

UHCA

UTAH HEALTH CARE
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UTAH CENTER FOR
ASSISTED LIVING

keeping long-term care
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63RD ANNUAL

UHCA|UCAL 2024 FALL CONVENTION & EXPO

OCTOBER 2-3, 2024

MOUNTAIN AMERICA EXPO CENTER

SCHEDULE AT A GLANCE

OCTOBER 2

EXECUTIVE LEADERSHIP FORUM

This day is specifically for Executives/Administrators, Corporate Personnel, Owners, and Directors of Nursing for all facility types.

7:00-8:00am: Check In/ Registration

8:00-8:30am: Presidents Message & Legislative Update



8:30-9:30am: The Disconnect Effect
Dave Moss-Arbinger Group

9:30-10:30am: Preparing your Long Term Care Organization for an AI Future
Jon Ault & Nate Allphin, Eide Bailly

11:00-12:00pm: Thriving Through Differences: Skill Building for Workplace Impact
Kerrie Ketchum- Utah Dispute Resolution

12:00-1:30pm: Lunch On Your Own

1:30-2:15pm: Overcoming Major Team Performance Hurdles: Effective Strategies for Improvement
Dave Moss- Arbinger Group

2:15-3:45pm: Executive Leadership Reception

4:00-5:00pm: The Five Essential Laws of Hospitality
Bob Pacanovsky- The Black Tie Experience

Daily CEUs: 7.4

OCTOBER 3

STAFF DAY

Includes separate sessions for Skilled, Assisted Living, and ICF/IID Facilities. There will be Learning Tracks for Dementia Training, Leadership, Regulatory, Maintenance, Social Services and Recreation Therapy.

7:00-8:00am: Check In/ Registration

8:00-9:30am: I Love It Here
Clint Pulver



9:45-10:45am: Breakout Session 1

11:00-12:00pm: Breakout Session 2

12:00-1:50pm: Grand Showcase
(Lunch Served)

