

REGISTRATION PACKET

# ELEVATING CARE



**FALL 2019**

**CHCA/CCAL CONFERENCE & EXPOSITION**

October 1-3, 2019 • Embassy Suites, Loveland, CO

**CHCA**  
Colorado Health Care Association  
& Center for Assisted Living

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## GOOD REASONS to attend or send your staff to the 2019 CHCA/CCAL Fall Convention & Exposition

1. Something for everyone. Educational programs specifically designed for administrators, DONs, nurses, social services, activities, environmental services, CNA's, therapy, assisted living, marketing and business administration, nutritional professionals, health information management and more.
2. We will provide timely, cutting-edge staff development programs from PDPM to Trauma Informed Care. This includes dynamic keynote, luncheon and breakout session speakers who will provide you with the most up-to-date information concerning long term care.
3. Attend the largest health care trade show in the Rocky Mountain region and learn more about innovative products and services that will enhance the quality of life and care of your residents.
4. Network with your peers and colleagues at special entertainment and social functions. Sit back, relax and have a little bit of fun.
5. Let the stars shine at the Annual Spotlight on Excellence Awards Banquet, when we recognize the best of the best in the long term care profession.
6. A complete list of programs and events are included in this brochure and we are sure you will find something that will meet your educational needs.

## SPONSORSHIP OPPORTUNITIES AVAILABLE!

The 2019 CHCA Fall Convention is almost here and CHCA is looking for a few good sponsors. Sponsorship opportunities put your products and services directly before our facility members. Educational program sponsors may distribute promotional material. Your company name will be displayed on all posters and announced throughout the conference. If you would like to sponsor an event, please contact Bonita Jones, [bjones@cohca.org](mailto:bjones@cohca.org), 303-861-8228.

## SPECIAL THANK YOU TO OUR SPONSORS!



**TUESDAY, OCTOBER 1**

**CHCA /CCAL Annual Membership Business Meeting/Elections 2019 | 3:15 – 4:30 PM**

Join CHCA/CCAL for the annual membership business meeting/elections. The meeting will convene at 3:15 p.m. At the meeting, members will vote on the 2020 proposed budget and any bylaw changes, and other business of the association. Attendance at the business meeting is important because it gives members the opportunity to participate directly in the policy making decisions and to receive information on the business aspects of your association. All members are welcome and encouraged to attend. You don't have to be a voting delegate to attend this meeting. The business meeting is open to all members!

**Outlaws and Petticoats Western Night | 5:00 – 9:00 PM**

Don your favorite Western wear, breakout those boots and petticoats and get ready for some two-steppin' and country craziness. Your trip with us back to the Wild West includes roping lessons from good old fashioned cowboys, and line dancing instructions from authentic country dancers. Light refreshments will be served along with a cash bar.

Sponsored by: 

**WEDNESDAY, OCTOBER 2**

**Chef Challenge | 5:30 – 6:45 PM**

Time to cheer on your favorite team in the 2019 Chef Challenge, CHCA's search for the best food service team and chef in Colorado! Dishes will be judged by a panel of five professionals, awarding points for Organization, Culinary Skills, Taste & Presentation, and the use of Mystery Ingredient(s) given the day of the competition.

**Casino Night | 7:00 – 9:00 PM**

Join CHCA for a night of gaming and great door prizes. For those who might need a break from the tables, try dancing and karaoke or sit back and be entertained by a popular balloon artist and a renowned caricature artist. Every contribution to Casino Night will earn a ticket for prizes given away throughout the evening and you will be treated to music and entertainment provided by Leonard of Colorado Sound.

**Join us in the Exhibit Hall**

Attend the largest health care trade show in the Rocky Mountain region and learn more about innovative products and services that will enhance the quality of life and care of your residents.

<b>Exhibit Hours</b>	<b>Wednesday, October 2</b>	<b>Thursday, October 3</b>
	10:00 – 11:30 AM	10:00 – 11:30 AM
	3:00 – 4:00 PM	

**THURSDAY, OCTOBER 3**

**Chairman's Reception | 6:15 – 7:15 PM**

Chairman of the Board Mark Bedinger and the CHCA Board of Directors invite you to join them for a reception just prior to the annual awards banquet. Meet with old friends and new acquaintances and share the excitement, as award nominees get ready to shine in the spotlight of this year's awards banquet.

**"Spotlight on Excellence" Awards Banquet | 7:00 – 10:15 PM**

Take part in this time-honored event to recognize this year's outstanding long-term caregivers. Providers, vendors, community representatives and others will join together to recognize excellence in our community. The recognition shown to the staff of nursing care facilities and the assisted living facilities will help build teams that will shape the future of our profession. This is a special evening for everyone involved in the long-term care community and a wonderful way to close out the 2019 convention. Seating will be on a pre-assigned basis, and corporate tables are available. Digital pictures of award winners and/or staff will be taken after the banquet, and media packets will be available. Photos may be purchased at the time the pictures are taken.

