

Kentucky Association of Homes and Services for the Aging

Changing Lives

2009 KAHSAs

Annual Conference

October 14-16, 2009

Kentucky International

Convention Center

Louisville, Kentucky



2009 KAHSA Annual Conference and Trade Show

Bring your whole team and join us **October 14-16, 2009** at the **Kentucky International Convention Center** in downtown Louisville.

The education agenda includes 4 General Sessions featuring national speakers, as well as over 40 additional breakout sessions. Bring your whole team - there is something for everyone!

Don't miss our annual trade show with more vendors than ever before! Opening this year with the Wine and Cheese reception, this is a great opportunity to network with your peers and learn about new products and services to enhance and change the lives of those you serve.

The highlight of the conference is our Annual Awards Luncheon where over 30 awards will be presented to well deserving recipients for their outstanding contributions to long-term care.

Dear Colleagues,

On behalf of the KAHSA Board of Directors, we are pleased to invite you to attend the 2009 KAHSA Annual Conference.

As you review this convention program, you will find a wide array of educational sessions that address the unique opportunities and challenges we face in long term care. The Education and Conference Planning Committee has strived to provide you with a conference that will leave you feeling empowered, both personally and professionally.

Our conference registration is still a great investment. Take advantage of the early registration and bring up to 10 staff members for as low as \$85.00 per person, that includes the opening session brunch with Dr. Bill Thomas, the opportunity to visit with more than 70 exhibitors and learn more about new products and services available, the ability for each to earn up to 12.5 continuing education credits, handouts, beverage breaks, lunch and a wine and cheese reception with the exhibitors, not to mention the importance of peer to peer networking, an additional 40+ education sessions to choose from and, of course, the Annual Awards Luncheon where we honor the outstanding caregivers in our profession.

As aging services providers, we are in the business of changing lives, following our mission to improve the lives of the people we serve. Every interaction is a chance to make a difference. We hope you will join us in Louisville, at the Kentucky International Convention Center, October 14-16! I look forward to seeing each of you there!

Sincerely,



Keith Knapp, PhD
CEO, Christian Care Communities
KAHSA Board Chair





Kentucky Association of
Homes and Services
for the Aging

2009 Annual Conference

October 14-16, 2009
Kentucky International Convention Center
Louisville, Kentucky

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Thanks to the Conference Planning and Education Committee, the Awards Committee, Exhibitor Workgroup and all of our generous sponsors! KAHSA appreciates your commitment to the success of the 2009 Annual Conference.

Conference and Education Planning Committee

KAHSA would like to recognize the Conference and Education Planning Committee for making this conference possible!

- **Cecy Grisham King**
Episcopal Church Home
- **Elisa Freeman Carr**
Alzheimer's Association
- **Elisia Gnagie**
Green Meadows Health Care Center
- **Jackie Laskee**
Episcopal Church Home
- **Janet Shoaf**
Wesley Manor Retirement Community
- **Jason Squires**
Cedar Lake Lodge
- **Jill Parson**
Marian Home Ursuline Sisters
- **JoAnne Tinsley**
MedCare Pharmacy
- **Joni Gosser**
Louden & Company
- **Melanie Eaton**
Christian Health Center, Bowling Green
- **Mike Wideman**
Wesley Manor Nursing Home
- **Staci Darnold**
Gallatin Health Care
- **Susan Bunch**
Home of the Innocents
- **Terri Reinscheld**
Friendship House, Louisville

Conference Session Descriptions

Wednesday, October 14, 2009

Conference Registration
Kentucky Convention Center Lobby
9:00 am – 4:30 pm

Private Breakfast with Dr. Bill Thomas
9:30 am – 10:30 am

Opening Session and Brunch
10:00 am – 12:30 pm

1. A New Old Age Waiting to Be Born

Speaker: Dr. William (Bill) Thomas

The development of a new perspective on age and aging is both necessary and possible. Given the importance of aging in our lives, and the impact of aging on our families and society, a new openness and even curiosity about human aging would seem more than warranted. The time has come for our wondrous longevity to emerge from the long shadow cast by the vigor and virtues of youth.



Thomas

Opening Session Beverage Break

Sponsored by:

DMLO

Deming, Malone, Livesay & Ostoff
Certified Public Accountants

Education Breakouts

12:45 pm – 1:45 pm

2. Understanding the Basics of Not-For-Profit Financial Statements

Speakers: Jeffrey K. McCaffery, CPA and Christine Koenig, Sr Manager, DMLO

This session will provide an overview of the statement of financial position, statement of activities, statement of functional expenses, statements of cash flows, and notes to the financial statements. Accounting for cash and in-kind contributions and well as accounting for restricted assets will also be discussed.



McCaffery

3. Conflict Resolution

Speaker: Terry Mattingly, Training, Coaching, & Consulting Specialist

Participants learn How to Address Conflict at Work and in Life by; Being Prepared for Conflict; "It is not if, but when?"; Learning a Set of Proven Steps to Resolve Conflict; Learning How Listening Affects Conflict Outcomes; Learning from Other Points of View and A Change in Attitude Regarding Conflict

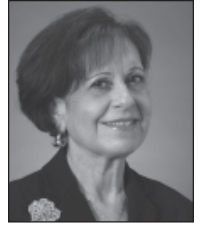


Mattingly

4. Health Care Reform; The Clock is Ticking

Speaker: Marsha R. Greenfield, Esq., Senior Legislative Counsel, AAHSA

Washington has been consumed with health care reform since November 2008. What does this mean for aging services providers? Will AAHSA's financing "system changer", the CLASS Act, survive? What will happen to Medicare, Medicaid, and how we deliver services? This session will provide an up-to-date assessment of health care reform at a very critical moment in this historic process.



