On behalf of the ACHCA Board of Directors, we are pleased to invite you to attend the ACHCA 2008 Annual Convocation & Exposition. Please join your peers, distinguished presenters and exhibitors in Greater Cincinnati at the Northern Kentucky Convention Center May 16-20.

Our 42nd Annual Convocation promises to be the best yet, boasting twelve educational tracks, eight certificate programs and several social activities – all of which are included with full registration. Also, be sure to join us for the Albert Slatky Memorial Golf Outing fundraiser on May 19.

As you review this preliminary program, you'll find a wide array of educational sessions that address the unique opportunities and challenges we face in long term care – along with a look toward where our field is headed and how best to position yourself for the future. We have attracted some of the most widely respected names in the field to share their insight and expertise. You will leave Convocation empowered, both personally and professionally.

Key to each Annual Convocation are the planned social events where you can relax, enjoy, reconnect with old friends and begin new relationships to last you through the years. Activities include a Leadership Celebration Night on the Town, an opening reception in the exhibit hall, our annual awards banquet, a golf fundraiser and an evening riverboat cruise. Be sure to spend time in the Exhibit Hall. Our exposition partners will provide you with the cutting-edge solutions you and your organization need to deliver superior resident care cost-effectively and efficiently.

Greater Cincinnati offers a variety of amenities for visitors as well. Take advantage of great shopping, world-class dining, a lively arts and music scene, museums, theaters, and botanical gardens. Baseball fans will be interested to know that the Cincinnati Reds have three home games during our stay. Finally, we are very pleased that our Convocation is scheduled during Northern Kentucky’s Maifest 2008. The annual Maifest celebration spans six blocks, within walking distance of the convention center and hotels, offering an assortment of arts and crafts, live entertainment and German and international foods.

We urge you to take time from your busy schedule to attend this dynamic and enriching event. Our annual Convocation is the premier educational event in the field, offering LTC leaders a unique opportunity to Learn, Network and Recharge.

We look forward to seeing you in Greater Cincinnati in May.

Sincerely,

Larry I. Slatky, CNHA, FACHCA   James L. Farley, CNHA, FACHCA
Chair, ACHCA Board of Directors  Chair, ACHCA 2008 Convocation Committee

Share the experience with others!
The Convocation offers valuable education and networking opportunities for a number of disciplines. Plan now to bring members of your team (Marketing, HR, Nursing, Finance, AITs) so that your organization can make the most of Convocation - and earn discounted rates for additional registrants!
LEARN, NETWORK and RECHARGE at the Premier Educational Event for Long Term Care Administrators and Executives!

LEARN with over 90 hours of educational sessions:
With presentations by the top educators and experts in the field, the ACHCA Annual Convocation is the premier event for long term care administrators and other top executives. Take advantage of a multitude of stand-alone sessions or complete up to THREE certificate programs from among these education tracks:

- Leadership
- LTC Environments
- Employment Law
- Marketing
- Technology
- Professional Certification Readiness
- Healthcare and Aging Services Students
- Administrators-in-Training

Plus, these exciting Power Tracks:
- Clinical Business-sponsored by Omnicare
- MDS Review & Competency-Back by Popular Demand!
- Assisted Living
- Owner/CEO

NETWORK and RECHARGE:
Whether you are new to the profession or long-established in the field, Convocation offers the opportunity to build new relationships and reaffirm existing friendships. A variety of social events give you time to get to know your peers and talk to others who understand the rewards and challenges you face on a day-to-day basis.

Be sure to join us in Greater Cincinnati!

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- Welcome Page 2
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Celebrate Maifest 2008

While you’re in town for Convocation, be sure to walk over to this 29th annual festival in the historic, German-themed neighborhood of Mainstrasse Village. Celebrated May 16-18, Maifest is based on the German tradition of welcoming the first Spring wines. Maifest offers cold beer and delicious German and international foods, along with a wide assortment of unique arts and crafts and live, continuous entertainment from German folk music to rock ‘n roll, bluegrass & country bands. Over 150,000 people are expected to attend during the weekend.

A
midst the gently rolling hills along the Ohio River, Cincinnati spreads from the southwestern corner of Ohio into Northern Kentucky and southeastern Indiana. Long regarded as one of the most picturesque cities in the Midwest, with a sprawling river valley crowned by seven hills, the Queen City offers something for everyone. Take advantage of great shopping, world-class dining, a lively arts and music scene, museums, theaters, and a nationally renowned zoo and botanical gardens.

Baseball fans will be pleased to know that the Cincinnati Reds have three home games scheduled at the Great American Ballpark during our stay.

With so much to do
and see in the Cincinnati and Northern Kentucky area – from stunning golf courses, amusement parks and horse farms to world-renowned museums, historic sites and performing arts —your hardest decision will be where to start!

Welcome to Greater Cincinnati / Northern Kentucky!

Cincinnati is the place to be! Make your reservations now!
Friday, May 16
6:00 pm   Leadership Celebration Night on the Town – all are invited!

Saturday, May 17
7:00 am – 5:00 pm  Registration
8:00 am – 4:00 pm  Exhibitor Move-in
8:00 am – 12:30 pm  Concurrent Sessions
12:30 pm – 1:30 pm  Lunch on your own
2:00 pm – 4:30 pm  Welcome and Annual Business Meeting, Session 1
                   Keynote by Dr. Bill Thomas
4:45 pm – 5:30 pm  Town Hall Meeting and Bylaws Forum
6:00 pm – 8:30 pm  Chair’s Reception in the Exhibit Hall
8:00 pm   Student and AIT Night Life Tour
           Evening on your own

Sunday, May 18
7:00 am – 5:00 pm  Registration
7:30 am – 8:00 am  Interfaith Memorial Service
8:00 am – 9:20 am  Certified and Fellow Breakfast (tickets required)
                   Presentation: The Value of Mentoring by Dr. Douglas Olson
9:30 am – 10:30 am Concurrent Sessions
10:40 am – 11:40 am Annual Business Meeting, Session 2
11:40 am – 2:00 pm  Lunch in Exhibit Hall
2:10 pm – 5:30 pm  Concurrent Sessions
6:30 pm – 9:30 pm  Awards Dinner

Monday, May 19
7:00 am – 5:00 pm  Registration
7:00 am – 12:00 pm  Albert Slatky Memorial Golf Outing
8:30 am – 12:20 pm  Concurrent Sessions
12:30 pm – 2:30 pm  Lunch in Exhibit Hall
2:40 pm – 3:40 pm  Concurrent Sessions
                   by Dr. Carl Hurley
6:00 pm – 10:00 pm  Evening Riverboat Cruise

Tuesday, May 20
7:00 am – 12:00 pm  Registration
8:30 am – 12:20 pm  Concurrent Sessions

About The College
Founded in 1962, the American College of Health Care Administrators is the only professional association devoted solely to meeting the professional needs of today’s long-term care administrator. The College’s mission focuses on advancing leadership excellence in long term care through the provision of leadership education, promotion of professional advancement programs such as Fellowship and professional Certification, and facilitation of leadership development. The College’s diverse membership includes administrators and executives of assisted living communities, nursing homes, subacute facilities and retirement communities. For more information about The College, call the National Office at (703) 739-7900 or visit www.achca.org.
REGISTRATION INFORMATION
Register by April 15, 2008, for the Early Bird Rate.
Register by May 7, 2008 to qualify for the Advance Rate.
Please register onsite after May 8, 2008.