## PROGRAM HIGHLIGHTS

Keynote Presentation: Program #5

**WEDNESDAY, OCTOBER 2**

8:30 – 10:00 AM

**On Any Given Day: Leadership Lessons from Columbine and Beyond**

**Frank DeAngelis**

*Former Columbine High School principal*



**Wednesday Evening**

**Chef Challenge**

5:30 – 6:45 PM

**Thursday Luncheon**

**Why is Grandma Screaming?**

**Barbara Speedling**

*Innovations for Quality Living*



**Wednesday Luncheon**

**Ms. Colorado Health Care Association Pageant**

Colorado Health Care Association is proud to host the third annual Ms. Colorado Health Care Association Pageant during this year's 2019 Fall Conference. The winner will be announced at this luncheon.

**TUESDAY, OCTOBER 1**

TIME	FUNCTION	SPEAKER/SPONSOR	AUDIENCE
9:00 AM – 3:00 PM	Registration		
10:00 – 11:45 AM	1. Delivering Quality and Maximizing Your Pay for Performance	Matt Haynes HCPF, Sarah Schumann Brookside Inn, Dan Kipp Arbor View, Linda Savage, SavaSeniorCare, Elizabeth Schulte-Mullins, Telligen	Administrators, DON, Management Team
12:00 – 5:00 PM	Exhibit Hall Set-up		
12:00 – 1:00 PM	CHCA Leadership Luncheon Board of Directors and Committee Chairs	Doug Farmer Encore Rehabilitation Services	Board of Directors, Committee Chairs
1:15 – 2:30 PM	2. CDPHE Update - SNF	Jo Tansey, CDPHE	Administrators, DON, Management Team
	3. CDPHE AL Update	Dee Reda and Michelle Topkoff, CDHPE	Corporate, Administrators, Managers
	4. Opioid Crisis & Pain Management	Scott Stewart, Pharmcare USA	Nursing & Therapy
2:30 – 3:00 PM	Credentialing of Delegates Dress Rehearsal		
3:15 – 4:30 PM	5. Annual Business Meeting-Election of Officers		All Members
5:00 – 9:00 PM	A. Outlaws and Petticoats Western Night	Sponsored by: Pharmcare USA	All Members

**WEDNESDAY, OCTOBER 2**

TIME	FUNCTION	SPEAKER/SPONSOR	AUDIENCE
6:30 – 9:30 AM	Exhibitor Set-up		
7:00 AM – 4:00 PM	Registration		
8:30 – 10:00 AM	6. Keynote Presentation: On Any Given Day: Leadership Lessons from Columbine and Beyond	Frank DeAngelis, Former Principal, Columbine High School*	All Members
10:00– 11:30 AM	Exhibit Viewing		
11:30 AM– 1:00 PM	B. Luncheon: (50/50 Drawing) – Ms. CHCA Pageant		All Members
1:15 – 2:45 PM	7. Utilizing Peer Review/QA Privileges to Proactively Prevent Liability Risks in Daily Operations and Internal Investigations	Carol Manteuffel, Sean Quinn, Husch Blackwell	Administrators, Managers, QA Members
	8. Effective Communication-Stop, Look, and Listen	Jane Barton, Cardinal, LLC	Assisted Living, CNAs
	9. Chair Chi: Seated Tai Chi for the movement impaired populations	Pat Griffith, Chair Chi	Activities, Life Enrichment, CNAs Assisted Living

## SCHEDULE

### WEDNESDAY, OCTOBER 2 (continued)

TIME	FUNCTION	SPEAKER/SPONSOR	AUDIENCE
1:15 – 2:45 PM	10. Sanitation Strategies	Josh Summers, Western Paper	Nutrition Professionals, Housekeeping, Assisted Living
	11. Connecting Restorative Nursing and PDPM	Maureen McCarthy, Celtic Consulting	Directors of Nursing, Therapy, Managers
3:00 – 4:00 PM	Exhibit Viewing		
3:45 – 5:15 PM	12. Dealing with Dysphagia: Causes, Diagnosis and Treatment	Emily Nelson, Kaitlyn Santillana, Nelson Mobile FEES	Nutrition Professionals, Nurses, Therapy
	13. Shifting the Paradigm of Behavior Management from Responsive to Preventive. We are All in it Together	Hope Carwile, Vivage Senior Living	Assisted Living, Nursing, Care Team, Social Services, Activities
	14. Leadership- Keeping Purpose in our Process	Kenda Spaulding, E. Dene Moore	All Leadership, Assisted Living
	15. PDPM Survivors	Julie Bilyeu, BKD	SNF Managers, NHAs, Corporate
	16. Life Safety Update	Rob Sontag, Fire Life Safety	Environmental, Administrators