Greenfield

5. Effective Strategies for Talent Retention

Speaker: Steven J. Kraus, Vice President, HR Affiliates

The hard work of retaining top talent starts the day the candidate shows up for work and never ends. It's not just about offering security or throwing money at people. Your competition is working hard to determine how to improve the "value proposition" they offer employees. If you're not doing the same, you risk losing the top-performing employees. Attend this workshop and Develop Orientation and On-Boarding programs that clearly convey expectations of success and that motivate your top performers and also capture the passion and engagement of your top performers by understanding their personal motivation and the linkage to your company goals, mission and values.



Kraus

6. Is There Life After Medpass?

Speaker: James Wright, MedCare Pharmacy

We will be discussing medication pass as it relates to providing medications to those we serve. In the presentation we will look at basic techniques, do's and don't's. Share real life stories about observations from the real world and have open dialogue about keeping medication pass from consuming your life as a care provider.

7. Medicare and Medicaid Billing Hot Topics

Speaker: Sarah W. McIntosh, Billing Manager, Hargis & Associates, LLC

Medicare and Medicaid billing processes change as often as the weather in Kentucky. This seminar will cover current issues and education so your accounts receivable will not get out of hand. These are just a few topics to be discussed along with other current billing issues, follow-up on FISS for possible ADR notifications. What can and can not be included on the bad debt log submitted with the annual Medicare cost report Reduce the expense of transferring Medicare claims, Preparation for Recovery Audit Contractors (RACS) and Reducing the number of days outstanding in your receivables.



McIntosh

Education Breakouts

2:15 pm – 3:15 pm

8. Balancing People and Paper, Managing Behaviors and Resolving Conflicts: A Primer for the New Social Services Director

Speaker: Mike Wideman, Director of Social Services, Wesley Manor

This session is intended for social services personnel new to long term care. The objective is to provide the attendee with some strategies and techniques that will help the new social service director successfully manage the myriad of assigned duties faced each day in long term care. Time management, documentation, behavior management, abuse investigations and reporting as well as conflict resolution will be covered in this forum. Additionally, the implications for social services as it relates to the recently revised guidance to surveyors on Quality of Life requirements will be discussed. Veteran social service directors in attendance will be invited to share their best practices throughout the session so that all present will learn from each other's experience.

9. Changes to be RAC Ready

Speaker: Judy Vogel, Plante Moran

Have you heard the alarm for action — “The RACs are Coming!” The Medicare review process has expanded greatly and now contractors are paid to find overbilled Medicare payments. We are on their radar and they could be looking at you right now and would not even know it! Don't wait for the letter - work on strategies now to be prepared. What are the main errors found? What are the hot buttons? We will review key benchmarks and develop an action plan so that the RACs do not change your bottom line.

10. It's in the Stars

Speaker: Evvie Munley, Sr. Health Policy Analyst, AAHSA

Hear a summary of the background and history of the CMS Nursing Home Five Star Rating System. Discuss the three elements of the star ratings - survey, staffing, and quality measures; how they each contribute to the overall score; how the overall star rating is calculated; and why your score can change from month to month even though you haven't had a new survey. Understand recent modifications to the rating process and get the latest news. Hear about AAHSA's and other stakeholders' work with CMS to obtain further changes to the 5-Star system.

11. Ethical Considerations at the End of Life

Speaker: Deede Byrne, Associate Vice President of Clinical Services, Hospice of the Bluegrass

This presentation will include discussion of the key ethical issues and concerns in end-of-life/palliative care and resources to address these in practice. Ethical issues and dilemmas are inherent in care provided to older adult patients and their families facing end of life. Professional codes and standards serve to facilitate resolution of ethical dilemmas. Caregivers, individually and collectively, serve as advocates for ethical practice at the end of life.



Byrne

12. KY Medicaid EDS MMIS Update

Speaker: Bernice Shelton, EDS Liaison Manager

Using the award-winning Medicaid Management Information Systems (MMIS) program, EDS is acting under contract as the Medicaid fiscal agent in Kentucky. This presentation will provide an update from EDS on the MMIS system, known as interChange, to specifically assist providers in Kentucky. This system allows real-time adjudication of claims and multiple benefits packages, which is key to the new Kentucky Medicaid program, KyHealth Choices, which offers different benefits packages to suit the individual needs of the recipients.

13. Building a Risk Control Based Behavioral Health Care Program – PART 1

Speakers: Barbara Peterson, RN, MPH, Risk Management Consultant, Risk Management Solutions and Terrie Odom, OTR/L, ACC, CDP, Special Programs (Behavioral, Dementia) Consultant Therapy Alliance, Therapy Alliance

Long Term Care and Assisted Living health care organizations are admitting 20% more residents with accompanying behavioral diagnosis and symptoms than they were ten years ago. Many staff members are not prepared to manage the additional behavioral needs of these residents which have led to an increase in the number of regulatory fines and active litigations. This session offers new information and methods to address the major issues and allows the participant to enhance knowledge and skills related to resident safety and providing quality care.

