It's a Jungle Out There
... Safari to Quality
The Arizona Health Care Association welcomes you to the 2019 Annual Convention & Expo!

Remember your team when registering. This convention will benefit staff at every level of your organization, including:

- Skilled Nursing Administrators
- Assisted Living Managers
- Directors of Nursing
- Owners/Operators
- CNAs/Caregivers
- Social Workers
- Nurses
- Business Office Managers
- Plant Managers
- Activity Professionals

**CONVENTION HIGHLIGHTS**

**Pre-Convention Intensive**… earn up to 2 CEUs by attending the session on Tuesday at 7:45am.

**Exceptional education**… enjoy top-notch speakers while earning up to 12 CEUs, approved by the National Association of Long Term Care Administrator Board (NAB) and the National Association of Activity Professionals Credentialing Center (NAAPCC).

**Expo**… visit over 100 business partners who provide cutting edge products and services.

**Silent auction**… support the Arizona Health Care Foundation by purchasing items from the exciting silent auction. Also, try your luck by buying raffle tickets; you could win 50% of the proceeds!

**Dining**… indulge in some of the best fare in the southwest just by attending the convention. Your full convention registration includes breakfast on Wednesday & Thursday, lunch on Tuesday & Wednesday, and snacks during the breaks.

**New this year**… Tuesday evening event, Night of Improv and Live Auction

**VENUE INFORMATION**

The convention will be held at the Talking Stick Resort, 9800 Talking Stick Way, Scottsdale, AZ 85256.

Reserve your hotel room by Saturday, May 25, 2019 to get the discounted price of $119.00 per night. Participants can make their reservations directly with the Talking Stick Resort by going to:

http://bookings.ihotelier.com/bookings.jsp?groupId=2292060&hotelId=73351.
Matt Gutman is an ABC News Chief National Correspondent. He reports for all ABC News broadcasts and platforms, including “World News Tonight with David Muir,” “20/20,” “Good Morning America,” and “Nightline.” He is based in Los Angeles but has reported for ABC from nearly 50 countries across the globe.

Matt has covered many of the major stories of the past decade – from the spate of mass shootings and catastrophic storms in the US, to terror in Europe, political upheaval at home, and the controversy over the US-Mexico border. But it’s not all tragedy – he’s also reported on triumphs like four Olympic games and the miraculous rescue of the boys soccer team from a cave in Thailand, about which Gutman authored the 2018 book “The Boys in the Cave: Deep Inside the Impossible Rescue in Thailand.”

For nearly 15 years, The Water Coolers have entertained and educated audiences around the world with their high energy, uncommonly funny, honest take on work and life. Smart phones, conference calls, kids, co-workers, and travel are just a few of the topics this group of top NYC talent turns into hilarious sketch comedy and song. They are one of the few acts to win Event Solutions magazine’s Spotlight Awards for Entertainment of the Year multiple times. Their writing team mixes professional comedy writers with people working in the “real world” to deliver an authentic and funny take on work. The team is headed up by one of the creators of New York’s longest running comedy hit ever, “Tony n’ Tina’s Wedding” whose other comedy credits include numerous appearances on The Conan O’Brien Show, and voicing Peanut on the Cartoon Network’s cult hit, “Harvey Birdman, Attorney At Law,” also starring Stephen Colbert and Gary Cole.
**TUESDAY, JUNE 18, 2019**

### Preconference Registration
- **7:00 – 7:45am**
- Preconference Registration

### Preconference Intensive (2 CEUs)
- **7:45 – 9:45am**
- Separate fee

**Abuse Identification and Prevention in Long Term Care**
- **Harmony Duport**, RS, Bureau Chief, Bureau of Residential Facilities Licensing, Arizona Department of Health Services
- **Diane Eckles**, Bureau Chief, Bureau of Long Term Care Licensing, Arizona Department of Health Services
- **Paige Hector**, LMSW, Clinical Educator & Consultant

This session will provide an overview of the regulations regarding abuse for both assisted living and skilled nursing centers, including the top cited abuse deficiencies in Arizona. The discussion will also include the various types of abuse that occur such as sexual, physical, neglect, and how residents exhibit both physical and emotional signs of abuse. Abuse prevention and identification will also be a focus of this session.

**The Journey Through PDPM – A Change Management Approach to Success**
- **Jayne Warwick**, RN, HBScH, Marketing, Director, Market Insight, PointClickCare

Medicare A is impacted in fiscal 2020 but come October 1, 2019 and the retirement of RUGs III and IV, the entire payor mix will be shifting models. PDPM is not just a change in the way we get paid, but a paradigmatic shift in how we address patient needs. This session will provide a framework for managing the changes required with PDPM for not only this year – but through any regulatory changes ahead.