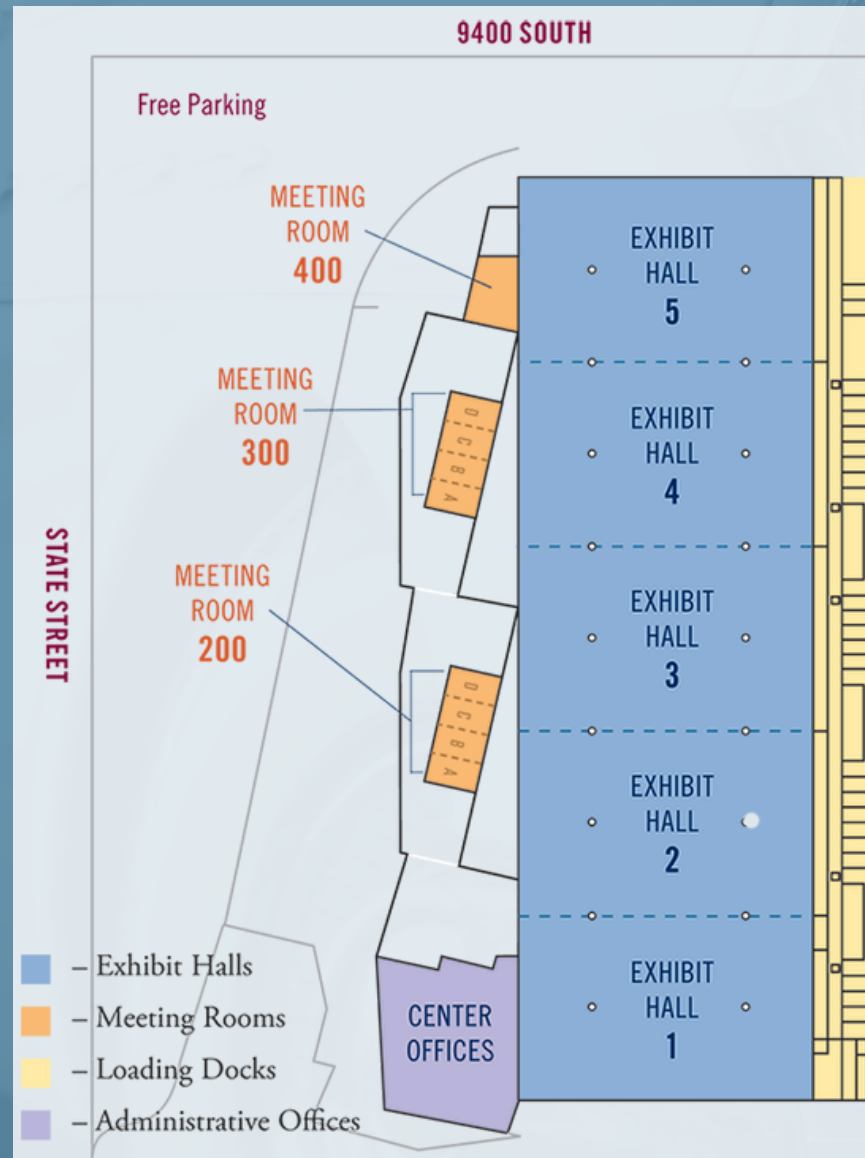
2:00-3:25pm: Breakout Session 3

3:35-5:00pm: Breakout Session 4

Daily CEUs: 8.6

Total Conference CEUs: 16

CONFERENCE CENTER MAP



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WEDNESDAY, OCTOBER 2

EXECUTIVE LEADERSHIP FORUM

7:00-8:00

Check In/ Registration

8:00-8:30am (.6)

Presidents Message & Legislative Update.....Room 200A-D

Learn what is happening on Capitol Hill with an update from the Speaker of the Utah House of Representatives.

Mike Schultz, Speaker of the Utah House of Representatives

8:30-9:30am (1.2)

The Disconnect Effect: How Leaders Can Create a Culture of Feedback.....Room 200A-D

If executives, often with the best of intentions, are out of touch with how their employees and teams feel, then it will ultimately impact performance and company growth. Not to mention the culture, leading to lack of employee engagement and feelings of resentment that can truly impact productivity and innovation. The widening gap between what employees want and what employers are providing has resulted in employee job satisfaction hitting an all-time low in 2023. According to Arbinger Institute research, just 22% of professionals surveyed give their company a rating of excellence. Even fewer non-supervisory employees (13%) describe their job satisfaction as excellent. In order for organizations to be successful in 2024 and ensure leaders and teams are aligned, organizations need to build a people-centric culture, focused on better understanding the disconnect so that the best business results can be achieved.

Dave Moss, Arbinger Institute.....Sponsored by Nicholas

9:30-10:30am (1.2)

Preparing Your Long Term Care Organization for an AI Future.....Room 200A-D

Join us as we explore the possibilities for the application of AI use in the Long Term Care world. We will cover the AI landscape and dive into how this emerging technology can be applied to your organization. This will include examples of how to identify and prioritize the application of AI across your clinical and administrative processes.

Jon Ault & Nate Allphin, Eide Bailly

11:00-12:00pm (1.2)

Thriving Through Differences: Skill Building for Workplace Impact.....Room 200A-D

Differences and disagreements in the workplace is a natural part of organizational dynamics, but it doesn't need to be a roadblock to success. Join us in learning powerful interpersonal techniques that embrace moments of diverse thinking to drive effective communication. Empower your organization to find solutions that lead to sustainable and fulfilling results.

Karrie Ketchum, Executive Director, Utah Dispute Resolution.....Sponsored by Sysco



WEDNESDAY, OCTOBER 2

CONTINUED...

12:00-1:15pm

Lunch On Your Own.....

Go enjoy lunch with your company! Be sure you return by 1:30!

1:30-2:15pm (1)

Overcoming Major Team Performance Hurdles: Effective Strategies for Improvement.....Room 200A-D

Increased performance and innovation depend on highly engaged workforces. But what does that look like? And how can you make the necessary changes to improve employee performance? People leaders often try to improve team performance by focusing on behavior alone, often leaving teams feeling stunted.

In our research, we've asked senior leaders what their biggest team performance issues were. The top responses were employee engagement, collaboration and morale. Based on the results, we will delve into how to enable teams to become more engaged, cooperative, innovative, and efficient.