All Full Registrations and Full Guest Registrations include a ticket to our Leadership Celebration Night on the Town on Friday, Annual Awards Banquet on Sunday night and evening Riverboat cruise on Monday (limited boat space available, register promptly)! Please check off the appropriate boxes on your registration form to receive your tickets.

<table>
<thead>
<tr>
<th>Early Bird Registration</th>
<th>Advanced Registration</th>
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<tbody>
<tr>
<td>$599 members</td>
<td>$699 members</td>
</tr>
<tr>
<td>$699 nonmembers</td>
<td>$799 nonmembers</td>
</tr>
<tr>
<td>$175 students</td>
<td>$175 students</td>
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</tbody>
</table>

Register by mail using the registration form in the back of this brochure. Register by faxing your registration form to 703-435-4390 (credit card registrations only).

HOTEL RESERVATIONS
Cincinnati Marriott RiverCenter $159 per night
Embassy Suites Cincinnati, RiverCenter $155 per night

Make your reservations by April 15, 2008 to take advantage of our reduced rates. To secure our reduced rates at these hotels, please call 877-465-9282 Monday-Friday and be sure to mention ACHCA.

OR book online by visiting www.achca.org and clicking under “Book Your Hotel Now” on the home page.

TRAVEL
Traveling to Cincinnati is easy. The Convention Center is located 12 miles from the Cincinnati-Northern Kentucky International Airport (CVG), the second largest hub for Delta airlines. The airport also services 5 other major carriers. Dayton International Airport (DAY) is 65 miles north and is accessible with a 60-minute drive. Greater Cincinnati offers drivers convenient access as it is surrounded by three of the nation’s major interstate systems: I-75, I-71 and I-74.

CONTINUING EDUCATION CREDITS
ACHCA is a Certified Sponsor of professional continuing education with the National Association of Long Term Care Administrator Boards (NAB), which has approved this program for the number of clock hours listed under ACHCA’s sponsor agreement with NAB/NCERS. This program has also been approved by the KS, MO and FL state nursing home licensure boards. State licensure boards, however, have final authority on the acceptance of individual courses. ACHCA is approved as a provider of continuing education in nursing by the Virginia Nurses Association, which is accredited as an approved provider of continuing education in nursing by the American Nurses Credentialing Center’s Commission on Accreditation.

REFUND AND CANCELLATION POLICY
Requests for refunds and cancellations must be in writing. Refunds are issued as follows: Until April 15, 2008, ACHCA will refund your entire registration fee, less a $75 processing fee. After April 15, no refunds will be issued. However, ACHCA knows that the surveyors may walk through your door at any time. If this happens, please send us proof that your survey occurred during the Convocation & Exposition dates and we will refund your registration fee. Substitutions are welcome.

Bring other members of your team! Convocation offers valuable education and networking opportunities for a multitude of disciplines. Register additional attendees from your facility for a discounted rate. See the registration page for details.
LEADERSHIP CELEBRATION NIGHT ON THE TOWN
Free ticket provided to Full Registrants and Full Guest Registrants
Friday, May 16, 6:00 pm
Join us at Cue, a local hot spot, for an evening of celebration and fun. Meet College members and other LTC leaders from your own region and around the country in a casual and collegial atmosphere. Many of the nation’s top-performing administrators will also be recognized at this entertaining social event, thanks to the generous support of eHealth Data Solutions! (Chapter and District Leaders are strongly encouraged to attend!)
Event sponsored by Alois Alzheimer Center and Health Care Management Group
Leadership Recognitions sponsored by eHealth Data Solutions

CHAIR’S RECEPTION
No ticket required
Saturday, May 17, 6:00 – 8:30 pm
Join College leadership for what promises to be a fun and memorable event. This is your chance to meet, or get re-acquainted with, those taking the The College into the future. Enjoy music and refreshments in the exhibit hall. Companies from across the country will exhibit the latest in LTC products and services.
Sponsored by the OH Chapter of ACHCA and Nursing Care Management

CERTIFIED AND FELLOWS BREAKFAST –
ALL WELCOME TO ATTEND
Tickets required – see registration form
Sunday, May 18, 8:00 am
Join us in honoring those who have achieved advanced ACHCA status within the profession. If you have achieved Professional Certification or Fellow status during the last year, please give your colleagues this opportunity to honor your dedication to the profession. Dr. Douglas Olson will present “The Value of Mentoring” during this event.
Sponsored by Medline Industries

ANNUAL AWARDS BANQUET
Free ticket provided to Full Registrants and Full Guest Registrants
Sunday, May 18, 6:30 – 9:30 pm
All are invited to join old friends and new colleagues for a relaxing evening of good food, great company and plenty of camaraderie. In addition to the presentation of our national awards, the installation of our officers completes a special evening for all.

ALBERT SLATKY MEMORIAL GOLF OUTING
Registration required – see golf registration form
Monday, May 19, 7:00 am – 12:00 pm
Tee up to support The College. Enjoy a morning of golf and be back in time for education and exhibit time in the afternoon. Proceeds from this fundraiser will benefit the College’s Academy of Long Term Care Leadership and Development.
Sponsored by Larry Slatky

RIVERBOAT “FUN” RAISER
Free ticket provided to the first 250 Full Registrants and Full Guest Registrants
Monday, May 19, 6:00 – 10:00 pm
Cruise the Ohio River on a traditional paddle wheeler. Relax, take in the sights and help us support The College’s Academy of Long Term Care Leadership and Development. NOTE: Space on the riverboat is limited. A ticket will be given at no cost to the first 250 Full Registrants and/or Full Guest Registrants who pre-register for this event by checking the box on their registration forms.
Sponsored by the NY Chapter of ACHCA

ATTENTION FULL REGISTRANTS AND FULL GUEST REGISTRANTS
Pre-registration is required to receive your free ticket to the Leadership Celebration Night on the Town, Annual Awards Banquet and Evening Riverboat Cruise. Please be sure to check the boxes on your registration form to receive your free ticket to these events.

EXPLORE THE ACHCA EXHIBIT HALL
You’ll find the very latest equipment, products and services from healthcare suppliers nationwide and the time to spend with each of them. Save time and money by doing business on-site. Be sure to join us for lunch in the Exhibit Hall on Sunday and Monday.