### Convention & Expo (0.25 CEUs)
- **10:00 – 10:15am**
- Welcome to the Convention & Expo
- **David Voepel**, Executive Director, AHCA

### Opening Session & Awards Ceremony
- **10:15 – 12:00pm**
- **Burning Shield**
- **Jason Schechterle**, Spokesperson, Serenity Hospice and Palliative Care

Jason, a former Phoenix Police Officer, shares his miraculous story of how he survived a devastating automobile crash and chronicles his fight for life, his triumph over tragedy and the inspiration that enables him to continue to overcome unimaginable adversity. His personal narrative exemplifies that the power of the human spirit can never be underestimated or extinguished. (1 CEU)

### Lunch in the Expo & Opening of the 20th Annual Foundation Silent Auction
- **12:00 – 1:30pm**

### Breakout Sessions (1.25 CEUs)
- **1:30 – 2:45pm**

**National Assisted Living Update**
- **Lilly Hummel**, JD, MPA, Senior Director, Policy & Program Integrity, National Center for Assisted Living

This session will provide updates and analysis of federal activity relevant to assisted living providers, including a focus on Medicaid developments, such as the status of the final rule defining home and community based settings and new rules coming out of the Department of Labor. Key quality initiatives that help assisted living providers thrive in a changing marketplace will also be discussed. **AL, ADM, EXEC**

**Pressure Injury Prevention and Management**
- **Amy Robison**, BS, RN, CWOCN, CFCN, Clinical Liaison, Medline Industries, Inc.

This session will review Braden subscores to highlight prevention strategies. Skin care, offloading, support surfaces, and nutrition will be discussed for both prevention and treatment. Instruction in staging, DIMES wound assessment, and product selection will help improve outcomes and avoid litigation. **NSG, DON, CNA, DIET, TPY**
Value Based Leadership, Real Results, Real Fast
Nigel Santiago, MBA, Executive Director, Haven of Phoenix

Value Based Leadership is based on rallying behind a mission and values that unite the team in a common pursuit and purpose. This session will discuss proven principles on how to improve your leadership, attract, develop, and keep 5-Star talent and execute strategic objectives. ADM, AL, DON, EXEC, CNA, SW, NSG, BOM, PM, DIET, ACT

Attracting and Retaining Millennials by 2020
Jayson Meyerovitz, Senior Consultant, Major Markets Solutions, Paychex
Laurie Wallner, HR Business Consultant, Major Markets, Paychex

By 2020, 50% of the workforce will be comprised of millennials. Are you prepared? Learn the key drivers that millennials care about, including how to reach them and critical factors to motivate them to drive productivity. ADM, AL, DON, EXEC, HR

Leverage Mindfulness to Manage Stress
Shawn Bradford, Instructor, Breathe and Work PLLC

Each moment presents choices: will we allow stress to consume us or will we mindfully take charge of our stress? Discover how to inhale more energy and to exhale tension. This session will teach mindful strategies to identify and effectively manage daily stress triggers. ADM, AL, DON, EXEC, CNA, SW, NSG, BOM, PM, DIET, ACT, TPY, HR

Get Social: Using Social Media in your Business
Jeanine L’Ecuyer, President, L’Ecuyer Communications

Social media can be a scary medium for long term care centers, but in a world of millennial decision makers, it is becoming an increasingly important marketing tool. Learn about the different popular platforms, best practices in creating content, and how to make social media work for you. ADM, AL, EXEC, BOM, ACT

3:00 – 4:30pm
Compassionate Leadership for Compassionate Care
Mary Ellen Sanajko, MBA, CPCC, ORSCC, Executive & Team Coaching for Seniors Care, Conduit Consulting

Compassionate leadership is about creating a compassionate culture for staff and residents. This session will discuss benefits of compassion in the workplace including productivity, profitability, quality, employee retention, and innovation; as well as how to create a compassionate work environment. (1.5 CEUs)

4:30 – 6:30pm
Night of Improv & Live Auction for the Foundation

Enjoy the hilarious, family-friendly entertainment from Jester’z Improv Comedy. Bring your family to this free event and participate in the live auction to raise money for the AHC Foundation. Advance purchase of live auction bid package (bid paddle & 2 drink tickets) for $5 / $10 at the door.