Dave Moss, Arbinger Institute.....Sponsored by Nicholas

2:15-3:45pm (1)

Executive Leadership Reception.....Expo Hall 3

You won't want to miss the chance to meet with companies who offer products and services to long-term care! Get first look at the gift baskets and try to win some exciting prizes! Enjoy a delicious ice cream sundae bar sponsored by Co-Dx.

4:00-5:00pm (1.2)

The Five Essential Laws of Hospitality.....Room 200A-D

How often does your organization get talked about? When people talk about it, they become storytellers for you. Do they become storytellers because of the customer service you provide? Maybe. But you need more. You need the 5 Essential Laws of Hospitality for your organization. Providing customer service is necessary as it brings people to your business. Hospitality, however, is essential, as it brings your customers back, increasing your loyalty, retention and revenue.

Bob Pacanovsky, Professional Speaker & Chief Hospitality Officer, The Black Tie Experience.....Sponsored by GCU

UHCA | UCAL

Hybrid Medication Aide Certified Course

Accelerated 3-Week Program
October 28-November 14

**APPLY
TODAY!**

**Do your clinicals at
your own facility!**

**Application Deadline:
October 13!**

SCAN ME





BREAKOUT EDUCATION TRACKS

In these breakout sessions, you can choose to follow a single track or explore various ones to expand your learning experience at the conference.

DEMENTIA TRACK

This all-day dementia training offers a thorough understanding of dementia, its effects, and effective care strategies. Participants will learn about different types of dementia, practical care skills, and innovative approaches to improve quality of life.

DIETARY TRACK

You will have the chance to explore various facets of the dietary department, including food procurement, storage, preparation, serving, and strategies for marketing a senior living dining and nutrition program.

LEADERSHIP TRACK

Join us for sessions focused on leadership development, exploring ways to enhance your skills and become the most effective leader you can be.

REGULATORY

In these sessions you'll gain a deeper understanding of regulatory requirements across various facility types.

EMERGENCY PREPAREDNESS/MAINTENANCE TRACK

You'll have the chance to explore various top tags related to life safety and gain valuable techniques to implement in your facilities.

SOCIAL SERVICES TRACK

In these sessions, you'll have the opportunity to collaborate with fellow social workers and resident advocates to delve into various aspects of social services, including mental health and wellness.

RECREATION THERAPY TRACK

In these sessions, you'll have the chance to explore various aspects of recreation therapy and discover new perspectives on innovative technology in long-term care.

THURSDAY, OCTOBER 3

STAFF DAY

7:00-8:00

Check In/ Registration

8:00-9:30am (1.6)

GENERAL SESSION

I Love It Here.....Room 200A-D

Today -- employees are looking for leadership that supports, encourages, and gives them the tools they need to grow, adapt, give back -- and create real impact. In this unforgettable presentation designed to inspire corporate leadership and managers, Clint expertly demonstrates the ground-breaking WHY of mentorship over old school management techniques and how every employee is just one caring person away from a phenomenal success story.

Clint Pulver, Keynote Speaker, Emmy Award Winner, Musician, Author, Pilot, Workforce Expert.....Sponsored by McKesson



Breakout #1

9:45-10:45am (1.2)

DEMENTIA

The Dementia Technique Toolbox (Full-Day Dementia Workshop).....Room 200A

There are five basic principles that good dementia care techniques come from: The VITAL 5 Pillars. Once we understand these principles and the techniques associated with them, it becomes important to start blending them into strategies that create positive, person-centered, effective interactions. This insightful and practical session explores many of the most effective techniques for dementia care and how to put them into practice.

Eric Collett, Pricipal & CEO, A Mind for All Seasons.....Sponsored by Nursa

DIETARY

Leveraging Your Dining Program as a Marketing Tool.....Room 200B

If food is a focus for your residents, then you should be showing it off to the world! Marketing and social media efforts often involve residents, activities, amenities, care and special events, but lack regular inclusion of everyday dining and nutrition. Senior Living operators have a chance to thrill current residents and entice new residents and their families with updated dining programs and a strong marketing presence. Join us for this 60-minute presentation that lays the groundwork for the why and how of marketing a senior living dining and nutrition program.