Education Breakouts

3:30 pm - 4:30 pm

14. Changing Lives – Exceeding the Expectations of the Residents and Their Families

This session will feature a panel discussion where participants will hear from family members, long term care professionals (that have also had families in facilities) as well as a resident or two. The discussion will help us all discover what works, what doesn't and most importantly what the needs and expectations are to really change the lives of all that we serve.

15. Can I Skill this Resident?

Speaker: Judy Vogel, Management Consultant, Plante & Moran

Do you find yourself asking or being asked the infamous question “Is the resident skilled?” Being in charge of making Medicare coverage decisions is a huge responsibility that can sometimes be very confusing. This session will not only provide you with the basics of Medicare Coverage, but will also focus on the defining points of Skilled Care, the structure of the RUG Hierarchy, the rules regarding the Spell Of Illness, and solutions for managing the clinical and financial integrity of the MDS and its key components.

16. Six Strategies Senior Living Providers Challenging Economic Times/Tom Meyers Ziegler

Speaker: Tom Meyers, Managing Director, Ziegler Capital Markets



Meyers

Today's economic environment is challenging for Kentucky senior living providers with unparalleled issues. So how should providers respond? This session will provide an overview of the current economic climate and the turmoil in the capitol markets and will also offer Ziegler's six strategies for senior living providers in these challenging economic times. The first strategy focuses on the basics, I.E. maintaining and building financial strength, so that the mission to change lives can continue well into the future. The remaining strategies consider proper positioning of assets and services, possibilities for growth, and, finally how to capitalize on the wealth of knowledge of an organizations industry partners.

17. Building a Risk Control Based Behavioral Health Care Program – Part 2

Speakers: Barbara Peterson, RN, MPH, Risk Management Consultant, Risk Management Solutions and Terrie Odom, OTR/L, ACC, CDP, Special Programs (Behavioral, Dementia) Consultant Therapy Alliance, Therapy Alliance

This session will be the conclusion of part 1 session # 13 – featured 2:15 pm- 3:15 pm

18. Update on New Issues Facing All Employers

Speaker: Robert M. Hoffer, JD, Dressman, Benzinger LaValle
Description of Presentation: Bob Hoffer will discuss recent legislative and practical issues facing all employers, including changes in the law and recent technology issues entering the workplace.

WC - Wine and Cheese Reception with Exhibitors

4:30 pm – 6:30 pm

The opening of our 2009 Trade Show! Take this opportunity to unwind after a busy day while you catch up with old and new friends and learn about new products and services that are available. This event is free to all participants. However, if you plan to participate you must select **WC** on your individual registration block on the registration form.

Sponsored by



Conference Registration
Kentucky Convention Center Lobby
8:00 am – 4:30 pm

General Session
8:30 am – 9:30 pm

GENERAL SESSION SPONSORED BY:



19. Beings vs. Beds

Speaker: Leah Klusch, RN, BSN, FACHCA

This interactive keynote session is focused on the real needs of individuals requiring care in our facilities. Leah will bring you the heart and core of care giving as she discusses care giving through the eyes of the resident. "We are caring for the people that have built our world," is one of the core concepts of this reflective and thought-provoking session. What does the elder really need when we provide care and how do we evaluate the outcome of our efforts? As professionals we must lead the way by example and performance expectations of our staff to truly identify the needs of our elders and strive to provide care that makes the pivotal difference in their lives. As a nurse educator and leader Leah will bring this message to your mind and heart together so the impact will be lasting.

Education Breakouts
10:00 am – 11:00 am

20. The Novel H1N1 Influenza Pandemic

Speaker: Kraig Humbaugh, MD, Director of the Division of Epidemiology and Health Planning, Kentucky Department for Public Health

At the end of this presentation, participants will be able to: Describe similarities and differences in the epidemiology of novel H1N1 influenza and seasonal influenza and Identify strategies for reducing the risk of transmission of influenza within health care facilities.

21. Solutions in Restorative Caregiving

Speaker: Leah Klusch, RN, BSN, FACHCA

The structure and process of a successful Restorative program will be discussed in this interactive fact filled session for senior operational and clinical managers. The restorative care platform can assist facilities to improve outcomes and secure follow up from rehab programs for long term care residents. The utilization of restorative programs in the Low Rehab RUGs for part A cases will also be discussed. The content of this session will be regulatory and operational to assist facilities develop successful programs.

22. Compliance with 2009 Regulations on Long-Term Care

Speakers: Leah Tolliver, Pharm D., President & Owner, Tolliver Management Group and Jacob Hutti, Pharm D., PCA Pharmacy



Tolliver

Tolliver Management Group will review the latest CMS regulations released during 2009 relating to the long-term care industry. Areas include a revised Medicare Part D guidance letter for 2010, legislative changes critical to overall healthcare reform, the disposal of controlled drugs, CMS "Pay-For-Performance", and information regarding electronic health records and electronic MARs. An exciting discussion will focus on regulatory changes to the Kentucky Pharmacy Practice Act for long-term care. Please join a lively discussion in reviewing all of these new regulations for 2009.

23. Long Term Care and Grief

Speaker: Sherry L. White, RNBA, GMS, GRS, President and Founder New Leaf Resources

This program will help caregivers (families and nursing staff) know the dynamics of the grief process and how to relate to and work with the patients they care for and take better care of themselves. Discussion will focus on understanding the grief process from the perspective of the patient, staff and family caregiver.