Exhibit Hall Schedule
Saturday, May 17, 6:00 - 8:30 pm
Chair’s Reception in Exhibit Hall
Sunday, May 18, 11:40 am - 2:00 pm
Lunch Served in Exhibit Hall
Monday, May 19, 12:30 - 2:30 pm
Lunch Served in Exhibit Hall
### Friday, May 16

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00 P.M.</td>
<td>Lunch on Your Own</td>
</tr>
<tr>
<td>8:00-9:00 A.M.</td>
<td><strong>Leadership Celebration Night on the Town - All are invited!</strong> In Honor of LTC Facility Leadership Recognition Recipients</td>
</tr>
<tr>
<td>9:00-10:10 A.M.</td>
<td><strong>Annual Business Meeting II</strong></td>
</tr>
<tr>
<td>9:10-10:10 A.M.</td>
<td><strong>On Your Own / Attention Students and AITs: Night Life Tour at 8:00 P.M.</strong></td>
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</table>

### Saturday, May 17

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>8:00-9:00 A.M.</td>
<td><strong>101. Advancing Excellence in America's Nursing Homes: Progress and Opportunity</strong></td>
</tr>
<tr>
<td>9:10-10:10 A.M.</td>
<td><strong>102. The Emerging Role of Advanced Practice Nurses in LTC</strong></td>
</tr>
<tr>
<td>11:30 A.M.- 12:30 P.M.</td>
<td><strong>CB1. Effective Management of Pharmaceuticals in Your Facility</strong></td>
</tr>
<tr>
<td>12:30-1:30 P.M.</td>
<td>Lunch on Your Own</td>
</tr>
<tr>
<td>2:00-4:30 P.M.</td>
<td><strong>104. Welcome / Annual Business Meeting I / Keynote by Dr. Bill Thomas, Sponsored by Omnicare</strong></td>
</tr>
<tr>
<td>4:45-5:30 P.M.</td>
<td>Town Hall Meeting and Bylaws Forum</td>
</tr>
<tr>
<td>6:00-8:30 P.M.</td>
<td>Chair's Reception in the Exhibit Hall</td>
</tr>
<tr>
<td>Evening</td>
<td><strong>On Your Own / Attention Students and AITs: Night Life Tour at 8:00 P.M.</strong></td>
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### Sunday, May 18

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30-8:00 A.M.</td>
<td>Interfaith Memorial Service</td>
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<tr>
<td>8:00-9:20 A.M.</td>
<td><strong>105. Certified and Fellow Breakfast: The Value of Mentoring</strong></td>
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<tr>
<td>9:30-10:30 A.M.</td>
<td><strong>106. Ten Key Ways the Administrator Can Help Improve Care</strong></td>
</tr>
<tr>
<td>10:40-11:40 A.M.</td>
<td><strong>107. Managing a Diverse Workforce</strong></td>
</tr>
<tr>
<td>11:40 A.M.-2:00 P.M.</td>
<td>Annual Business Meeting II</td>
</tr>
<tr>
<td>2:10-3:10 P.M.</td>
<td><strong>CB2. Setting Expectations for Your Medical Director</strong></td>
</tr>
<tr>
<td>12:50-2:30 P.M.</td>
<td><strong>MR1. Minimum Data Set Review and Competency for LTC Leadership</strong></td>
</tr>
<tr>
<td>3:20-4:20 P.M.</td>
<td><strong>CE5. Investing in Quality: Strategies that Maximize Results</strong></td>
</tr>
<tr>
<td>6:00-8:00 P.M.</td>
<td><strong>LB5. Respect-Worthy Leadership at Every Level</strong></td>
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<tr>
<td>8:00-9:20 P.M.</td>
<td><strong>A2. AIT Review Finance - G. Nijak (No CEUs)</strong></td>
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### Preliminary Schedule

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>3:20-4:20 P.M.</td>
<td>MR2. MDS Review &amp; Competency II - Klusch</td>
</tr>
<tr>
<td>3:20-4:20 P.M.</td>
<td>CR1. ACHCA Professional Certification Readiness I - Knapp</td>
</tr>
<tr>
<td>3:20-4:20 P.M.</td>
<td>CE6. A Performance Roadmap to Future Results - Horan</td>
</tr>
<tr>
<td>4:30-5:30 P.M.</td>
<td>MR3. MDS Review and Competency III - Klusch</td>
</tr>
<tr>
<td>4:30-5:30 P.M.</td>
<td>CR2. ACHCA Professional Certification Readiness II - Knapp</td>
</tr>
<tr>
<td>4:30-5:30 P.M.</td>
<td>109. Challenges to Enhancing the Quality of Life for the Aging - Handy</td>
</tr>
<tr>
<td>4:30-5:30 P.M.</td>
<td>AL7. Exploring the Future of AL Regulations - Panel (Part II)</td>
</tr>
<tr>
<td>4:30-5:30 P.M.</td>
<td>129. Competitive Bidding: A Primer - Tomlinson</td>
</tr>
<tr>
<td>4:30-5:30 P.M.</td>
<td>110. ACHCA &amp; University Relations: A Conversation with Students - Olson</td>
</tr>
<tr>
<td>6:30-9:30 P.M.</td>
<td>Awards Banquet</td>
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<tr>
<td>Monday, May 19</td>
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<tr>
<td>7:00 A.M.-12:00 P.M.</td>
<td>Albert Slatky Memorial Golf Outing</td>
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<tr>
<td>8:30-9:30 A.M.</td>
<td>111. Developing a Facility Culture of Safety - Miller</td>
</tr>
<tr>
<td>8:30-9:30 A.M.</td>
<td>MR4. MDS Review and Competency IV - Klusch</td>
</tr>
<tr>
<td>8:30-9:30 A.M.</td>
<td>EN1. Creating Home in LTC - Calkins</td>
</tr>
<tr>
<td>8:30-9:30 A.M.</td>
<td>112. Developing a QA Program to Meet Changes in F520 - West</td>
</tr>
<tr>
<td>8:30-9:30 A.M.</td>
<td>113. Creating a New Culture for Dementia Care - H. Sterns &amp; R. Sterns</td>
</tr>
<tr>
<td>9:40-11:00 A.M.</td>
<td>114. Blended Learning AIT Program - Rutherford-Donner &amp; Hawkins</td>
</tr>
<tr>
<td>9:40-11:00 A.M.</td>
<td>115. Bridging the Worker/Resident Communication Gap in LTC - H. Sterns &amp; R. Sterns</td>
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<tr>
<td>11:20 A.M.-</td>
<td>CL2. ACHCA Chapter Leadership Development II (No CEUs)</td>
</tr>
<tr>
<td>12:20 P.M.</td>
<td>MR6. MDS Review and Competency VI - Klusch</td>
</tr>
<tr>
<td>11:20 A.M.-</td>
<td>EN3. Environmental Correlates of Person-Centered Care - Calkins</td>
</tr>
<tr>
<td>12:20 P.M.</td>
<td>116. Coaching to Success - Hawkins &amp; Rutherford-Donner</td>
</tr>
<tr>
<td>12:30-2:30 P.M.</td>
<td>Lunch in the Exhibit Hall</td>
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<tr>
<td>2:40-3:40 P.M.</td>
<td>117. Facility Management Excellence: Driving Business Results - Malbogat</td>
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<tr>
<td>2:40-3:40 P.M.</td>
<td>MR7. MDS Review and Competency VII - Klusch</td>
</tr>
<tr>
<td>2:40-3:40 P.M.</td>
<td>EN4. Moving Beyond Person-Centered Care: The Next Step - Green</td>
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<tr>
<td>2:40-3:40 P.M.</td>
<td>TE1. Designing Meaningful Electronic Medical Records - Cavolo</td>
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<tr>
<td>2:40-3:40 P.M.</td>
<td>LD8. Managing Ethically: Guidelines for Leadership - Pratt</td>
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<tr>
<td>6:00-10:00 P.M.</td>
<td>Riverboat Cruise</td>
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<tr>
<td>Tuesday, May 20</td>
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<tr>
<td>8:30-9:30 A.M.</td>
<td>CB5. Legal Implications of MDS Coding and the Database - Klusch</td>
</tr>
<tr>
<td>8:30-9:30 A.M.</td>
<td>120. Human Resource Tune Up for Leaders - Ealey</td>
</tr>
<tr>
<td>8:30-9:30 A.M.</td>
<td>TE2. Documentation at the Point of Care - Shearton</td>
</tr>
<tr>
<td>9:40-10:40 A.M.</td>
<td>CB6. Staff to Staff Communication: A Link to Quality - Waugh</td>
</tr>
<tr>
<td>9:40-10:40 A.M.</td>
<td>122. Leading LTC Culture Change - Speedling</td>
</tr>
<tr>
<td>9:40-10:40 A.M.</td>
<td>TE3. Maximizing the Leader’s Use of Internet Technological Advances - Restivo</td>
</tr>
<tr>
<td>9:40-10:40 A.M.</td>
<td>LD10. Creating a Motivating Environment - Farley</td>
</tr>
<tr>
<td>10:50 A.M.-</td>
<td>123. “Cruising” with Residents: Award Winning Activities Program - Pick</td>
</tr>
<tr>
<td>12:20 P.M.</td>
<td>124. Positioning for Consumer Driven Healthcare - Marecki &amp; Lehman</td>
</tr>
<tr>
<td>10:50 A.M.-</td>
<td>125. Embracing Cultural Diversity in LTC - Lewis</td>
</tr>
<tr>
<td>10:50 A.M.-</td>
<td>LD11. What Administrators Must Know About the New Medical Director Role Requirements - Murphy</td>
</tr>
</tbody>
</table>