Jen Bruning, MS, RDN, LDN, Incite Strategic Partners

THURSDAY, OCTOBER 3

STAFF DAY

Fine Tuning the Facility Assessment: Understanding the Enhancements Made to the Facility Assessment and How to Meet the New Requirements.....Room 200C&D **LEADERSHIP**

Skilled Nursing Facilities have been completing Facility Assessments for several years. However, with the release of the CMS Minimum Staffing Rule, April 22, 2024, the Facility Assessment requirements were enhanced significantly. Changes were made to several aspects of the facility assessment and this session will walk through the changes made, and how to complete an effective assessment. Furthermore, the session will outline areas of the assessment that define day-to-day operations of the facility and establishing competencies based on the assessment

Hawley Hunt, Director, Regulatory and Quality Services.....Sponsored by Omnicare

Escape Room: Infection Prevention & Control.....Room 300A **REGULATORY**

Learn about a new and fun way to provide infection prevention and control training for your staff through logic puzzles that can be applied to your everyday workday within your long-term care facility. The Project Firstline Escape Room is an interactive superhero-themed infection prevention and control (IPC) activity that you can complete with your colleagues/staff to emphasize key IPC practices.

Jen Roeder, Infection Prevention Consultant, Comagine Health

Partnerships, Preparedness & Response.....Room 300B **EMERGENCY PREPAREDNESS/ MAINTENANCE**

Join us to learn about the Utah Disaster Advisory Council (UDAC) as a platform for collaboration between hospitals and nursing facilities. Participants will learn about current initiatives, including the Medical Operations Coordination Center (MOCC), Crisis Standards of Care (CSC) and cybersecurity, and explore the importance of integrated planning and shared resources. The session will also offer practical strategies for joint emergency preparedness, emphasizing the need for aligned protocols, joint training, and coordinated responses to enhance collaboration and strengthen collective readiness for emergencies.

Annette Matherly, MS, RN, CCRN, Disaster Preparedness Consultant, UDAC, Utah Hospital Association

Jordan Sorenson, Director of Emergency Preparedness, Utah Hospital Association.....Sponsored by Gallagher

Substance Use Disorders in Nursing Homes.....Room 300C **SOCIAL SERVICES**

Nursing Facility staff are crucial in supporting residents with substance use disorders, a growing concern in our aging population. Join us as we touch on several topics related to substance use disorders including what they are, how they relate to trauma, stigma, warning signs, screening and much more.

Stephanie Smith, LCSW, Behavioral Health Improvement Advisor, Comagine- Center of Excellence for Behavioral Health

Recreation Therapy Medicaid Reimbursement.....Room 300D **RECREATION**

Does your facility accept Medicaid? Do you currently provide, or are you interested in offering Recreation Therapy services to the clients you serve? Recreation Therapy is NOW a reimbursable therapy service! Come learn about the foundations of the reimbursement program, requirements for participation, the process and how to implement the program in your facility.

Kristina Couron, MTRS, CTRS, Therapeutic Recreation Connections Corp.....Sponsored by HPSI

Patient Safety Surveillance and Improvement (PSSIP) Webinar

 **November 21 @ 10:00 am**

 All facilities have already received a calendar invite.
Please email Brittany@uthca.org for more
information.

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Utah Department of
Health & Human
Services

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THURSDAY, OCTOBER 3

STAFF DAY

Breakout #2

11:00-12:00pm (1.2)

What Is She Trying to Tell Me? Understanding Behavior as Communication (Full-Day Dementia Workshop).....

DEMENTIA

Room 200A

Humans cannot avoid communicating and everything we do communicates with those around us. Most of what gets labeled as bad behavior from persons living with dementia is nothing more than an attempt to communicate. This program helps participants develop greater skill in understanding what those they serve are trying to say and how to respond.

Eric Collett, Principal & CEO, A Mind for All Seasons

ALF Inspection Updates.....

REGULATORY

Room 200B

Assisted Living Facilities will receive updates from DHHS regarding the new inspection process, top tags, and more.

Kristi Grimes, Inspection Manager, DHHS

Nursing Facility QII Updates.....

LEADERSHIP

Room 200C&D

Join us to learn more about QII changes and updates to the program for nursing facilities.