In addition to exploring grief, we will examine ways caregivers can develop a plan for their own survival. Participants will acquire skills to recharge their batteries and improve staff morale and improve family relations during times of crisis and staffing shortages.

24. Medicaid Updates.....Update on Emerging Medicaid Issues and Policies (changes to regulations, policies, and protocols)

Speaker: Judy Montfort, RN - Nurse Service Administrator, Department for Medicaid Services, Long Term Care and Community Alternatives

This session will provide an overview of the new reimbursement regulation and manual as well as the services regulation and services manual, planned changes for level of care reviews and Re-RUGging to be implemented when the regulation is final will also be reviewed.

25. The Longevity Revolution: Providing for Housing and Services to Meet the Needs of an Aging World

Speaker: Ron Crouch, Principal Consultant, Crouch and Associates

The state of Kentucky, as well as the United States and most of the World, is in the early stages of a longevity revolution. The housing and service needs of an aging world require we understand these demographic trends; understand economic, lifestyle, and family support issues; and understand the role of government.

26. Identify Theft

Speaker: Brett Johnson, FBI Supervisory Special Agent

As many as nine million Americans have their identities stolen each year. Identity thieves may drain their accounts, damage their credit, and even endanger their medical treatment. By identifying warning signs in advance, you will be better equipped to spot suspicious patterns when they arise and take steps to

prevent it from escalating into a costly episode of identity theft. What actions can you take to detect identify theft? What actions should you take when you do? The program will explain how identity theft happens and what you can do to protect your self and your residents.

LW - Exhibits Open

Boxed lunches provided in the Exhibit Hall

11:00 a.m. – 1:00 p.m.

Boxed Lunches sponsored by:



General Session Sponsored by



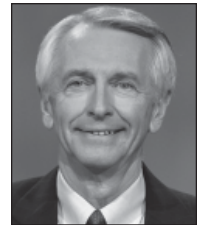
General Session

1:15 pm – 2:15 pm

27. State of the Commonwealth

Invited Guest Speaker Governor Steve Beshear

Faced with the largest shortfall in modern Kentucky history, Governor Beshear has worked to preserve basic funding for classroom instruction, health care programs for the most vulnerable and key areas of public safety. Governor Beshear has established priorities of fully funding Kentucky's Medicaid program and preserving funding for mental health services. The Governor will update our attendees on the current condition of Kentucky's economy and share his vision for providing services to the Commonwealth's most vulnerable citizens.



Beshear

General Session Beverage Break

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Education Breakouts

2:30 pm- 3:30pm

28. Documentation: Get it Right – You Never Know Who is Going to Read Your Notes

Speaker: Daniel J. Sheridan, PhD, RN, FNE-A, SANE-A, FAAN

In this session, participants will learn techniques for improving their documentation to avoid errors of omission, the mechan-

continued next page

ics of correcting errors in charting, and tips on how and in what type of record content of an event should be charted. In addition, the presenter will discuss 10 red flags to avoid if your chart were to become part of a legal review.

29. Polypharmacy, the Silent Geriatric Syndrome: What Caregivers Need to Know.

Speaker: Demetra Antimisiaris, PharmD, Assistant Professor, University of Louisville Dept of Family and Geriatric Medicine



Antimisiaris

The impact of polypharmacy (the use of multiple medications at once) on the lives of our seniors and their caregivers is substantial yet often goes unrecognized. This presentation will answer questions that should be asked about polypharmacy, as well as questions that are asked every day. We will discuss the reasons why medications can mimic disease, why medications behave differently in elders, and what each one of us can do to help minimize unwanted outcomes.

30. Critical Elements for Activities

Speaker: Jackie Laskee, Director of Activities, Episcopal Church Home

This session will provide you with the information on the critical elements for activities provided by CMS. Test your knowledge on the many ways that information is gathered by the survey team. Discuss future trends, issues and appropriate activity programs and services for the changing populations within long term care. Explore "Interdisciplinary/ Team" approaches that enhance your facility's 'ongoing provision of activities'. This session will identify the key current interpretive guideline changes and how to turn these changes into manageable and practical to-do lists to meet the activity expectations.

31. "What Do I Call You?" The Clinical Chaplain in Long-Term Care!

Speaker: M. Douglas Harvey, MDiv. CT, Chaplain, Christian Health Center



Harvey

Chaplaincy is both a professional discipline and a ministry that includes a variety of specializations. This session will focus on the professional discipline of chaplaincy in health care particularly its relationship to long-term care. We will review the benefits of having a clinical chaplain available to residents as well as the valuable resource of the chaplain to department managers and administrators.

32. Management of Medication Costs & Nursing Time

Speaker: Kimberly Young, Customer Development Account Manager, Sucampo Pharmaceuticals

Specific to Quality Indicator #6 – Use of 9 or more different medications and F-tag 329 – Unnecessary Medications participants will learn how to decrease costs directly billed to facilities and decrease med-pass time by decreasing poly-pharmacy. Run your facility with greater efficiency and reduce facility costs while reducing stress on your staff and improving morale. Learn more about the management of medication costs and nursing time with examples of reducing poly-pharmacy.