WEDNESDAY, JUNE 19, 2019

7:00 – 9:00am
Breakfast

9:00 – 10:15am
Getting to Great Performance
The Water Coolers

This multi award-winning act combines an energetic singing comedy act with an inspirational and educational message to leave the audiences thinking. Enjoy some of New York City’s top performers as they poke fun at the workplace’s most hilarious and recognizable situations. Share practical, easy-to-apply techniques from their professional world that will help you face the fears that block innovation, focus in a hyper-distracted world, and achieve peak collaboration performance. Beyond all of that, see why E! Entertainment TV calls them “The hottest ticket in town”! (1.25 CEUs)

10:15 – 11:30am
Expo

Don’t miss the food, networking, give-a-ways, or the 20th Annual Foundation Silent Auction.
11:30 – 12:45pm
Breakout Sessions (1.25 CEUs)

Granny Cams, Videos, and Social Media - What Providers Need to Know
Todd Selby, JD, Hall Render
With the increasing prevalence of granny cams and social media activities, centers can find it legally precarious to navigate privacy, resident’s rights, and other challenges. This session will discuss privacy rights, practices to put in place for granny cams, best practices with social media policies, and safeguards to prevent common legal issues. AL, ADM, EXEC, ACT, SW, HR

Referral Source Partnerships: Grow Census by Aligning Financial, Episodic, and Value-Based Incentives
Jess Dalton, MBA, MHA, MSPH, Strategic Alignment & Continuum Transformation, Ensign Services
The current value-based environment of care requires new and innovative alignment strategies focused on quality and cost. Learn how to leverage these crucial performance drivers to build and strengthen referral source partnerships and census. ADM, EXEC, DON

Compassion Fatigue Among Long Term Care Nurses: Implications and Prevention Strategies (repeated at 2pm)
Marlene Steinheiser, PhD, RN, CRNI, Director of Nursing Education, Infusion Nurses Society
Compassion fatigue is associated with a decrease in the quality of patient care and can be a reason for staff attrition. In this session, the results of a study describing compassion fatigue will be discussed focusing on the implications for long term care nurses and organizations and strategies to reduce the risk of compassion fatigue. DON, NSG, CNA

Tales for the Trail - Emergency Preparedness Compliance and Best Practices
Stan Szpytek, Consultant, AHCA
This interactive session will include a facilitated discussion with a panel of skilled nursing facility professionals focused on compliance with CMS Emergency Preparedness Requirements of Participation (E-Tags), as well as emergency management best practices. Attendees will learn the strategies that peers have utilized to ensure a safe and prepared environment of care that helps to promote compliance with state and federal regulations. ADM, PM

No Prior Quarter Coverage - Now What?
Jill Preston, Owner/CEO, Benefit Results, LLC
CMS has approved Arizona’s requests to amend its section 1115 demonstration project to eliminate the Prior Quarter Coverage for benefits. Is your facility prepared? This presentation will cover benefit coordination best practices to better manage the ALTCS application process to eliminate the negative impact of lost revenue due to missed months of eligibility. SW, BOM, ADM, EXEC

The Partnership Role of Your Skilled Rehabilitation Department Under PDPM
William Goulding, MS/CCC-SLP, National Director of Outcomes and Reimbursement, Aegis Therapies
The emergence of the Patient-Driven Payment Model (PDPM) has raised many questions as to the proper role of therapy in a system which reimburses on patient characteristics. This session will discuss patient outcomes and best practices related to questions such as therapist versus assistant-led treatments, as well as the value of concurrent and group treatment. TPY, ADM, BOM, NSG

To Be or not to Be a UTI
Anna de Jesus, MBA, RDN, President, Nutrition Alliance, LLC
This presentation discusses the difficulty of differentiating the different UTIs and determining the course of action. Misdiagnosis may result in use of unnecessary antibiotics. Nutrition interventions for the management of UTIs will be presented NSG, DIET, CNA

12:45 – 2:00pm
Lunch/ Expo Conclusion, Closing of the Silent Auction
2:00 – 3:15pm

Breakout Sessions (1.25 CEUs)

Aging & Innovation: High Tech vs. High Touch in Assisted Living
David Coon, PhD. Director of the Center for Innovation in Healthy & Resilient Aging, College of Nursing and Health Innovation, Arizona State University
Forward thinking centers are adapting to and taking charge of certain technologies that make assisted living better for the resident, their family, and staff. This session will discuss what some around the country are doing to stand out in this area as residents are growing more technology savvy and families increase their demand for innovation. AL, ADM, EXEC, ACT