Trent Brown, MOT, OTR/L, ATP, BCG, Office of Reimbursement, Coordinated Care and Audit, DHHS

Carmen Richins, BSBM, CPM, HFA, Office of Reimbursement, DHHS

Skin Health & Its Impact on Reimbursement.....

REGULATORY

Room 300A

Maximizing reimbursement through PDPM requires a focus on wound treatment and prevention. This session will review strategies, evidence based practices and key components of caring for higher acuity wound patient/residents while preventing further skin breakdown from developing throughout their length of stay.

Melissa Morgan, MSN, RN, CWCN, Medline Industries.....Sponsored by Medline

Buckle Up! Transportation and the Importance of Proper Buckling.....

MAINTENANCE

Room 300B

Proper transportation vessels are essential when transporting our loved residents to and from facilities. Join us for a hands-on experience to learn proper techniques on loading/unloading and securing transport vans.

Zach Brown, LNHA, Simple Mobility Vans

Carly Brown, Simple Mobility Vans.....Sponsored by Utah Disaster Kleenup

THURSDAY, OCTOBER 3

STAFF DAY

ICF/IID Survey Updates.....Room 300C

ICF/IID

ICF/IID facilities will receive updates from DHHS regarding survey, top tags, and more.

Jessica Fiedel, Medicare Certification Supervisor, DHHS

Practical Strategies for Managing Behaviors in Communities.....Room 300D

RECREATION

During this session, we'll discuss the importance role activities staff play in supporting residents with behavioral health needs. We will highlight the importance of activities staff learning about mental illnesses, the role of accurate diagnosis/medications, care planning and interventions for "good days" and "bad days", and promising practices.

Stephanie Smith, LCSW, Comagine Health

12:00-2:00pm (1)

Grand Showcase.....Expo Hall 3

Join us for a delicious lunch and take the chance to talk with your 2024 Associate Business Members to learn about new products and services! Place your bid at the gift basket silent auction. Proceeds go to UHCA|UCAL scholarship fund. Be sure to get raffle tickets at each booth you have meaningful conversations with for a chance to win some exciting prizes!

Breakout #3

2:00-3:25pm (1.7)

Understanding Behavior from the Inside Out (Full-Day Dementia Workshop).....Room 200A

DEMENTIA

Humans cannot avoid communicating and everything we do communicates with those around us. Communication is also an outward expression of a physical state. This program leverages cutting-edge research to help participants better understand what those they serve are trying to say and how to respond.

Eric Collett, Principal & CEO, A Mind for All Seasons

If You Can Lean, You Can Clean.....Room 200B

DIETARY

Ensuring the safety and well-being of residents begins with stringent practices in food procurement, storage, preparation, and serving. The process starts with sourcing quality ingredients from reputable suppliers who adhere to strict food safety standards. Once procured, proper storage is critical to maintaining food quality and preventing contamination; this includes maintaining appropriate temperatures, clear labeling and organized storage to prevent cross-contamination. Join this session to learn how communities can protect their residents from foodborne illnesses and promote a healthier living environment.

Lori Holland, Director of Nutrition, Cascades Healthcare.....Sponsored by Nexus IT

present

Next Level Wound Management & Prevention

This full-day seminar is designed for directors of nursing, nurses, physical therapists and nursing assistants in SNF and assisted living communities to ensure their residents receive exceptional skin and wound care to minimize infections and prevent hospitalizations.



Topics will include:

- Pressure Ulcer/injury prevention
- Other common hard-to-heal wounds
- F686 and MDS content for survey readiness and MDS reporting
- Unavoidable pressure ulcer/injuries per CMS
- Pressure injury impostors including the KTU, skin changes at life's end, aka skin failure
- Treatment interventions that meet best practices and regulatory guidance
- Hands on skills workshop

To register, scan the event code or visit uthca.org

Wednesday, October 23, 2024

8:00 am | Sign-in

8:30 am-4:45 pm | Course Program

CASCADES AT RIVERWALK

1012 Jordan River Blvd, Midvale, UT 84047

Member Price: \$200/person; Lunch included

6.5 CEUS will be offered



THURSDAY, OCTOBER 3

STAFF DAY

Nursing Facility Survey Updates.....Room 200C&D REGULATORY

Join us to discuss the 2024 top 10 deficiencies in Skilled Nursing Facilities. Come prepared with questions to ask our Survey Manager, Greg Bateman, and the SNF Survey Team.