### Education Tracks

- Leadership, Sponsored by Mercy Health Partners and Catholic Health Partners
- Assisted Living
- Clinical Business, Sponsored by Omnicare
- MDS Review and Competency
- Owner/CEO
- LTC Environments
- Employment Law
- Technology
- Marketing
- Professional Certification Readiness
- ACHCA Chapter Leadership Development
- Administrator-in-Training
- AIT Certificate Program
- Recommended for Students
- ST Certificate Program
Keynote
Bill Thomas, M.D.
Leadership: The Life Blood of Successful Organizational Change
Saturday, May 17, 3:30 – 4:30 pm

The management of organizations which provide services and support to older people is entering a dynamic new phase. Demands for change from regulators, the consumers and from within the long-term care profession itself are combining to create unprecedented opportunities. Success in this environment will belong to those who are able to imagine new solutions and then implement them in rapidly changing market. The skills of the entrepreneur, the risk-taker, the dreamer will be combined with the solid level-headed management expertise. Dr. Thomas will discuss examples of change and successful leaders in rapidly changing fields and show how we can all learn from their experiences.

Dr. Bill Thomas is an international authority on geriatric medicine and eldercare. He is a professor at the Erickson School and has been heavily involved in the culture change movement to promote elderhood as an honorable and valuable position in our society. He is the founder of the Eden Alternative, a philosophy and program that de-institutionalized nursing homes worldwide over the past 20 years. Most recently he developed the Green House, a radically new approach to long term care where nursing homes are torn down and replaced with small, home-like environments where people can live a full and interactive life. In 2005, the Robert Wood Johnson Foundation announced a five-year ten million dollar grant to support the launch of Green House projects in all fifty states. A graduate of Harvard Medical School, Dr. Thomas’ work has been recognized by a number of distinguished awards, including the America’s Award, sometimes called “The Nobel Prize for Goodness” and the Heinz Award for the Human Condition. Named by US News & World Report as one of “America’s best leaders,” he is the author of several books, the most recent being What Are Old People For? How Elders Will Save the World. A dynamic and entertaining speaker, Dr. Thomas is frequently interviewed by television, radio and print media including CNN, 48 Hours, Talk of the Nation, All Things Considered, Morning Edition, Fast Company, The New York Times, The Washington Post, Newsweek, The CBS Early Show, CNBC and NBC.

Plenary Session
Carl Hurley, Ed.D, MA
On a Clear Day, You Can See Tomorrow
Monday, May 19, 3:50 – 4:50 pm

We can become happier and more productive professionals by developing stronger relationships with others. It can easily be said that the more we know about others the more we care. In this session we will laugh, learn and grow together, while discovering the role of humor in the workplace, adjusting to change, improving communications skills and developing a winning attitude.

Dr. Hurley grew up in the Appalachian Mountains of Eastern Kentucky. He spent several years as an educator in his native state until, faced with an increasing number of invitations to speak, he left his professorship to become a full-time speaker and entertainer. Dr. Hurley combines his innate skills a yarn-spinner with the expressiveness of a great comic actor. With an impish giggle on his lips and a benign twinkle in his eye, Hurley spreads an infectious form of fun that is often outrageous yet always good-natured and clean. His unique comedy style, coupled with a background in public education, has earned him the title of “America’s funniest professor.”
MDS Review & Competency for LTC Leadership  
(7.5 CEUs) Leah Klusch, RN, BSN

The Alliance Training Center is currently involved in a national rollout of the MDS Competency Review course and test that is available to Administrators, DON’s, Corporate Managers, Nurse Assessment Coordinators, and members of the interdisciplinary team. Alliance’s perspective is that completing the MDS “is not a nursing task, it is a facility responsibility.” This fast paced interactive program is focused on operational & management approaches.

The pervasive nature of the MDS process in all levels of facility operations means that, even if the MDS Coordinator understands the process, a provider ultimately will lose out if no one else in the facility knows what is going on. The MDS drives your treatment plan for the resident, it writes your check for reimbursement under Medicare, often under Medicaid, and MDS writes your survey via the quality indicator database.

This operational review covers six areas, moving from basic PPS information to MDS data collection and the federal reimbursement systems. It includes the calculations of the ADL scores and their impact, as well as actual completion, of the MDS tool and the use of the RAPs in the care-planning process. The course also reviews the impact of MDS data on the survey process and quality of care documentation. The optional exam, which has been beta-tested, includes approximately 150 questions. Candidates must achieve an 80% competency on the test in order to receive the MDS competency credential.

Certificate Program Requirements: MR1, MR2, MR3, MR4, MR5, MR6, MR7 (7.5 CEUs)

Owner/CEO (6 CEUs)  
Various presenters

This unique track offers programming tailored for the senior-level executive. Interact with presenters and colleagues, share perspectives and explore solutions to the challenges you face every day. Join the discussion with experienced faculty, ready to share their insights and methods for building strong organizations.

Employment Law (4 CEUs)  
John Lyncheski, Esq., FACHCA and W. Scott Hardy

This comprehensive program will address labor, employment and human resource issues of current importance to long term care, starting with a review of the jurisdiction, coverage and employer obligations under each of the Federal employment laws and ending with an analysis of the recent developments, tactics and strategies in organized labor’s efforts in long term care and how to counter them.

Certificate Program Requirements: EL1, EL2, EL3, EL4 (4 CEUs)

Clinical Business (4 CEUs)  
Various presenters

In addition to operational concerns, the administrator/executive is also ultimately responsible for his or her organization’s clinical practices and decisions. Learn from nationally recognized experts what you need to know to assure optimal clinical care, staff management and compliance.

Certificate Program Requirements: CB1, CB2, CB3, CB4 (4 CEUs)

Marketing (4 CEUs)  
Various presenters

The key to an effective marketing program is to deploy a healthy mix of public relations, alliance building, marketing, communication and advertising. This program will equip you to identify your organization’s needs and opportunities, isolate target audiences and develop multifaceted strategies to effectively achieve your marketing and communication objectives. Traditional and online tools will be examined.