### THURSDAY, OCTOBER 3

TIME	FUNCTION	SPEAKER/SPONSOR	AUDIENCE
7:00 AM – 4:00 PM	Registration		
8:30 – 10:00 AM	17. PDPM, an Interdisciplinary Approach	Sherri Robins, BKD	Administrators, DONs, Management Team
	18. Winning the Survivor Game in Long-Term Care	Donna Singer, Caring About Care	Caregivers, QMAPS, CNAs
	19. What's New in Infection Prevention	CDPHE Health Care Associated Infections Team: Dr. Wendy Bamberg, Dr. Chris Czaja, April Burdorf, Helen Johnson, Telligon: Deanna Curry	Administrators, Nurses, Management Team, Environmental
	20. Operationalizing a Compliance and Ethics Program in Your Facility	Demi Haffenreffer, Haffenreffer and Associates, Inc.	Administrators, Corporate, Managers
	21. Beyond Bingo: How Activity Programming can support Census, Satisfaction, and Retention	Amy Goeglein, Western Hills, Meredith Eder, Brookshire House	Activities, Managers, Caregivers, Social Services, Leadership, CNAs, Assisted Living
10:00 – 11:30 AM	Exhibit Viewing		
11:30 AM – 1:00 PM	D. Luncheon: Why is Grandma Screaming?	Barbara Speedling, Innovations for Quality Living	All Members

THURSDAY, OCTOBER 3 (continued)

TIME	FUNCTION	SPEAKER/SPONSOR	AUDIENCE
1:15 – 2:45 PM	22. Mediation and Arbitration of Health Care Disputes in Colorado	Fred Miles, Greenberg Traurig, LLP*	Corporate, Administrators, DONs
	23. Trauma Informed Care	Barbara Speedling, Innovation for Quality Living	Social Workers, Managers, CNAs, Assisted Living
	24. The Evolution of Health Information Management	Andrea Graves, Graves Consulting	HIM
	25. Shoot for the Stars! Making Quality Shine with the New Five-Star	Deanna Curry, Elizabeth Shulte-Mullins, Telligen	Nurse Managers, Administrators
	26. Preparing For Disruptions in Emergency Situations	Aimee Voth Siebert, CDPHE, Michelle Deland, NCR HCC	Assisted Living, Environmental, Management
3:00 – 3:45 PM	Exhibit Viewing		
3:45 – 5:45 PM	Exhibit Tear Down		
4:00 – 5:00 PM			
6:15 – 7:15 PM	Chairman’s Reception		
7:00 – 10:15 PM	E. Awards Banquet		

PROGRAMS

1. Delivering Quality and Maximizing Your Pay for Performance

Speakers: P4P Committee Members

This informative program will update attendees on the application, focusing on pieces that may have changed or have caused challenges. The panel members will speak to intent of specific sections, best practices in meeting the criteria, and will take questions from the audience.

2. CDPHE AL Update

Speakers: Dee Reda and Michelle Topkoff, CDHPE

3. CDPHE Update

Speaker: Jo Tansey, CDPHE

Join Jo Tansey, Nursing Facilities Section Manager CDPHE, and some of her team, for an update on the trends and implementation of the New Requirements as seen through the eyes of a surveyor. Phase 3 is finally here and we have two years of data from the “new survey.” Don’t miss this comprehensive update.

4. Opioid Crisis & Pain Management

Speaker: Scott Stewart, Pharmcare USA

This discussion will provide you a better understanding of the opioid crisis currently occurring in the United States, of pain management as it relates to the senior population, and how current CMS regulations and standards are related to pain management in the post-acute care setting.

**Scott Stewart, Pharm.D.** - Scott Stewart resides in the Dallas, Texas area. He is the Director of Clinical Services for PharmcareUSA in their Texas region. Scott has been in the long-term care consulting/pharmacy world since 2009, and is a long-time member of the American Society of Consultant Pharmacists. Scott has been involved with TMF Quality Innovation Network and Oklahoma/Texas Medication Advisory Safety Groups. Scott has also been a vital team member in developing pharmacy consulting software that will help revolutionize the industry, and improved the reporting tools that have historically been available to consultant pharmacists.

## PROGRAMS

### 5. Annual Business Meeting & Election of Officers

### 6. Keynote Presentation: On Any Given Day: Leadership Lessons from Columbine and Beyond

**Speaker:** Frank DeAngelis,  
Former Columbine High School Principal

Our lives are not determined by what happens to us, but how we react to what happens; not by what life brings to us, but by the attitude we bring to life. A positive attitude causes a chain reaction of positive thoughts, events, and outcomes. It is a catalyst...a spark that creates extraordinary results.”(anon) The tragedy at Columbine redefined the nation. Frank DeAngelis tells his story from the events through the aftermath. This presentation reveals the leadership lessons he learned in the focus of an international firestorm. Frank’s honest, straight-forward account provides invaluable insights into managing the after-crisis with students, staff members, community members and never ending media attention. A positive attitude and a passion for his job allowed him to work at Columbine from 1979 to 2014. He shares how he was able to build a community that worked together for his kids; the students at Columbine High School. The takeaways from this presentation should be required reading for every leader in the nation.