Enhancing Your QAPI Plans & PI Projects
Peter Patterson, MD, MBA, LTC/PA Consultant, Patterson LTC Consults
The CMS Requirements of Participation Phase 3 starts in November 2019. A comprehensive, systems approach to quality of care will be required – a full program beyond just a plan. This session will provide the components and roadmap to creating a facility-wide, resident-centered, & family-centered program. DON, ADM, NSG

How to be an Effective Frontline Preceptor
Lori Porter, Co-Founder & CEO, National Association of Health Care Assistants
As workforce challenges continue, it is more important than ever to create a stellar onboarding program. A key to successful onboarding is having qualified CNAs/Caregivers to mentor and train new staff. Join expert, Lori Porter, as she discusses how to implement an effective preceptor program in your building. CNA, DON, NSG, ADM, HR

Behavioral Health Compliance and Considerations in LTC
Bob Rabecs, Partner, Husch Blackwell LLP
Sean Quinn, Attorney, Husch Blackwell LLP
This presentation prepares members for implementation of behavioral health services under the final rule, advises on applicable state law, and forecasts deficiencies under F-Tag 740-745. This session also focuses on care and safety of behavioral health patients in emergencies to ensure compliance with CMS rules and address logistics and practical emergency efforts. ADM, SW, EXEC, ACT, PM

Don’t Let Antibiotic Stewardship and Infection Control “Bug” You
Buffy Lloyd-Krejci, MS, CIC, Owner, Lloyd-Krejci Consulting, LLC
Are you feeling overwhelmed by the new federal regulations for antibiotic stewardship and infection control? This fun and interactive session will assist you in implementing these new requirements in a step-by-step, easy to follow process. ADM, DON, NSG, CNA

3:15 – 3:30pm

Break

3:30 – 5:00pm

The Boys in the Cave: Deep Inside the Impossible Rescue in Thailand
Matt Gutman, ABC News, Chief National Correspondent & Author
In June 2018, the world watched with hopeful anticipation the rescue of the young Thai soccer team who were stuck in a flooded cave for three weeks. In a thrilling program, Matt recounts this miraculous and uplifting story in depth and from every angle, exploring the time the team spent in the cave, the failed plans and human mistakes that nearly doomed them, and the daring mission that ultimately brought every boy to safety. He brings audiences valuable lessons we can all learn from the rescue. (1.5 CEUs)

5:00 – 8:00pm

Dueling Pianos Hosted by Pharmcare USA

AHCA 2019 Convention & Expo | 7
THURSDAY, JUNE 20, 2019

7:00 – 8:30am
Breakfast

8:30 – 9:00am
Membership Meeting & Board Elections (0.5 CEUs)

9:00 – 10:00am
Prospering During Challenging Times
Mark Parkinson, President & CEO, American Health Care Association
This year is a time of changes and challenges for the long term care profession. Join Mark Parkinson as he provides insights on how to thrive and prosper through the uncertainty. Updates on the legislative and regulatory climate will also be discussed. (1 CEU)

10:00 – 10:15am
Break

10:15 – 11:15am
How CMS is Driving Better Outcomes for Individuals Dually Eligible for Medicare and Medicaid
Tim Engelhardt, Director, Medicare-Medicaid Coordination Office, Centers for Medicare & Medicaid Services
Tim Engelhardt, Director of the CMS Medicare-Medicaid Coordination Office, will discuss new opportunities for states, providers, and advocates to improve care for dually eligible individuals. Discussion will also focus on best practices and lessons learned in designing a better health care system for dually eligible beneficiaries. (1 CEU)

11:15 – 12:15pm
Cut Through Resistance … Secrets to Change in Health Care Without the Drama
Craig Zablocki, Work Culture Trainer/Consultant
Things change constantly within health care! Many people resist change because of fear, negativity, and lack of communication. What if instead of resisting change, we could embrace it without the drama, instead seeing change through eyes of adventure and even fun? Cut Through Resistance helps us turn the counter-productive energy of our resistance into positivity and productivity. (1 CEU)

12:15pm
50/50 Raffle Drawing

IMPORTANT REGISTRATION INFORMATION

Included in the Registration Fee
A full convention registration includes admission to all education sessions, entrance into the expo, networking reception, all session handouts posted online, breakfast on Wednesday/Thursday, breaks, and lunch on Tuesday/Wednesday.

A one day rate registration includes admission to Wednesday’s education sessions, entrance into the expo, all session handouts posted online, breakfast on Wednesday, breaks, and lunch.