Certificate Program Requirements: MK1, MK2, MK3 (3 CEUs)

### Education Tracks and Certificate Programs

**Leadership (13 CEUs)**  
Various presenters for track  
Certificate program by Michael O’Brien, PhD

The Leadership Power Track will provide a variety of perspectives from academics and industry experts alike on current leadership issues, philosophies and best practices.

Certificate Program Requirements: LD1, LD2, LD3 (3CEUs)  
Certificate Program sponsored by Mercy Health Partners and Catholic Healthcare Partners

**Assisted Living (7 CEUs)**  
Various presenters for track  
Certificate program by Chris Mason, CALA, FACHCA

A must-do for assisted living executives, this track combines cutting edge, interactive simulation technology with panel discussions offering the perspective and insights of assisted living leaders in the field.

Certificate Program Requirements: AL1, AL2, AL3, AL5 (4 CEUs)

**PLEASE NOTE:** To receive a certificate, you must attend all session numbers listed under Certificate Program Requirements.
LTC Environments *(4.5 CEUs)*
Margaret Calkins, PhD and David Green

This four-session program will explore the dramatic impact environment has on resident quality of life. While there are numerous models of new construction that support person-centered care, how can older nursing homes realistically achieve a sense of home? Learn how even older nursing homes can be designed to reflect houses and operated to reflect home. Then discover the next step AFTER you've achieved person-centered care.

Certificate Program Requirements: EN1, EN2, EN3, EN4 (4.5 CEUs)

Administrator-in-Training Review *(no CEUs)*
Timothy C. Dressman, CNHA, CALA, FACHCA and Greg Nijak, LNHA

This series of sessions will serve as a review for those preparing to take the federal and state NHA licensure exams. Administrators-in-Training, students and others gearing up to take the exam will review leadership, marketing, quality control, finance and human resources.

Certificate Program Requirements: A1, A2, A3 (no CEUs)

Technology *(3 CEUs)*
Various presenters

The wealth of technologies available to long term care organizations can be mind-boggling. Sessions in this track will review a broad array of technologies that can have significant impact on quality improvement, resident care, staff competencies, risk management, revenue generation, cost reduction and compliance. Learn how to identify which solutions are right for your organization.

Professional Certification Readiness
Keith R. Knapp, PhD, CNHA, FACHCA

Learn what’s involved in becoming a CALA or CNHA. The goal of the ACHCA Professional Certification Program is to officially recognize assisted living and nursing homes administrators who have demonstrated significant competence in their chosen profession. This two-session program will review the benefits and requirements of becoming professionally certified. Participants will take a sample test, then review the results, identifying areas of strength and weakness to assist in preparing for the certification exam.

ACHCA Chapter Leadership Development *(no CEUs)*
Various presenters

Current and prospective future ACHCA state chapter leaders are encouraged to participate in two sessions at which several facets of chapter development will be addressed. Learn how to effectively communicate with chapter members, grow membership, plan meetings, develop educational programs, raise funds, and reach out to academic institutions in their areas. Participants will have the opportunity to share ideas with their peers.

**PLEASE NOTE:** To receive a certificate, you must attend all session numbers listed under Certificate Program Requirements.
8:00-9:00 am

101. Advancing Excellence in America’s Nursing Homes: Progress and Opportunity
Carol Brenner
Review preliminary findings from the Advancing Excellence in America’s Nursing Homes Campaign, launched in the fall of 2006 by an unprecedented coalition of nursing home, government and advocacy organizations. Together, this coalition of stakeholders has developed a common set of clinical and organizational goals, with specific objectives in an effort to engage nursing homes in quality improvement. Using a national network of statewide coalitions of stakeholders, the Campaign distributes technical assistance information through web-based tools, webinars and other means. This session will review campaign initiatives and present preliminary data as to the campaign’s early results.

EL1. Employment Law 101
John E. Lyncheski, Esq., FACHCA
Gain a basic understanding of federal labor and employment laws. With this foundation of knowledge, health care administrators will be able to talk safely with employees about the issues, dramatically reducing the threat of mistakes, blunders and missteps that can land any employer in hot water. Attendees will learn the basics of what the federal laws mean, to whom and when these laws apply and which agencies enforce these laws.

MK1. Marketing Your Long Term Care Facility for Success
Hilary JM Topper
Learn the fundamentals of public relations, advertising and new media and apply it to your organization’s marketing needs. A question and answer session will allow attendees to focus on issues of particular concern to their operations.

CE1. Achieving Excellence through Benchmarking
Chris Joos
With state Medicaid budgets such a consistent targets for cuts, the long term industry needs to find efficient and more effective ways to serve their respective elderly population. This session will focus on using industry benchmarks to create best practices for improving operations. Participants will be able to assess which areas are “Star Performers” and which areas may need improvement. In addition, participants can take home ideas and benchmarks that will help them focus on key initiatives that will improve their financial performances.

AL1. AL Administration Computer Simulation I
Christian A. Mason, CALA, FACHCA
Much like “Top Gun” in the military, this course helps participants fine tune their overall management skills. In this session, teams of three will engage in friendly competition to determine the best of the best in assisted living operational management. Using advanced case study and inbox techniques, coupled with state-of-the-art computer simulation, teams will be challenged to turn around a failing assisted living community. Plagued with quality and financial issues, teams will be given an opportunity to implement management decisions that will either lead to higher levels of satisfaction and financial success or to closure by regulatory agencies.

LD1. Good Management Is Not Enough: Leadership for Change
Michael O’Brien, PhD
What is the difference between management and leadership? Why is leadership critical? How does the organizational growth cycle relate to leadership? In this session, Dr. O’Brien will answer these questions. Participants will come to understand that leadership is a relationship of influence. They will analyze how they are leading and where they are leading them.

-This presentation is sponsored by Mercy Health Partners and Catholic Healthcare Partners

9:10-10:10 am

102. The Emerging Role of Advanced Practice Nurses in LTC
Debra Bakerjian, PhD, MSN, FNP
This presentation describes the traditional and emerging roles of Advanced Practice Nurses (APNs) in the long-term care setting. Learn from a review of recent research on APNs in LTC and a description of ways in which facility owners and administrators might consider utilization of APNs. The session will include a discussion of employment methods and economics of employing APNs.

EL2. Dealing with Government Agencies Enforcing Employment Law
John Lyncheski, Esq., FACHCA
Every long term care organization needs to be fully cognizant of the “alphabet soup” of federal agencies administering and enforcing labor and employment laws. Equally important is understanding the complaint, investigation and dispute resolution procedures of these agencies and the “traps” for the unwary. This presentation will review the administrative practices and procedures of the various agencies enforcing employment laws, provide recommendations for employers to navigate a course through the agencies’ minefields and successfully defend complaints at the administrative level.

MK2. Improving Your Facility’s Image: Effective Public Relations Strategies
Paul Reynolds
Learn the art of designing and implementing an effective public relations program. Strategies will be revealed to help long term care organizations attract the interest of the public and partner with community and referral sources to establish effective relationships. These relationships encourage communication and...
After years of declining membership, the union movement is enjoying resurgence in influence. The long term care industry is being subjected to an unprecedented wave of union organizing. Examine how the Change to Win Coalition, SEIU, and other unions are impacting LTC. Learn how to be less vulnerable to union activity. This session will also review the antitrust lawsuits concerning RN wage rates and provide an update on significant NLRB decisions affecting long term care. We will explore the new tactics employed by unions in their healthcare organization efforts and provide tips for healthcare employers to prepare for and counteract a corporate campaign.