**Frank DeAngelis** was a staff member at Columbine High School in the Jeffco School District in Littleton Colorado, since 1979, starting as a Social Studies teacher and filling the roles of Head Baseball Coach, Assistant Football Coach, Dean of Students, and Assistant Principal, before becoming the Principal in 1996. Frank is a Colorado native, completing his K-12 education in Denver-area schools, proceeding to graduate from Metropolitan State College and subsequently from the University of Colorado with a Masters Degree in Secondary Education and Social Studies, his Principal’s License and Masters Degree from the University of Phoenix. Frank has been involved in numerous professional activities and associations, and has received multiple awards for his teaching, leadership and coaching skills. He has also been called upon to speak about recovery after a school tragedy at a variety of conferences, and has assisted as a consultant after a number of other violent school events. He was selected as Colorado High School Principal of the Year and was one of the three finalists for National Principal of the Year. He received the Jefferson County Lifetime Achievement Award and the Gandhi, King, Ikeda Community Builders Award. He retired in June of 2014 after 35 years at

Columbine High School. He is presently serving as a consultant for safety and emergency management for the Jeffco School District in Colorado, and continues to deliver speeches in the United States, Canada, and Europe.

### 7. Utilizing Peer Review/QA Privileges to Proactively Prevent Liability Risks in Daily Operations and Internal Investigations

**Speakers:** Carol Manteuffel, Partner, Husch Blackwell LLP,  
Sean Quinn, Husch Blackwell LLP

Administrators, Directors of Nursing, and Department Managers and Supervisors face liability risks when they deal with routine problems that arise every day in post-acute care SNF/AL settings. How administrative actions are executed and documented can be critical to prevent liability in future litigation, employment disputes, or enforcement of survey findings. This program will discuss the effective use of Peer Review and the Quality Assurance Privileges to protect administrative actions, investigatory findings and conclusions from being discoverable in litigation, professional licensing board reviews and subpoenas, and surveys. Through those privileges, you can protect the facility and your license.

**Carol Manteuffel** is a partner with the Husch Blackwell law firm in their Denver office and focuses her practice in the areas of healthcare and administrative law with an emphasis on regulatory matters pertaining to the licensing and certification of post-acute and ancillary healthcare providers in state and federal regulatory proceedings. These matters include Medicare/Medicaid certification and licensing surveys, program audits, investigations for fraud and abuse, and reimbursement audits. She also has extensive experience representing licensed and certified healthcare professionals in administrative proceedings before state licensing and federal certification agencies.

A registered nurse for 35 years, Carol has a unique clinical background and wealth of practical knowledge.

**Sean Quinn** is an attorney with Husch Blackwell’s national healthcare team. Mr. Quinn regularly counsels long term and post-acute care providers on a wide range of issues, including operations, licensing, compliance, and reimbursement. While Sean advises providers on day-to-day compliance and corporate governance issues, he also represents providers in investigations and enforcement actions brought by state and federal licensing and regulatory agencies.



## 8. Effective Communication - Stop. Look. And Listen

**Speaker:** Jane Barton, Cardinal, LLC

Communication is defined as the exchange of information—something we do routinely day in and day out. However, routine is not synonymous with artful or effective! Miscommunications happen in our personal and professional roles—creating confusion, conflict, and contention. So, what is the secret communicating effectively? Stop. Look. And Listen.

**Jane W. Barton**, author of *Caregiving for the GENIUS*, is a passionate speaker, writer, and listener. As the founder of Cardinal, LLC, she provides educational programs, books, and blogs to assist people in confronting the daunting challenges posed by aging, serious illness, and the end of life. Jane is well versed in the areas of grief and bereavement, caregiving, hospice and palliative care, change and transition, and spirituality and health.

## 9. Chair Chi: Seated Tai Chi for the Movement Impaired Populations

**Speaker:** Pat Griffith, Founder of Chair Chi

Chair Chi is a gentle exercise program developed by Pat Griffith to help people receive the benefits of traditional Tai Chi Chuan in the comfort and safety of their chair. This allows people who cannot stand or do not feel confident with their balance, to participate.

After completion of this session the participant will be able to demonstrate some of the warm up and cool down (Chi Gung) exercises, as well as, breathing and stretching techniques of Chair Chi. Also, the participants will know why these exercises are beneficial for the senior population. Lastly, they will learn the Chair Chi form.

**Pat Griffith** is a certified Tai Chi Chuan instructor and founder of Chair Chi. He has been teaching at health clubs, senior and wellness centers and senior facilities since 1997. He has taught local, state, national and international seminars and demonstrations since 2010.

Chair Chi is currently in 30 states and Canada with approximately 3,600 instructors including Activity Directors, Physical, Occupational, Recreational and Massage Therapists, Doctors, Nurses, Personal Trainers and Managers of Senior Living Facilities.

## 10. Sanitation Strategies

**Speaker:** Josh Summer, Western Paper

Kitchen sanitation tags continue to rank high in survey trends. This presentation on chemicals and dilution systems will address the distinction between cleaning and disinfecting/sanitizing, while discussing proper workflow and daily systems management in the kitchen. Participants will gain knowledge on appropriate sanitizer measurements and documentation along with SDS and safety and Reactive service.