33. Fulfilling Our Promise to Persons with Dementia: Person Centered Care

Speakers: Anne Wenderoth, Education Coordinator, Alzheimer's Association and Aletha P. Malone, BSW, Professional Training Coordinator, Alzheimer's Association

During this session your long-term care community can join a culture of change movement called person-centered care whereby older adults with dementia are celebrated as complex, growing people seeking choice and dignity. This movement should begin with empowering your entire team to focus on person-centered care which practices are designed and proven to elevate the quality of life and the quality of care for your residents. Crucial to the success of any culture shift is the understanding that it is a journey that all staff needs to be a part of. This session will provide the foundation to move your community towards fulfilling the promise of person-centered care.

34. Assisted Living, Why all the Changes?

Speaker: Phyllis W. Sosa, Branch Manager, Department for Aging and Independent Living

This session will focus on the changes to the regulations adopted March 2009 and how the department is reviewing and enforcing the new requirements. We will also discuss the statement of danger and how the department has applied this process during the annual reviews and on complaint investigations.

Education Breakouts

4:00 pm – 5:00 pm

35. When Injuries Speak: Forensic Investigation and Documentation of Abuse, Neglect, and Falls

Speaker: Daniel J. Sheridan, PhD, RN, FNE-A, SANE-A, FAAN

In this session, participants will learn techniques for improving their forensic documentation, both written and photographic, of client/patients with possible abuse and neglect related injuries. An overview of contributors to falls will be presented as well as techniques to differentiate and document witnessed falls from being found down. Basic forensic terminology will be presented in a format immediately useful to professionals from multiple disciplines. A series of instructive injury slides will be shown to demonstrate patterned injuries and injuries in various stages of healing. It is recommended participants attend both sessions to maximize the learning experience



Sheridan

36. Legal Implications of MDS Coding

Speaker: Leah Klusch, RN, BSN, FACHCA

The development of an accurate MDS data base is essential for successful operations. This session will identify the components of a accurate data collection process as well as the legal implications of data base quality. Operational approaches to data base analysis will be discussed as well as a discussion of case examples demonstrating legal liabilities and issues. This session is for senior managers, operational and clinical professionals.

37. Avoid Mistakes: Hot Topics in Employment and Labor Law for 2009

Speakers: Lisa English Hinkle, Jaron Blanford and Luke Wingfield of McBrayer, McGinnis, Leslie and Kirkland, PLLC.

During this session, the panel of three attorneys will highlight the important changes that have occurred from 2008 to 2009 in the employment and labor law areas and focus on mistakes. The Panel will give an overview of the changes to the Family Medical Leave Act, the Americans with Disabilities Act, the Genetic information Nondiscrimination Act, the Fair labor Standards Act and how these changes impact the day to day operation of a nursing facility. The Panel will also address the EEOC's Enforcement Guidance 'Unlawful Disparate Treatment of Workers with Caregiving Responsibilities' and explain why the EEOC is focusing on the health care industry and how the seven types of conduct identified as violating anti-discrimination laws may in an arise in long term care facilities. The Panel will conclude with an analysis of three scenarios of real employment situations, how those should be addressed to avoid violation of the law, and a question and answer session.



Hinkle



Blanford



Wingfield

38. Activities in a New Culture (Are You There Yet?)

Speaker: Annette Dence, Activities Director, Homestead Nursing Center

This informative session will provide attendees with information about what the facility must do for an ongoing program of activities designed to meet, in accordance with the comprehensive assessment, the interests and the physical, mental and psychosocial well-being of each resident. We will allow the attendees a chance to share if they have made any changes in their programs. We will also share with them some of the new ideas and the changed we have made in our facilities that allow nursing staff to be a bigger part of the activities program.

39. Infection Prevention and Control: New Beginnings

Speaker: Dr. Ruth Carrico, University of Louisville

Outcomes associated with care provided in healthcare settings continue to impact care across the entire continuum. Healthcare-associated infection, with MRSA being a prime example, represent challenges to both the safety of patients and the community. This session will explore a new paradigm to infection prevention that partners with public health and works to reduce the human and financial toll of healthcare-associated infection.

The challenges posed by MRSA as a healthcare and community pathogen will be used as the practice example.

40. Promoting Each Person's Best Ability to Function Through Dementia Care

Speaker: Amie Martin, OTR/L Clinical Consultant Healthcare Therapy Services

This session will review key factors that should guide practice decisions for dementia care using the Allen Cognitive Levels, and introduces treatment interventions and practical solutions for common problems encountered in dementia care based on Claudia Allen's research. Treatment planning and intervention strategies for improved functional self care performance, safety and practical management of problems such as falls, toileting, wandering, and refusing baths will be discussed. Relevant application of the cognitive levels for guiding activity choices and communication practices will also be reviewed. Attendees will be provided with strategies and resources that they can begin to implement to improve clinical practice, documentation effectiveness, and resident/family satisfaction.

41. HUD Update

Speaker: David Williams, HUD Supervisory Project Manager' Louisville Multifamily Program Center

This year's HUD update will provide the latest housing news from Washington including an update on the 2010 HUD Budget and other current changes like Change 3. There will be adequate time for questions.

KAHSA Annual Membership Meeting - MM

5:15 pm – 5:45 p

This event is free and all KAHSA members are encouraged to attend. However, if you plan to participate you must select MM on your individual registration block on the registration form.