Greg Bateman, Survey Manager, DHHS
Heather Flint, Survey Manager, DHHS

ICF/IID QII Updates.....Room 300A ICF/IID

Join us to learn more about QII changes and updates to the program for ICF/IID facilities.

Trent Brown, MOT, OTR/L, ATP, BCG, Office of Reimbursement, Coordinated Care and Audit, DHHS
Carmen Richins, BSBM, CPM, HFA, Office of Reimbursement, DHHS

Life Safety: Top 10 Deficiencies.....Room 300B EMERGENCY PREPAREDNESS/ MAINTENANCE

Join us to hear updates and important information about the top 10 deficiencies from Life Safety Surveys.

Cole Julian, LSC Surveyor, DHHS

Wellness: A Different Perspective.....Room 300C SOCIAL SERVICES

Join us to explore the multifaceted concept of wellness and its integration into end-of-life care. We will discuss strategies for effective end-of-life conversations, the role of the interdisciplinary team, and the regulatory and practical considerations for incorporating palliative care and creating a home-like environment.

Beth Payne, VP of Operations, Independence Rehab
Cortney Heiner, Director of Clinical Operations, Independence Rehab.....Sponsored by Independence Rehab

Neurofeedback and Virtual Reality in Treatment Programs.....Room 300D RECREATION

Join us to learn about Neurofeedback and Virtual Reality treatment. This will focus on not only what the treatment consists of, but the effectiveness and what can be used in different facility settings - including Senior Living, Assisted Living, Memory Care, VA, Addictions and Behavioral Units, etc.

Aaron Nicolaidis, PhD, LCSW, Therapeuo Health.....Sponsored by Precision Mobile

THURSDAY, OCTOBER 3

STAFF DAY

Breakout #4

3:35-5:00pm (1.7)

Becoming a 21st Century LeaderRoom 200A&B

Most people want to positively influence those around them but wrestle with how best to do so. Whether you are trying to lead your family members or influence the team members in your department, or are responsible to directly confront staffing shortages and low census numbers, leaders engage in a daily struggle to seek clarity, certainty, and simplicity wherever they can find it. While there are no easy answers, times of intense stress and pressure are often easier to navigate when we apply proven principles in consistent ways. This inspiring presentation draws from the best of what history, social science research, and the presenter's 24 years of experience in healthcare can teach us about becoming an effective leader in the 21st Century.

Eric Collett, Principal & CEO, A Mind for All Seasons

ALL DEPARTMENT HEADS

UHCA|UCAL Business Meeting.....Room 200C&D

President & CEO, Allison Spangler, and Board Chair, Kelly Snowball will share updates on UHCA|UCAL and industry related to Utah. Vote for board members and hear an overview of UHCA|UCAL financials from Tracy Jenkins, UHCA's Treasurer.

Allison Spangler, President & CEO, UHCA|UCAL
Kelly Snowball, UHCA Board Chair, Rocky Mountain Care
Tracy Jenkins, UHCA Board Treasurer, Ensign Group

LEADERSHIP

Nursing Facility 10A/Admission Record Rules and Medicaid Level of Care Requirements.....Room 300A

During this session, Resident Assessment nurses will review what it takes to meet level of care requirements for Utah Medicaid 10A/Admission Records. The discussion will also include the documentation required for review and touch on the 10A/Admission Record Process.

Erin Lloyd, RN, RAC-CT, Resident Assessment Program Director, DHHS

REGULATORY

CONGRATULATIONS

BRONZE QUALITY AWARD WINNER



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Sienna Hills



FOR MORE INFORMATION ABOUT THE QUALITY AWARD PROGRAM, SCAN THE QR CODE.

THANK YOU

UHCA/UCAL ASSOCIATE BUSINESS MEMBERS

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Eide Bailly, LLP
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Gold Cross Ambulance
Health Care Services Group
Home Clinix
Incite Strategic Partners

Integra Scripts
Liberty Drug
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