**Mr. Summers** is a Senior Living Specialist with Western Paper Distributors, a Colorado, family owned janitorial supply and service/food service disposable supply company. They deliver custom programs designed to enhance the homelike feel of your community and provide a safe, hygienic environment for residents, staff and guests all while balancing the rigidity of the state regulations.

## 11. Connecting Restorative Nursing and PDPM

**Speaker:** Maureen McCarthy, Celtic Consulting

Under PDPM, SNFs will likely experiment with alternative care models, which may include a Restorative Nursing Program. Join Maureen McCarthy, President of Celtic Consulting, to learn about the advantages a Restorative Nursing Program can bring to residents and your reimbursement. This presentation will outline how restorative nursing programs can improve resident and family satisfaction, impact reimbursement, and reduce rehospitalizations.

**Maureen McCathy** is the President of Celtic Consulting, LLC, a clinical reimbursement, clinical operations and compliance advisory firm. Recognized as an industry leader in clinical reimbursement for Long-Term Care, Maureen has been a registered nurse for over 30 years with experience as an MDS Coordinator, Director of Nursing, Rehab Director and a Medicare biller.

McCarthy is certified in the resident assessment process, QAPI and Director of Nursing Services, by nationally recognized organizations and holds Master Teacher status in all three certifications.

## PROGRAMS

### 12. Dealing with Dysphagia: Causes, Diagnosis and Treatment

**Speaker:** Emily Nelson and Kaitlyn Santillana, Nelson Mobile Fees

Dysphagia Assessment and Management: the role of the SLP, assessments, instrumentation, recommendations, IDDSI and the WHY behind our diet recommendations.

**Emily Nelson** is a medical speech language pathologist, who has been privileged in endoscopy for FEES for seven years. In addition to being a FEES trainer and public speaker on the topic of FEES and Dysphagia, Emily has completed advanced training in FEES with Dr. Susan Langmore, the founder of FEES. Emily holds the Certificate of Clinical Competence from the American Speech Language and Hearing Association (ASHA), and is a member of ASHA's special interest group on swallowing and swallowing disorders. She is also a member of the Dysphagia Research Society.

**Kaitlyn Santillana** is a medical speech pathologist who has completed extensive training on FEES. She also holds the certificate of Clinical Compliance from ASHA.

### 13. Shifting the Paradigm of Behavior Management from Responsive to Preventive. We are All in it Together.

**Speaker:** Hope Carwile, Vivage Senior Living

In this session we will touch base on Trauma Informed Care, decreasing re-traumatizing, secondary trauma, and compassion fatigue for residents and employees, by improving resiliency through a collective view on complementary and alternative medicines called Integrative Wellness.

**Hope Carwile** has worked in Long Term Care for over a decade, is an LCSW, Certified Clinical Trauma Professional, an Eden Alternative Associate and Educator. Her current position is as an Innovation Specialist with VIVAGE Senior Living. Hope completed her 200 hour yoga teacher training in June 2018 and is working on incorporating Complementary Alternative Medicine and Integrative Wellness Programs for residents and care partners into daily practices within Long Term Care.

### 14. Keeping Purpose in our Process

**Speaker:** Kenda Spaulding, NHA, E. Dene Moore

It is so easy to become task oriented rather than purpose oriented in our demanding world of health care! Yet, purpose will assist us in achieving tasks at a level of quality that no "task on" list can achieve.

**Kenda Spaulding** is the Chief Experience Officer for Grand River Health E. Dene Moore Care Center. She has an education and background in Psychology, Fine Arts, and Organizational Development. Graduate studies in Organizational Psychology were completed at Colorado State University. She is a licensed Nursing Home Administrator with Grand River Hospital District. Kenda is active in the sharing of health care information to promote person centered care and is listed in the credits for the creation of the Long-Term Care Improvement Guide published by the Picker Institute and Planetree. She has been selected to present at the International Planetree Conference for the past 3 years, as well as delivering numerous presentations for Colorado Health Care Association. Kenda was one of 25 health care leaders in the U.S. awarded a Future Leaders Award by American Health Care Association in 2016 and serves on the Not for Profit Council in Washington D.C. She is a member of the American College of Health Care Administrators, and was one of 9 Colorado administrators awarded the 2017 Eli Pick Leadership award..

### 15. PDPM Survivors

**Speaker:** Julie Bilyeu, BKD

Now that PDPM is here we will discuss best practices, team initiatives, common questions and misconceptions to help you not get voted off the island.

**Julie Bilyeu** directs BKD's long-term care billing services, which include Medicare billing outsourcing, aged accounts receivable recovery, billing training and consulting services such as billing and operations reviews. She has more than 14 years of health care industry experience, focusing on the long-term care revenue cycle. Her areas of expertise include billing software consulting, accounts receivable recovery and billing assessments. She also serves as a resource for complex revenue cycle issues. Julie routinely speaks to national and state industry associations and conducts webinars and training presentations regarding a variety of billing-related topics. She is a 2006 graduate of Cox College, Springfield, Missouri.

