the facility receives accurate and appropriate Medicare Reimbursement. The complexities of Medicare Billing require a team approach to ensure accuracy. When facilities are able to provide accurate and

correct information to the billing staff the entire end of month process goes more smoothly--and accurately! The speaker will discuss common MDS and billing errors that cause the "End of Month Blues" in Skilled Nursing Facilities.

Learners will gain knowledge about MDS 3.0 sections vulnerable to error, and the impact those errors have on Health Inspections (annual survey),

reimbursement, and Quality Measures. Learners will also gain knowledge of common monthly billing errors, and the impact they can have on accurate reimbursement, a healthy revenue cycle, and auditing activity. The speaker will discuss strategies to improve communication and accuracy, and how to beat the End of Month Blues.

Presenter: Harmony Healthcare International

Afternoon Breakout Sessions (1:15p) cont.

Each Session is 1 hour and participants will earn 1.0 CEU for these programs.

Suggested Tracks: **BOM:** Business Office Manager * **ACT:** Activities * **NUR:** Nursing * **ADM:** Administration

<u>Activity Documentation for the Adult</u> Learner (*Track: BOM*)

A well-rounded, person directed and person appropriate recreation program requires consistent relationships between staff and residents. The recreation team member working the closest and most frequently with a resident is often the one that knows the residents' interests, abilities, strengths and needs the best. This makes him/her the ideal person to complete required documentation. This program will focus on teaching adult learners the skills needed for completing assessments, care plans, quarterly progress notes and participation records.

Particpiants wil learn:

- The basics of activity documentation and what every team members needs to know
- Model the Adult Learner Cycle and Principles in relation to teaching activity documentation to recreation team members
- Apply the Adult Learner model to teaching your team

Presenter: Kate Waldo, Genesis Healthcare

In her role with Genesis HealthCare, Kate Waldo partners with over one hundred centers to create environments that support well-being and meaningful engagement. Before coming to her role at Genesis HealthCare, Kate was an Executive Director at Hearthstone Alzheimer Care, a Project Guide with THE GREENHOUSE Project and an

Organizational Culture Change Specialist for PHI. Kate started her career in healthcare as a Program Assistant in an Adult Day program in the mountains of North Carolina. After graduating with a BS in Recreational Therapy from Western Carolina University she moved to the Northeast to become the Director of Recreation and then Assistant Administrator of a Skilled Nursing Facility.

Kate has developed and delivered national, state and local

educational programs focused on implementing persondirected care, respectful work environments, self-managed work teams, coaching supervision, peer mentoring and inclusion for LGBT Elders. She has been invited to speak both nationally and locally on subjects related to improved communication skills, relationship-centered care, culture change and organizational transformation.

Nurse Leadership: Finding the Soft Stuff Can Be Hard (Track: NUR)

Soft skills are crucial to make or break a nursing career because, a very intelligent nurse with hard skills will struggle in his or her professional life without polished soft skills. Nurses who do not possess the "soft skills" are often viewed as an undesirable employee, even if he / she has a wealth of hard skills. Consider an employee you feel challenged to engage or motivate, Is it there a lack of ability to perform the job or their attitude that stands out? It has been said that employees can be trained to perform the hard skills, but the soft skills come from

within.

This presentation is designed for Nurses and healthcare administrators who want to assess and improve their ability to identify Nurses with soft skills such as compassion, teamwork, positive communication techniques and creativity. The future of healthcare and your facility's accurate and appropriate reimbursement is soon to be a reflection of the soft skills the nursing staff possesses.

The workshop will give participants the opportunity to take part in experiential learning activities that will encourage them to practice a series of skills and reflect on them upon returning to the work site for practical application.

Presenter: Harmony Healthcare International

Recent Ftag Changes (Track: ADM)

Mike Fleming discusses recent changes and revisions to the Ftags in the AHCA's LTC Care Survey (July 2014 edition).

Presenter: Michael Fleming, RN, NH DHHS

Michael Fleming, RN is the Bureau Chief for Survey & Certification at the NH Department of Health & Human Services.

Important Information for Spring Conference

Event Date: Thursday, May 7, 2015

Event Location: Church Landing at Mill Falls at the Lake

281 Daniel Webster Highway, Meredith, NH 03253

800-622-6455 phone * www.millfalls.com

Church Landing is located on Route 3/Daniel Webster Highway adjacent to the Christmas Loft and Town Docks (restaurant) near downtown Meredith. For directions contact Church Landing at 800-622-6455 or visit the Church Landing website at: www.millfalls.com/about/directions.htm.

Parking is available at Church Landing. There is additional parking at the town docks and at the Meredith Shopping Center off of Lake Street and Dover Street. Shuttle service will <u>not</u> be provided. Parking is at your own expense.

Conference Fee includes light breakfast, keynote and breakout sessions, lunch, up to 5.5 CEUs, networking with your peers and fun!

NHHCA Members: \$100.00

County-based facilities: \$115.00

Non-Members: \$135.00

Only 150 seats are available for this

CONFERENCE. Preregistration for this event will close when we reach capacity or May 1, 2014. Please see the NHHCA Cancellation, Payment and Attendance Policy at www.nhhca.org. The NHHCA does not send out confirmations of registration. To confirm registration please call the NHHCA office at 603-226-4900.

When registering, please specify which breakout sessions each attendee chooses to attend. If no session is specified, you will be placed in the session with the least amount of preregistered attendees. All breakout sessions will have a strict attendance policy due to the fire codes of the location. Please note space will be limited in some of these sessions – your name must be on the list to enter the session. If your name is not on the list, you may be asked to choose another session. If you are a walk-in, you will only be able to attend a session if it has available space.

Register ONLINE and be entered into a special raffle!

Online registration is <u>easy</u>. Visit www.nhhca.orga and click on the Spring Conference Registration link. If you do not currently have an account, setting one up is easy. Forgot your password? It can be emailed to the email address we have on file or you can call (603) 226-4900 and ask to have it reset. All attendees who register online will be entered into a special raffle given out at the Spring Conference!

How else can you register? Choose one of the following methods:

- Scan and email form to info@nhhca.org
- Fax form to (603) 226-3376
- Mail form to Attn: NHHCA, 5 Sheep Davis Road, Suite E, Pembroke, NH 03275

Beautiful **Weather** enhances the day, **but this program will take place rain or shine**. If for any reason there is a cancellation in the program, cancellations will be posted on our facebook page (www.facebook.com/nhhca). Attendees for whom we have an email address on file will be notified via email. Please dress accordingly. **Please note that some rooms may be colder/warmer than others.**

Please refer to the NHHCA cancellation, attendance and

payment policy for a complete list of procedures. The policies are posted at www.nhhca.org/documents under "Seminar Policies and Procedures". If you have any questions about the policy please contact the NHHCA at 603-226-4900.

- Cancellations must be made in writing 10 business days prior to the program.
- Payment is expected before event. Canceled registrations are subject to an administrative fee. Late payments will receive a penalty fee.
- In order to obtain full CE credits, attendees must attend entirety of program.

All of the policies apply to this event. If you would like a copy of the policies, please contact the NHHCA and we would be happy to mail one to you.

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

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