Friday, October 16, 2009

**Conference Registration
Kentucky Convention Center Lobby**

8:30 am – 12:30 pm

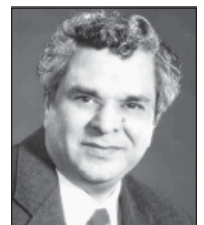
Keynote Session

9:00 am – 10:30 am

42. Let's Give Our Customers the Best Service

Speaker: Eric Haider, CEO/President, PCC Inc.

This powerful presentation, full of real life facts and examples will energize the audience to raise the standards of customer service in their communities. Learn from a nationally recognized speaker, Eric Haider,



Haider

continued next page

step by step how to *give the best possible Customers Service to your residents*. Easy to implement, practical examples will be given to the audience on how to keep residents actively involved, happy and as healthy as possible. After this presentation audiences will be motivated, eager to raise the standards and know how to motivate other staff to provide the best possible customer service to your residents.

Keynote Beverage Break
Sponsored by:



Education Breakouts
11:00 am – 12:30 pm

43. We Don't Hire People to Fire

Speaker: Eric Haider, CEO/President, PCC Inc.

No one leaves their home and says "I am going to work to do a bad job today". Everyone wants to do a good job, then why is it every day, we find someone not doing what they should be doing. Nationally recognized speaker and consultant will share, step by step, simple and practical ways how to help our employees so they will do a good job have a positive attitude, work as a team and stay with you for a long time. Let's help our employees to be a better employee.

44. Pain is the New Vital Sign – Pain Management for Seniors

Speaker: Kimberly Sasser Croley, Pham D., CGP, FASCP, FAPhA, Clinical Pharmacist, Laurel Heights

At the conclusion of this program, participants shall be aware of the major new guidance and investigative protocol for pain management under Tag F309; be ready to initiate a facility-wide pain management program and be ready to apply the pain management plan to the individual patient's plan of care.

44. Transforming Retirement Communities for the Next Generation – Silent Generation Part 2

Speaker: Gene Dolloff, Chairman, Compass Group, NAD, Morrison Management Specialists

In the months since publishing its research on the Silent Generation, Morrison Senior Dining has led numerous discussions with facility staff and leaders to further explore physical, programmatic and cultural changes that will enable the senior housing industry to successfully engage members of the Silent Generation. The implications are clear: a radical transformation is required to re-position the industry to attract, attain and retain this emerging market. The potential for reform is endless –programs, services, and outreach to the community hold opportunities to better serve the Silent Generation. But, where to begin? What changes will have the biggest impact on the industry's appeal to the Silent Generation? This session will provide an overview of the finding of Morrison's Silent Generation Phase 2 findings!

45. Identifying Reportable Events and Conducting Effective Internal Investigations

Speakers: Dennis Kennedy and Cathy Stickels, Attorneys, Dressman, Benzinger, LaValle, psc

Dennis and Cathy will discuss identification of situations and/or incidents that are reportable to the Cabinet and how to perform an effective internal investigation that will provide the facility with sufficient information and supporting documentation to assist in the defense of any deficiencies that may arise out of the reported event.

46. Weathering Disasters: The Plan VS the Reality

Speakers: Arleen Johnson, PhD, Director, Ohio Valley Appalachia Regional Geriatric Education Center at UK and Betty Shiels, PhD-C, Director, Ohio Valley Appalachia Regional Geriatric Education Center at U of L

Frail elders living in long term care settings are particularly vulnerable to emergencies due to their complex physical, social and psychological needs. Older persons with cognitive impairment, chronic diseases and reduced mobility are at even greater risk. This session will provide insight into why it is imperative that long term care providers become involved in community emergency planning initiatives and a panel of experienced long term care providers will discuss how they dealt with fire, flood, wind, ice storms, electric outages, evacuation and sheltering in place that threatened the lives of their residents, their families and their caregivers. A model long term care planning/process tool and a NIMS 100 training equivalent specific to long term care will be discussed.

47. Creativity and Innovation Changes Lives!

Speaker: Tim Stair, MHS Alliance Consulting Associate

Come and learn five keys to creative thinking and exercises you can use in the workplace to stimulate creativity and innovative thinking. The strategic assessing, thinking and planning done by board and management teams can change the direction of our organizations, impacting the lives of those who live and work there. Come and learn the differences between strategic assessment, thinking and planning and how to use them together for the good of the organization.



Stair

48. Review of IRS Form 990

Speakers: Jennifer Hughes and Jeffrey McCaffery, DMLO

The IRS Form 990 is used by the IRS as the primary tax compliance tool for tax-exempt organizations. In addition, most states rely on the form to perform charitable and other regulatory oversight. The Form 990 had not been significantly revised since 1979 and the IRS has made a major overhaul to the 990. This session will provide an overview of the forms required by organizations. This seminar will cover the most significant changes to the 990, and what organizations need to do to ensure timely compliance with the new requirements.



Hughes



McCaffery

Annual Awards Luncheon- AL
12:30 p.m. – 2:30 p.m. 12:30 p.m. – 2:30 p.m.

You will not want to miss the tears and cheers during our awards presentation as we honor over 30 individuals whose achievements exemplify excellence in services for the aging and disabled. This heartwarming event will close out our conference and leave you feeling honored to be in this profession. The stories of the dedication and care the award winners give will remind us all of the pride we have in creating a home for our residents!

A ticket must be purchased for this event. Please preorder tickets on the facility registration form and select **AL** on your individual registration block.

Sponsored by: Alliant Purchasing



Agenda At-a-Glance

Wednesday, October 14, 2009

9:00 a.m. – 4:30 p.m.