## 16. Life Safety Update

**Speaker:** Rob Sontag, Fire & Life Safety

This session will be an update from the Colorado Division of Fire Prevention and Control on Life Safety Code Issues and Requirements in Nursing Homes and Assisted Living Communities.

**Rob Sontag** is the Deputy Section Chief for Prevention, Fire & Life Safety Section with the Colorado Division of Fire Prevention and Control. Robert has been a firefighter/EMT for over 15 years. Since 2001, he has served in every level of Fire Prevention and Life Safety (From Fire Inspector/Investigator all the way up to Fire Marshal.) Robert has taught Fire and Life Safety Classes on both the state and national level. He is one of four national Life Safety Code faculty for the Centers for Medicare and Medicaid.

## 17. PDPM, an Interdisciplinary Approach

**Speaker:** Sherri Robins, BKD

In this session we will discuss a team approach to PDPM and the importance of admissions, clinical and business office roles all working together.

**Sherri Robbins** has more than 20 years of experience and focuses on long-term care. She provides clinical consulting for health care providers and educates providers about Medicare reimbursement strategies. She performs comprehensive follow-up reviews focused on patient-centered care and regulation compliance to help providers obtain appropriate Medicare reimbursement.

She is a Certified Legal Nurse Consultant (CLNC®), licensed nursing home administrator and Resident Assessment Coordinator - Certified (RAC-CT®). As a CLNC, Sherri assists attorneys representing health care providers. She frequently presents to long-term care and senior living associations.

## 18. "Winning the Survivor Game in Long-Term Care"

**Speaker:** Donna Singer "Caring About Care"

Coping with demanding situations and constantly managing stress will determine who remains a "survivor" in long-term care. This interactive and entertaining program will provide tips on how to outwit resident behaviors, outsmart stress, and outlast with good communication, motivation, and teamwork. Learn how to keep your morale high, your stress low, and win the survivor game in long-term care.

**Donna Singer** weaves a unique blend of common sense, humor, personal experience, and professional training into a presentation that is sure to educate and entertain. Donna has a Masters degree in Gerontology and is a certified Eden Alternative Associate. She has worked in the field of aging for over 40 years, including work in long-term care. Her speaking business "Caring about Care" is dedicated to improving the care of our nation's elderly through education.

## 19. What's New in Infection Prevention

**Speakers:** CDPHE: Dr. Chris Czaja, April Burdorf, Helen Johnson, Telligen: Deanna Curry

I collected a urine now what? Diagnostic stewardship, antibiotic time-outs, and antibiograms, oh my!

This program will discuss recent outbreaks in nursing homes and how to prevent them, including new recommendations and best practices.

- Is that room clean, look again. Hidden risks in environmental cleaning.
- Who ya gonna call? Do you know what to report to public health and how, let's talk about special pathogens and outbreak reporting?

## PROGRAMS

### 20. Operationalizing a Compliance and Ethics Program in Your Facility

*Speaker: Demi Haffenreffer, Haffenreffer and Associates*

Compliance and Ethics programs will be required as part of Phase Three of the ROPs that go into effect in November of 2019. Your Compliance and Ethics program must have sufficient resources and support to reduce the prospect of criminal, civil and administrative violations. You must train staff, contractors and volunteers about your program to further the goal of compliance. This presentation will address all of these areas and help insure your compliance this coming November.

**Demetria (Demi) Haffenreffer, RN, MBA**, has made long-term care her profession since 1973, first as a Director of Nursing and for the last thirty-five years as a consultant. She is founder and President of Haffenreffer & Associates, Inc., an Oregon consulting firm supporting skilled and community based care providers in the delivery of person-centered, compassionate care. Haffenreffer & Associates, Inc. provides educational and hands-on assistance with the implementation of quality systems and corporate compliance programs nationwide.

In 2011, Demi assisted the Colorado Foundation for Medical Care with a CMS grant to publish the Model Program for Quality Performance called "QAPI." Demi is a facilitator for the AHCA Leadership Excellence Self-Assessment System and is currently serving on the Washington Health Care Association Quality Improvement Committee. She has served on the Oregon State Resident Safety Review Council, the Steering Committee of MOVE (Making Oregon Vital for Elders, an outreach of the Pioneer Network), as a member of Oregon Patient Safety Commission, and as a Master Examiner for AHCA's Quality Award. Demi has taught workshops nationally and internationally on a variety of subjects pertinent to long-term care and has authored five policy and procedure manuals.

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### 21. Beyond Bingo: How Activity Programming can Support Census, Satisfaction, and Retention

*Speakers: Amy Goeglein, Western Hills, Meredith Eder, Brookshire House*

The activity department can sometimes be viewed as playing second fiddle to the clinical and psychosocial needs of your community. However, when this department is given the opportunity to be front and center, you may achieve results you never thought possible. From increased satisfaction, improved employee retention rates, increase in census, to a decrease in the number of complaint/concerns, this session will give you ideas of how to utilize your activity team to the fullest.