CE2. Who Do You Want Running Your Business?
Susan Gilster, PhD, NHA, FACHCA
Jennifer L. Dalessandro, BS, NHA
Administrator turn-over is in excess of 43% in nursing homes and assisted living communities. So how do you recruit, select, and work with your administrator to ensure success in satisfaction, outcomes, and finances? This session will discuss the importance of the administrator to the success of your organization and detail what you need to do to select, prepare and support your leader. Learn how to avoid the pitfalls and common mistakes.

AL2. AL Administration Computer Simulation II
Christian A. Mason, CALA, FACHCA
Please refer to AL1 description on page 11.

LD2. Habits that Make or Break Leaders: The Neurobiology of a “Changing Mind”
Michael O’Brien, PhD
Habits make or break leaders. Learn which habits help and which hinder leadership. In this session, participants will practice the personal mastery technique known as The Paradoxical Development QuestionTM. Using this technique, you will develop a new edge on leadership.
-This presentation is sponsored by Mercy Health Partners and Catholic Healthcare Partners

CE3. Measuring and Evaluating the Results of Change
Rick Underwood, D.Min. in Counseling and Psychology and Karen Lovett, M.Div.
For too long, good data that ensures employees walk the talk has been hard to come by. This presentation will demonstrate a process for tracking behavioral results, behavioral solutions based on real time, confidential feedback, and behavioral change. Learn how to create a team value statement, implement a behavioral change system, track results and find behavioral solutions. Discover ways to ensure training and development programs carry over into new skills in the workplace.

AL3. AL Administration Computer Simulation III
Christian A. Mason, CALA, FACHCA
Please refer to AL1 description on page xx.

LD3. Leadership Conversations: The Daily Practice of Change Leadership
Michael O’Brien, PhD
The basis of all significant organizational change is the change in the mind sets of those within the organization. It is not easy to change the way people think. In this session, participants will learn about the neurobiology of a “changing mind” and how to influence it. They will also learn how to mitigate the Depowering CycleTM, common in time of change, and how to turn break-downs to breakthroughs creating new leadership pathways. In addition, participants will learn to use the Shoulds to Coulds technique to better manage their own upsets.
-This presentation is sponsored by Mercy Health Partners and Catholic Healthcare Partners

126. The Green House Model: Meeting Customer Expectations
Anna Ortigara, MSN
Discover key aspects of the Green House® model. Core Design elements, unique staff models and roles, and financial projections and considerations will be explored within the broader framework of a philosophy that enhances and celebrates the elder’s quality of life. Examples of open and successful Green House® homes will be shared and discussed. Multiple aspects of this model will be explored including: the roles and philosophy of Shabahzim (the care partner of the elder); structures and
choices of daily life by elders; the work and roles of the clinical support team including the role of nurses; and the roles of guides (traditionally the administrator) in this model.

11:30 am - 12:30 pm

CB1. Effective Management of Pharmaceuticals in Your Facility
Barbara J. Zarowit, PhD
This presentation will focus on effective strategies to evaluate, manage, and optimize the use of pharmaceuticals in your facility. Learn how to improve appropriate drug use without jeopardizing the well-being of the resident or increasing cost to the facility. The use of generic medications, comparable therapeutic equivalents, duration monitoring, clinical guidelines and algorithms have been shown to improve pharmaceutical utilization. Effective principals of drug therapy management that are founded on scientific evidence and result in cost savings, as well as improvement in clinical outcomes, will be reviewed during this presentation.

*This presentation is sponsored by Omnicare*

EL4. Legal Issues with Substance Abuse
John Lyncheski, Esq., FACHCA
Substance abuse in the workplace is detrimental to the health of employees, their job performance and their employer’s reputation. 70% of drug users and 90% of alcoholics are actively employed. Addressing employee substance abuse and diversion can be a difficult task from both a legal and practical standpoint. Guidance will be provided regarding compliance with federal laws, potential privacy issues, best disciplinary practices, leaves of absence, return to work practices and the minimization of liability for discrimination claims. This session will review the do’s & don’ts, options, alternatives and legal considerations for dealing with this epidemic.

MK4. Building a Winning Facility Website
Eve M. Stern
Though having a website for your organization is essential in today’s world, its effectiveness in a vacuum is limited. Creating significant exposure for your message requires a diverse and well designed online marketing plan. This presentation will provide the groundwork to increase your online visibility using a number of tools and techniques. It will provide a better understanding of relevant terms, and metrics used to measure effectiveness. Learn tech-savvy tricks of the trade for the tech-novice and techniques to broaden community reach.

CE4. Identifying Predictors of LTC Quality
Jane Karnes Straker, PhD
As government moves toward quality-based payment systems, resident and family satisfaction will play a larger role in strategies used by nursing homes to improve the care they provide. Learn resident and family satisfaction trends discovered when Ohio nursing homes gathered satisfaction data from their residents and family members, and merged them with data regarding deficiencies, facility characteristics, spending, staffing, and resident characteristics from Medicaid cost reports, MDS data, OSCAR data, and information from the Nursing Home Compare website.

AL4. Future AL Business Challenges: Sleepless Nights Panel Discussion
As the demographics of assisted living residents change and as competition among assisted living facilities increases, administrators are challenged to stay on top of their game. In this panel discussion, leaders in the assisted living industry will share their concerns and winning strategies. Panelists will answer questions such as: From a business stand point, what keeps you awake at night? How do you think the changing demographics will affect the assisted living industry? How are the expectations of the customer changing?

LD4. Developing Your Facility’s Vision and Mission
William Kirkwood, PhD, FACHCA
Over the past two decades healthcare organizations have spent significant time and money to improve organizational quality and financial performance. With ever-tightening payment sources, increasing regulation and consumer demand, chasing the next management trend can be risky and expensive. This program will revisit fundamental the organizational concepts of Mission, Values, Vision and Strategy and explore how these concepts can serve as an effective means to getting to sustainable results.

A1. AIT Review, Leadership
Timothy C. Dressman, CNHA, CALA, FACHCA
This presentation will serve as a review for Administrators-in-Training and students preparing to take the federal and state NHA licensure exams. Participants will examine the traditional functions of management and leadership in long term care. Key roles including planning, organization, and directing will be discussed. The importance of marketing and quality control in long term care will also be addressed.

Sunday, May 18

9:30-10:30 am

106. Ten Key Ways the Administrator Can Help Improve Care
Steven Levenson, M.D.
Administrators have a key role as one of the critical “triumvirate” (along with the director of nursing and medical director) who are responsible for guiding the care in any long-term care facility. It is not necessary to be a clinician to understand key concepts of geriatrics and medical care. The administrator does not deliver care, but must ensure that the care is appropriate and timely.

CE4. Identifying Predictors of LTC Quality
Jane Karnes Straker, PhD
As government moves toward quality-based payment systems, resident and family satisfaction will play a larger role in strategies used by nursing homes to improve the care they provide. Learn resident and family satisfaction trends discovered when Ohio nursing homes gathered satisfaction data from their residents and family members, and merged them with data regarding deficiencies, facility characteristics, spending, staffing, and resident characteristics from Medicaid cost reports, MDS data, OSCAR data, and information from the Nursing Home Compare website.