Conference Registration Hours

9:30 a.m. – 10:30 a.m.

**Private Breakfast with Dr. Thomas
(invitation only)**

10:00 a.m. – 12:30 p.m.

Opening Keynote Session & Brunch

12:45 p.m. – 1:45 p.m.

Education Breakouts

2:15 p.m. – 3:15 p.m.

Education Breakout Sessions

3:30 p.m. – 4:30 p.m.

Education Breakout Sessions

4:30 p.m. – 6:30 p.m.

**WC - Wine and Cheese Reception with
Exhibitors**

Thursday, October 15, 2009

8:00 a.m. – 4:30 p.m.

Conference Registration Hours

8:30 a.m. – 9:30 a.m.

Keynote Session

10:00 a.m. – 11:00 a.m.

Education Breakout Sessions

11:00 a.m. – 1:00 p.m.

Exhibits Open and Lunch in Exhibit Hall

1:15 p.m. – 2:15 p.m.

Keynote Session

2:30 p.m. – 3:30 p.m.

Education Breakout Sessions

4:00 p.m. – 5:00 p.m.

Education Breakout Sessions

5:15 p.m. – 5:45 p.m.

MM- KAHSA Annual Membership Meeting

Friday, October 16, 2009

8:30 a.m. – 12:30 p.m.

Conference Registration Hours

9:00 a.m. – 10:30 a.m.

Keynote Session

11:00 a.m. – 12:30 p.m.

Education Breakout Sessions

12:30 p.m. – 2:30 p.m.

AL- KAHSA Annual Awards Luncheon

Trade Show Exhibitors

KAHSA would like to recognize its Ambassador Member Exhibitors and extend thanks to all exhibitors for their continued support. (Ambassador Members are indicated in **BLUE**)

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- Dressman, Benzinger & LaVelle, PSC
- Morrisons Senior Dining
- McBrayer, McGinnis, Leslie and Kirkland
- Healthcare Therapy Services

Conference General Information

Host Hotel

KAHSA is pleased to announce that the Galt House East will be our host hotel for our participants. The conference will take place at the Kentucky International Convention Center - 2 blocks away. The only hotel on the waterfront, the 25-story, newly renovated, Galt House is also the only hotel to offer magnificent views of the Ohio River and downtown Louisville. It's the best location in the city. You're within walking distance of many downtown attractions. To see the exciting changes at the Galt House please visit www.galthouse.com



Each conference participant is responsible for making his/her own lodging reservations directly.

- **Galt House Hotel & Suites**
Fourth Street at the River
Louisville, Kentucky 40202
- **Reservations:** 502-589-5200 or 1-800-626-1814
You may also go to: www.galthouse.com, go to "reservations" and use ID number 732293 to receive the KAHSA rate.

When making reservations be sure to inform the Galt House that you are attending the KAHSA Conference to ensure you receive our negotiated rate.

What to Wear

Attire for the conference is business casual. Please keep in mind that it is difficult to regulate the temperature in meeting rooms, therefore, we recommend that you layer your clothing or, at the very least, bring a sweater!

Continuing Education

With **47+ hours** of education to choose from, any attendee participating in an education session during each offering time is eligible to earn **12.5 credit hours** over the 2.5 day conference.

KAHSA is an approved provider of education for the Kentucky Board of Licensure for Nursing Homes Administrators and the Kentucky Board of Nursing. (Please note: Kentucky Board of Nursing approval of an individual nursing continuing education provider does not constitute endorsement of offering content).

Conference Education has been submitted to the appropriate

boards for Dietary Managers and Social Workers. Activity Professionals may submit appropriate sessions to NCCAP for approval.

If you are interested in obtaining education credits from another certifying board, please contact Jennifer Allen, Director of Educational Services at (502) 992-4380.

Conference Contact Information

For additional conference information contact:

Jennifer Allen
Director of Administration & Educational Services
KAHSA
502-992-4380
502-992-4390 fax
jallen@kahsa.com

Things to Do in Louisville

The Galt House is just a few short blocks from Actors Theatre, Riverfront parks, Louisville Slugger Museum, Louisville Science Center, Kentucky International Convention Center, and Kentucky Center for the Arts, Glassworks, Slugger Field and more. Visit Louisville's newest entertainment venue, Fourth Street Live! Louisville's premier dining and entertainment district, featuring a mix of leading national and regional restaurants, retail,

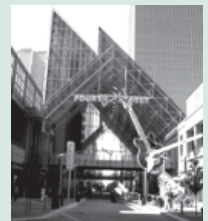


Center for the Arts



Louisville Slugger Museum

nightclub and live entertainment tenants including Border's, Hard Rock Cafe, Red Star Tavern, Saddleridge, Lucky Strike Lanes and much more! Visit www.4thstlive.com to plan the fun now!