**Amy Goeglein CTRS, NHA**, has worked in long term care since 1993. Amy has a BS in Human Development and Family Studies from Colorado State University and a BA in Therapeutic Recreation from Metropolitan State College of Denver. Amy was a consultant for 10 years focusing on quality of life, activities and culture change with several large companies and was the lead instructor or the Activity Professionals Training Program at Arapahoe Community College from 2006 – 2015. Amy served on the CAPA State Executive Board for many years and continues to chair the Activities Council for CHCA. Currently the Administrator for Life Care Centers of America at Western Hills in Lakewood.

**Meredith Eder** has worked in long-term care since 1999 when she graduated from Indiana University with a degree in Therapeutic Recreation. She has worked as an activity assistant, activity director, and activity consultant with Vivage Senior Living for 9 years and most recently as a Nursing Home Administrator. Meredith has been a certified instructor for Dementia Capable Care, Non-violent Crisis Intervention and the Activity Director Certification course. She has been a presenter at conferences for the AHCA, the Pioneer Network and the Eden Alternative. Meredith has served as a board member for CAPA and CHCA Activity Council.

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## 22. Mediation and Arbitration of Health Care Disputes in Colorado

**Speaker:** Fred Miles, Greenberg, Traurig, LLP

This year's legal session will be a Mediation and Arbitration primer for nursing home and assisted living facility administrators, managers, and other personnel involved in initiating and implementing these arrangements in their facilities. The program will begin with a short presentation on the legal background of mediation and arbitration under the requirements of Colorado's unique Health Care Availability Act. This will include an introduction on the similarities and differences between mediation and arbitration and what provisions are both legally required and otherwise desirable to be in a written agreement with residents and their legal representatives.

**Fred Miles, J.D.**, Of Counsel for Greenberg Traurig, LLP. He is a nationally recognized expert in health law with an emphasis in representing providers in the post-acute services health care sector. He maintains an active regulatory trial practice, focusing on Medicare/Medicaid program issues including fraud and abuse, licensing, certification and reimbursement.

Fred has participated in an extensive number of administrative trials regarding various licensing and reimbursement cases at the federal level, as well as appearing in various state administrative forums in the Rocky Mountain Region. He also has significant litigation experience in state and federal courts including appearances at the appellate level in the United States Court of Appeals for the Tenth Circuit, the Colorado Supreme Court and the Colorado Court of Appeals.

## 23. Trauma Informed Care

**Speaker:** Barbara Speedling, Innovations for Quality Living

Phase Three of the revised Federal regulations for Trauma-Informed Care and Behavioral Health Services challenge long-term care facilities to ensure that they are fully prepared to care for residents with complex psychosocial needs. Beyond differentiating between dementia and psychiatric illness or addictions, the facility staff must have a working knowledge of the interventions and services necessary to achieve quality care for a rapidly changing population. This session offers an overview of the regulatory expectations and insight into staff education and training, assessment and care planning, service development, and therapeutic activity interventions to address a broad range of behavioral health needs. (See lunch for bio).

## 24. The Evolution of Health Information Management

**Speaker:** Andrea Graves, Graves Consulting

Health Information Management is the profession dedicated to the effective management of patient information and healthcare data needed to deliver quality treatment and care to the public. The fundamentals of the HIM continue to evolve over time, becoming less paper based and increasingly electronic. A number of factors as well as new regulations influencing the healthcare environment have a direct impact on the HIM profession. HIM professionals are responding rapidly to these changes and are highly adept at meeting the evolving need for real-time health information at the point of care.

Join us as we discuss the following topics:

- The Changing HIM Environment
- Expanding Roles of HIM Professionals
- Education of HIM Professionals
- Expansion of HIM within the Healthcare Industry

**Andrea Graves** has over 27 years of healthcare experience. She has deep passion and understanding of Health Information Management and credits her success to a rewarding career primarily dedicated to long term care, home health and hospice care. She started her healthcare consulting journey by establishing Graves Consulting Services, LLC in November 2014. Her primary agenda is to assure her clients have the option to utilize her as a healthcare knowledge base and support system.

In May of 2018, Andrea decided to venture into education and she currently works very closely with students acquiring their RHIT credential at Front Range Community College. She is also an active member of AHIMA, CHIMA and serves on the HIM advisory board for Arapahoe Community College and Regis University.

## PROGRAMS

### 25. Shoot for the Stars! Making Quality Shine with the New Five-Star

**Speakers:** Deanna Curry and Elizabeth Schulte-Mullins, Telligen

Our Five-Star Rating impacts many aspects of our operations. Learn more about how to positively impact your Five-Star quality measures

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### 26. Preparing for Disruptions in Emergency Situations

**Speaker:** Amy Voth-Siebert, CDPHE, Amy Goeglein, Western Hills Care Center, Amber Carlson, LNHA, Michelle Deland, NCR HCC

Preparing for the disruptions that can potentially impact a variety of emergency situations can aide in the development of efficient and consistent emergency planning. Join us for this discussion of proactive measures along with lessons learned from recent emergencies. You will walk away with a different perspective and greater confidence in handling emergency situations.