107. Managing a Diverse Workforce
Dula F. Pacquiao, EdD, RN, CTN
Increased diversity in the workforce caring for American elders in long term care has posed tremendous challenges for managers and organizations. Diversity is rooted in differences in cultural values, beliefs and practices as well as social, historical and economic backgrounds of people who come together in an organization, mostly for occupational motivation. The challenge of workforce diversity is on leadership to build organizational capacity for cohesive and effective work teams. This program
2:10-3:10 pm

CB2. Setting Expectations for Your Medical Director
Alva S. Baker, MD, CMD
This presentation will enable the administrator/leader to define the optimal role of the Medical Director in his or her facility. Develop a clear understanding of the regulation-defined roles as well as the operationally-optimized roles of the Medical Director. Learn how to set expectations for job performance for Medical Directors and use their skills for performing continuous quality improvement strategies in advancing the clinical care in the facility. Use of this knowledge and processes will enable the administrator to evaluate the performance of the Medical Director and help to ensure the facility's getting the best possible use of the Medical Director's time and expertise.

MR1. Minimum Data Set Review and Competency for LTC Leadership I
Leah Klusch, RN, BSN
Earn an MDS Competency credential. Completing the MDS is not a nursing task, but a facility responsibility. The pervasive nature of the MDS process in all levels of facility operations makes it essential for the administrator to understand well. Not only does the MDS drive your treatment plan for a resident, it writes your check for Medicare reimbursement. Often under Medicaid, the MDS writes your survey via the quality indicator database. This 7-part operational review covers six areas, moving from basic PPS information to MDS data collection and the federal reimbursement systems. It includes the calculations of the ADL scores and their impact as well as actual completion of the MDS tool and the use of the RAP's in the care-planning process. The course also reviews the impact of MDS data on the survey process and quality of care documentation. The optional exam, which has been beta-tested, includes approximately 150 questions. Candidates must achieve an 80% competency on the test in order to receive the MDS competency credential.

CB3. Pharmacy F-Tags and the Survey Process
Nicole Brandt, PharmD, BCPP, CGP, FASCP
How do the updated pharmacy F tags impact the survey process? Pharmacy services and medication management are a critical component of the care that is delivered to nursing home residents. In order to ensure optimal care of residents, surveyors are expected to look at how medications affect the care process. This is one element that is evaluated during the survey process. In addition, the updated interpretive guidance for the pharmacy F tags stresses the importance of interdisciplinary care and the role of the pharmacist. During this session, these various aspects will be discussed as well as the impact of the pharmacy F-tags to date.

3:20-4:20 pm

CB4. Valuating Operational Excellence -Panel Discussion
Moderated by Lawrence J. Horan, PhD
Is there a bottom-line payoff to investing in systems, quality and culture? It is possible to develop programs to create excellence for residents and retain great employees – all while driving financial performance. Panelists from the financial, research, and LTC leadership communities compare notes.

LD5. Respect Worthy Leadership at Every Level: Developing Organizational Consensus
Anthony J. DeLellis, Ed.D.
In skilled nursing, assisted living, and home health care, high quality leadership must exist at all levels. Because executives cannot always hire people who are already high quality leaders, they must grow their own. Respect-worthy leadership is tangible and measurable. It is concrete enough to be discussed, and performance can be modified to meet its standards. This presentation is a demonstration of a workshop for use by participants in their own organizations. Participants will actually experience an abbreviated version of the workshop.

A2. AIT Review, Finance
Greg Nijak, LNHA
This program will review basic accounting knowledge for people preparing to take the Federal Administrator Test. With 21 questions on the federal test pertaining to finance, the participant will know what to study, which resources to use, and why these questions are asked. Participants will also gain a basic understanding of how to read monthly profit and loss statements, and use other financial reports to manage their building when they become an administrator. Sample test questions are included in the program.

CR1. ACHCA Professional Certification Readiness I
Keith Knapp, PhD, CNHA, FACHCA
Learn what's involved in becoming a CALA or CNHA. The goal of the ACHCA Professional Certification Program is to officially recognize professionals who have demonstrated their competence. As the job market becomes increasingly competitive, professional certification is one achievement employers can use in identifying the best candidates who have the knowledge, skills and values consistent with the high standards of management necessary to provide quality care to residents, families and
communities. Earning an ACHCA professional certification can be an advantage when administrators are searching for new positions or advancing within their facilities. This professional certification program overview will define the overall certification and outline the eligibility requirements for taking the CNHA exam. The exam composition and scoring process will be discussed and exam study materials will be suggested.

**CE6. Performance Roadmap to Future Results**  
Lawrence J. Horan, PhD  
In this session, the current investment climate for all segments of long-term healthcare will be examined. Dr. Horan will discuss what operators need to look for over the next 15 years, and how they can plan strategically for the future. The discussion will include construction trends in various care segments, revenue and occupancy trends in metropolitan areas, and using NICMAP data to investigate risks and opportunities.

**AL6. Exploring the Future of Assisted Living Regulations Panel Discussion (Part I)**  
Regulation of assisted living facilities is in its infancy. While it is generally agreed that regulation will increase, anticipating the nature of future regulation is more challenging. This is the first session of a two-part panel presentation. In this session, panelists who are leaders of industry organizations, will discuss such topics as how changing regulations have impacted assisted living on the state level, whether federal regulations are coming to the assisted living industry and what national groups are doing to prepare for change in assisted living regulation. Participants will be invited to address the panelists with their questions. This panel presentation will continue with a discussion of the issues in session AL7.

**LD6. Respect-Worthy Leadership at Every Level: Facilitating Personal Development Plans**  
Anthony J. DeLellis, Ed.D.  
This is a continuation of session LD5. Supervisory staff, as individuals, will compare their own leadership behavior to the norm for respect-worthy leadership. Then, they will create, as individuals, a measurable plan of action to improve their own leadership behavior toward the goal of it becoming more respect-worthy.

**A3. AIT Review, HR**  
Jennifer Nijak  
Human resources is one of the five domains covered in the nursing home administrator's federal licensure examination. This presentation identifies for future administrators key human resource topics which will be covered in their licensure examination. Ms. Nijak will review the major topics within human resources and sample questions in those areas. Participants will also gain an understanding of what their human resources roles will be as new long term care administrators.

**4:30-5:30 pm**

Eric G. Tangalos, MD, FACP, AGSF, CMD  
The domains of cognition, function and behavior can characterize patients with Alzheimer’s disease as they progress and can be useful markers to guide our interventions. Memory and problem solving remain key elements as our understanding of the disease improves. In this presentation, Dr. Tangalos will review current drug therapies for various stages of the disease, as well as newer agents being tested in drug trials. The latest in Alzheimer’s research will be revealed, including how addressing the environment early in the care of patients with dementia may improve quality of life and provide for more cost effective and successful disease management. Our goal is to create an environment where a person can function with MINIMAL failure and MAXIMAL use of retained abilities.  
-This presentation is sponsored by Omnicare.

**MR3. MDS Review and Competency III**  
Leah Klusch, RN, BSN  
Please refer to MR1 program description on page xx.

**CR2. ACHCA Professional Certification Readiness**  
Keith Knapp, PhD, CNHA, FACHCA  
Participants in this session will complete a pre-certification sample test which will mirror the real certification test questions. Once pretests have been completed, the answers will be revealed and discussed. From their score on this examination, participants will be able to determine their strengths and weaknesses as they prepare for the certification examination.