Cancellation/Refund Policy
If it is necessary to cancel your convention registration, you must send a written email request to Frank Caruso at fcaruso@azhca.org by June 3, 2019. Phone cancellations will not be accepted. Cancellations on or before Monday, June 3, 2019 will entitle you to a full refund minus a $100.00 administrative fee. No refunds will be given for cancellations received after Monday, June 3, 2019.

No-Show Policy
Refunds will not be issued to participants who do not attend the convention, do not send a substitute, or do not cancel their registration by Monday, June 3, 2019. Survey Policy: if you are notified of a DHS survey in your facility the week of or during the convention you will receive a full refund. Please notify AHCA as soon as possible.

Attendee Policy
It is the policy of AHCA that businesses or vendors who are not exhibitors, presenters, AHCA Board members, AHCA staff consultants, sponsors and/or licensed Nursing Home Administrators, Assisted Living Managers, or other staff of skilled nursing facilities or assisted living communities, may not attend the AHCA Convention.

Photograph Policy
By registering for and/or attending the convention & expo, you acknowledge and agree that photographs, video, and other recordings of the event may be taken by AHCA or parties acting on behalf of AHCA, and that these photographs, video, and other recordings may be used by AHCA in any media now known or later invented for any purpose related to AHCA’s mission, including educational, promotional, and awareness-related uses.
Principal Sponsors
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Serenity Hospice and Palliative Care
View Point Senior Care Communities
Windsor Healthcare

Superior Sponsors
Benefit Results
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The Checkett Law Firm, PLLC
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PointClickCare
PopHealthCare
Rapid Ray/Rapid Labs
RehabCare
Reliant Rehabilitation
RestorationHQ
Safety Drugs
Schetky Bus & Van Sales
Select Rehabilitation
Serenity Hospice & Palliative Care
Shaker Auto Lease, Inc.
Simply Thick, LLC
Sonora Quest Laboratories
State Serv/Hospicelink
Suncrest Hospice and Palliative Care
The Perfect Companion
TridentUSA
Umano Medical
United Healthcare Community Plan
US Bio-Clean
VIC the PICC
Western Exterminator Company
Please Complete Registration Form & Mail or Fax To: Arizona Health Care Assoc.
1440 E. Missouri Ave, Suite C-102, Phoenix, AZ 85014 | Phone: (602) 265-5331 | Fax: (602) 265-4401

PLease list Information as you want it to appear in the on-site materials:

Facility Name____________________________________________________________________ AHCA Member?  Y / N
Address ___________________________________________________________________________________________________
City______________________________________________________________ State_________________ Zip  ______________
Phone_____________________________________________ Email __________________________________________________
First Person Attending_________________________ Title_________________ Email ___________________________
Additional Person Attending _______________________ Title_________________ Email ___________________________
Additional Person Attending _______________________ Title_________________ Email ___________________________

Duplicate this form for additional people attending

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### Convention Registration Fees

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<th>Non-Member</th>
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**Fees are based on staff from one facility in one location**

Full convention registration fees include breakfast on Wednesday and Thursday, lunch on Tuesday & Wednesday, evening events and all breaks. Fees are based on staff from one facility in one location. Central office staff associated with a multi-facility sponsor or other agency may similarly register under the fees noted above.

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Type of Payment: ☐ Check Enclosed ☐ Cash ☐ Credit Card

**Please note: Payments must be received by Monday, June 3, 2019**

For Credit Card Payments Only

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Print Name as it appears on card

Signature

Please note, all those registering for this convention agree to abide by the terms of registration listed on page 8 of this registration brochure.
2019 Annual Convention & Expo
June 18-20, 2019
www.azhca.org

RESORT INFORMATION
Talking Stick Resort
9800 E. Talking Stick Way
Scottsdale, AZ 85256
Phone: 480-850-7777

Reservations:
Did you know AHCA has set a number of hotel rooms we have to sell or we pay for them anyway? So when you stay at the Talking Stick Resort, you help the association to keep registration fees low. Staying at the resort also allows you to be close to the action of the conference, avoid traffic, and enjoy the many amenities this top-notch resort has to offer!

BOOK YOUR ROOM TODAY!
Make your own reservations directly with the Talking Stick Resort. A special rate of $119.00 per night, single or double, plus taxes and applicable fees has been extended to AHCA. Hotel rates are guaranteed only through Saturday, May 25, 2019 so be sure to make your reservation early.

www.azhca.org | (602) 265-5331