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## EXHIBITORS

Advantage Surgical and Wound Care  
American HealthTech  
American Medical Response  
American Medical Technologies  
Aspen Speech Therapy  
Bamboo Consulting  
Bridges Community Homecare & Hospice  
Carstens, Inc.  
Colavria  
Colorado Acute Long Term Hospital  
Compassus Hospice and Palliative Care  
Continued Care Community Pharmacy  
Davey Coach Sales  
Deer Oaks  
Denver Beverage  
Direct Supply  
Elevation Respiratory Care & Diagnostics  
Fairmount Cemetery  
Five Star Senior Living  
Food Services of America  
Genesis Rehab Services  
Handicare USA  
Harmony Healthcare International  
Healthcare Services Group  
HPSI Purchasing Services  
Human Care Group  
Infinity Rehab  
Intalere/HRS  
It's Never 2 Late  
JJ Insurance  
Lancaster Pollard & Co.  
Lantz Boggio  
Life Care Centers of America

McKesson Medical/Surgical  
Medline Industries  
Momentum Healthware  
Mueller Prost  
New Horizon Foods  
Omicare  
Optum Health  
Pacific Mobile Diagnostics  
Pages of Life Consulting, LLC  
PharMerica  
Pinnacle Quality Insight  
Premier Medical Corporation  
ProHealth One  
Provista  
Rehab Care  
Rehab Solutions  
Reliant Rehabilitation  
Remedi Senior Care  
Rocky Mountain Respiratory Resource  
Royal Crest Dairy  
SavaSeniorCare  
Schryver Medical  
Shamrock Foods  
Sound Marketing Inc  
StateServ Hospicelink  
Sysco Food Services  
The Denver Hospice  
The Fawks Company  
U.S. Foods  
Visiting Ancillary Services  
Vivage Senior Living  
Wellage Senior Communities  
WellSky



**Embassy Suites Loveland**  
**4705 Clydesdale Parkway**  
**Loveland, CO 80538**  
**970-612-2440**

### **DIRECTIONS:**

Take I-25 North and exit at 259  
turn right onto Crossroads Blvd.  
Turn left on Clydesdale Pkwy.  
Follow through to parking lot.

Convention participants are responsible for making their own hotel reservations at the Embassy Suites. The hotel is holding a block of overnight rooms for CHCA convention attendees until September 7, 2019, or until the room block is full, whichever comes first. At that time, all rooms not yet reserved will be released and made available to the general public.

PLEASE NOTE: The hotel is likely to become sold out during the week of the convention! When making reservations be sure to use the Embassy Suites, reservation card; if you call be sure to identify yourself as a CHCA convention attendee to get the following rate:

Occupancy: Single/double: \$149.00, Triple: \$164, Quad: \$179

Hotel Check-in (September 30) Check-out (October 4)

Group Name: 2019 Colorado Healthcare Association

Group Code: CHA

Guest Room Reservation link:

[https://embassysuites.hilton.com/en/es/groups/personalized/F/FN-LESES-CHA-20190930/index.jhtml?WT.mc\\_id=POG](https://embassysuites.hilton.com/en/es/groups/personalized/F/FN-LESES-CHA-20190930/index.jhtml?WT.mc_id=POG)

### **DON'T BE A NO SHOW!!**

Sometimes plans change. People not using their reservations without canceling are "no-shows". Not canceling your room prevents others from obtaining an overnight room. If your plans, change, please notify the hotel. You will be charged for an overnight room if you do not cancel.

Handicapped Services available. If you require any kind of handicapped services please be sure to fill in the section on the registration form.

## REGISTRATION

### **FACILITY REGISTRATION FEES**

Up to five staff members and a resident or family-council member from your facility may attend the three day convention for one registration fee. Each additional attendee is \$50.00. Corporate offices must register separately from facilities.

### **ASSOCIATE MEMBER REGISTRATION FEES**

The non-exhibiting associate member registration is specified on the registration form.

### **PAYMENT & MORE DETAILS**

PLEASE NOTE: If a check is being mailed from the corporate office, please mail registration with a note the check will be forthcoming.

### **REGISTRATION DEADLINE**

Completed registration forms, including meal choices and session choices, will receive the prices according to the following dates received:

Regular registration fee: completed registration forms submitted until August 31, 2019.

Late registration fee: registrations received after August 31, 2019 will be assessed a \$200 late fee in addition to the "regular registration" cost.

To attend this conference, please register online at  
<http://bit.ly/FallCHCAConference>



Colorado Health Care Association  
& Center for Assisted Living

225 E. 16th Avenue | Suite 1100  
Denver, CO 80203

[www.cohca.org](http://www.cohca.org)