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1-800-231-9070



KAHSA 2009 ANNUAL CONFERENCE

FACILITY REGISTRATION FORM

October 14-16, 2009

Kentucky International Convention Center
Louisville, Kentucky

Facility/Agency _____ Contact Person _____

Address _____

Phone _____ Fax _____ E-mail _____

	Early Bird Rate Register by September 22	Register on or after September 23
KAHSA Facility Members (First 10 persons from facility)	\$850 _____	\$1150 _____
Each Additional Registrant(s) from above Member Facilities	\$85 _____	\$100 _____
Non-Member Facilities (First 10 persons from facility)	\$1150 _____	\$1300 _____
Each Additional Registrant – Non-Member Facility	\$115 _____	\$130 _____
Community Based Services (Per Person)	\$125 _____	\$150 _____
Students	\$30 _____	\$40 _____
Nursing Home Administrators, other Health Care Professionals, and Housing Managers not currently employed	\$225 _____	\$275 _____
Individual Associate Member \$30 per CE Contact Hour	_____ # of Hours X \$30 = _____	

Total Amount for Registration \$ _____

EVENT TICKETS: Please be certain that each attendee circles the appropriate event code(s) in their individual registration block to attend the free events (Box lunches and Wine and Cheese) for meal count purposes.

	# of tickets	Total amount
Awards Luncheon		
Total tickets from attendee registration blocks:	_____ X \$35.00 each = \$ _____	
Guest Tickets (attending awards luncheon only)*	_____ X \$35.00 each = \$ _____	
		Total Amount of Purchased Tickets \$ _____
		Total Registration fee (from above) \$ _____

GRAND TOTAL – All Registrants and Meal Tickets \$ _____

*Guest Ticket Designee – this person will pickup ALL extra “Guest” tickets ordered and be responsible for their distribution. Designee Name: _____

Contact Jennifer Allen at KAHSA, 502-992-4380 if you have any questions.
Please fax registration form to: KAHSA 502-814-0378 and mail original registration form with check to:
KAHSA, 2501 Nelson Miller Parkway, Louisville, KY 40223

KAHSA 2009 ANNUAL CONFERENCE REGISTRATION FORM INDIVIDUAL REGISTRATION

** Please duplicate this form to accommodate all participants **

Please return this form along with the facility registration page via fax to KAHSA at 502-814-0378
And mail original registration forms with check to:
KAHSA, 2501 Nelson Miller Parkway, Louisville, KY 40223

Please circle the **NUMBER** of the educational session(s) and **Letter Code** for events you plan to attend.

Facility _____ Phone _____

<p>Name _____</p> <p>Title _____</p> <p><input type="checkbox"/> Check here if you would be willing to moderate a session.</p> <p><u>Wednesday, October 14</u> <u>Opening Session 10:00 am – 12:30 pm – 1</u></p> <p><u>Education 12:45 am – 1:45 pm</u> 2 3 4 5 6 7</p> <p><u>Education 2:15 pm – 3:15 pm</u> 8 9 10 11 12 13</p> <p><u>Education 3:30 pm – 4:30 pm</u> 14 15 16 17 18</p> <p><u>Wine & Cheese/Exhibits 4:30 pm -6:30 pm - WC</u></p> <p><u>Thursday, October 15</u> <u>Keynote 8:30 am – 9:30 am – 19</u></p> <p><u>Education 10:00 am – 11:00 am</u> 20 21 22 23 24 25 26</p> <p><u>Exhibits & box lunch 11:00 am -1:00 pm - LW</u></p> <p><u>General Session 1:15 pm – 2:15 pm - 27</u></p> <p><u>Education 2:30 pm – 3:30 pm</u> 28 29 30 31 32 33 34</p> <p><u>Education 4:00 pm – 5:00 pm</u> 35 36 37 38 39 40 41</p> <p><u>Membership Meeting 5:15 pm – 5:45 pm MM</u></p> <p><u>Friday, October 16</u> <u>Keynote 9:00 am –10:30 am – 42</u></p> <p><u>Education 11:00 am – 12:30 pm</u> 43 44(Pain) 44(Silent Generation) 45 46 47 48</p> <p><u>Awards Luncheon – 12:30 pm – 2:30 pm –AL</u></p>	<p>Name _____</p> <p>Title _____</p> <p><input type="checkbox"/> Check here if you would be willing to moderate a session.</p> <p><u>Wednesday, October 14</u> <u>Opening Session 10:00 am – 12:30 pm – 1</u></p> <p><u>Education 12:45 am – 1:45 pm</u> 2 3 4 5 6 7</p> <p><u>Education 2:15 pm – 3:15 pm</u> 8 9 10 11 12 13</p> <p><u>Education 3:30 pm – 4:30 pm</u> 14 15 16 17 18</p> <p><u>Wine & Cheese/Exhibits 4:30 pm -6:30 pm - WC</u></p> <p><u>Thursday, October 15</u> <u>Keynote 8:30 am – 9:30 am – 19</u></p> <p><u>Education 10:00 am – 11:00 am</u> 20 21 22 23 24 25 26</p> <p><u>Exhibits & box lunch 11:00 am -1:00 pm - LW</u></p> <p><u>General Session 1:15 pm – 2:15 pm - 27</u></p> <p><u>Education 2:30 pm – 3:30 pm</u> 28 29 30 31 32 33 34</p> <p><u>Education 4:00 pm – 5:00 pm</u> 35 36 37 38 39 40 41</p> <p><u>Membership Meeting 5:15 pm – 5:45 pm MM</u></p> <p><u>Friday, October 16</u> <u>Keynote 9:00 am –10:30 am – 42</u></p> <p><u>Education 11:00 am – 12:30 pm</u> 43 44(Pain) 44(Silent Generation) 45 46 47 48</p> <p><u>Awards Luncheon – 12:30 pm – 2:30 pm –AL</u></p>
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