**109. Challenges to Enhancing the Quality of Life for the Aging**  
Joanne Handy, R.N., M.S.  
This presentation, targeting leadership and management at all levels, focuses on challenges in the health and long term care arena that impede efforts to improve and enhance the quality of life for older adults. The urgent need to address these challenges will continue to intensify with the rapid growth of the mid-life and older populations in the coming decades. We will examine the health care crisis and its broad impact on all Americans, but particularly on people age 50 and older; its impact on care and service providers and on consumers; opportunities to alleviate challenges and obstacles; as well as current efforts by AARP to bring attention to the twin challenges of health and financial security.

**AL7. Exploring the Future of Assisted Living Regulations Panel Discussion (Part II)**  
Please refer to AL6 program description on page xx.

**129. Competitive Bidding: A Primer**  
Julie Tomlinson  
In July 2007, Medicare instituted a competitive bidding program for integral nutritional products to residents of skilled nursing facilities. This program dramatically affects nursing facilities in ten metropolitan areas in 2008 and will affect countless more in years to come. This session will teach you how to navigate the waters.

**110. ACHCA & University Relations: A Conversation with Students**  
Douglas Olson, PhD  
Key to the future on long term care is to influence both the quality and quantity of individuals choosing to enter long term care professions. Participants will discuss how individuals, organizations and associations may impact long term career decisions in the future. This session will focus on soliciting student perspectives about their University programs, student chapter best practices and the use of professional development tools. The presenter will provide a framework for considering avenues for attendees to engage and connect with their most closely related University program in this field, as well as ACHCA.
Monday, May 19

8:30-9:30 am

111. Developing a Facility Culture of Safety
Ray Miller, MS
Participants attending this session will gain understanding of the potential causes of loss. Learn to proactively develop preventative measures and processes to reduce both the frequency and the severity of undesirable outcomes for both residents and employees. The current industry loss statistics, analysis models and cost comparisons will be examined. Mr. Miller will use real world examples to demonstrate various techniques to empower participants to create a culture of safety in their organization.

MR4. MDS Review and Competency-IV
Leah Klusch, RN, BSN
Please refer to MR1 program description on page xx.

EN1. Creating Home in LTC
Margaret Calkins, PhD
There is growing consensus that nursing homes should be less like hospitals and institutions and more like home. This is particularly relevant for long-stay residents, who may spend months or years living in this congregate setting. But some question whether a nursing home can ever be perceived as truly “home” in all its deeper connotations. Home is very different from house. While there are numerous models for new construction, many facilities struggle with how to become more like home within an older, institutional building. This session explores ways in which older nursing homes can be designed to reflect houses, and operated to reflect home.

112. Developing a QA Program to Meet Changes in F520
Ruth West, RN
Become familiar with the changes to the Federal regulatory process and investigative protocols for Quality Assurance (F520). Participants will learn about the new requirements for Quality Assessment and the process by which a viable program can be established and maintained. This program will focus on how the changes to the regulations impact the survey process and ways an organization can better utilize this process to achieve and maintain quality of care.

113. Creating a New Culture for Dementia Care
Harvey L. Sterns, PhD
Ronni Sterns, PhD
The “new culture” of dementia care is being embraced by long term care facilities as a way to enhance quality of life for both residents and staff. One feature of this approach to is attention to the socioemotional environment as experienced by residents interacting with one another and with staff. This presentation will cover a variety of imaginative psychosocial intervention approaches. Research will be shared revealing the impact of specific interventions on the quality of life for residents, as well as staff perceptions of their care demand load and levels of comfort in working with people with dementia. Implementation of activities in facilities to change the culture will be discussed.

9:40-11:10 am

CL1. ACHCA Chapter Leadership Development I
Current and prospective future ACHCA state chapter leaders are encouraged to participate in two sessions at which several facets of chapter development will be addressed. Learn how to effectively communicate with chapter members, grow membership, plan meetings, develop educational programs, raise funds, and reach out to academic institutions in their areas. Participants will have the opportunity to share ideas with their peers.

MR5. MDS Review and Competency-V
Leah Klusch, RN, BSN
Please refer to MR1 program description on page 14.

EN2. Pre-Planning: Groundwork for Cultural Change
David Green, MS
Amy Carpenter
Learn about the 17-year journey undertaken by Evergreen Retirement Community to create a vision of the “perfect” nursing home. From the beginning, those involved included residents, board members, front-line and professional staff, and representatives of the state of Wisconsin. In the process, a new management philosophy and organization structure were created, new technology was developed, and all operating systems were changed. This presentation reviews all of the steps involved in transforming Creekview at Evergreen into a thoroughly resident centered environment.

114. Blended Learning AIT Program
Joyce Rutherford-Donner, BSN, MBA
L. Candice Hawkins, MA
Discover the web-based AIT program developed for Ohio Presbyterian Homes. This presentation will outline the program's processes and tools, including prescreening, identifying strengths and weaknesses, and crafting personal development plans. A series of modules guides the AIT through a complete training program, including on-the-job application of learned content, a post-screening, and regular feedback from the AIT coordinator.

115. Bridging the Worker/Resident Communication Gap in LTC
Harvey L. Sterns, PhD
Ronni Sterns, PhD
It is an organizational challenge when staff and residents do not share a common language. Foreign-born elderly are increasingly residing in long-term care facilities. Those with Alzheimer's disease will eventually revert to their native language. With staff shortages in long term care, foreign-born workers have become a new source of labor – many of whom have not learned English. The National Institute on Aging has funded a number of studies to evaluate communication problems and provide meaningful, person-centered solutions to bridge the communication gap. Presenters will report on these solutions and their efficacy.

11:20 am-12:20 pm

CL2. ACHCA Chapter Leadership Development II
Please refer to CL1 program description on this page.

MR6. MDS Review and Competency VI
Leah Klusch, RN, BSN
Please refer to MR1 program description on page 14.

EN3. Environmental Correlates of Person-Centered Care
Margaret Calkins, PhD
Low occupancy, high staff turnover, a desire to enhance resident quality of life, and dated institutional environments are
strong motivators for exploring new models of care. Person-centered care shifts the focus of both design and operations from staff-centric philosophies to a focus that values the desires and wishes of the residents as the driving motivator of all decisions. Moving from traditional practices and policies to a resident-centered or resident-directed care philosophy is difficult. This session explores different practical approaches to implementing person-centered care, with a focus on how the environment supports this change.

116. Coaching to Success
L. Candice Hawkins, MA
Joyce Rutherford-Donner, BSN, MBA
Explore firsthand the Leadership Profile developed for the Ohio Presbyterian Retirement Services AIT program. Each participant will be assessed in one area of the program’s Learning Styles Inventory, and discover how the results of this assessment can be used in the workplace. Learn how the Leadership Profile identifies areas for improvement with a work-based project. Examples of such projects will be reviewed to illustrate how leadership development can be integrated with the real needs of the community, residents and employees. An overview will be provided of the role of the AIT coach in leadership/management development.

LD7. Leadership Skills
John Pratt, FACHCA
There is much written about leadership and one can find any number of general seminars, conferences and educational programs dealing with the subject. However, this session will discuss leadership from the point of view of long-term care administrators. It will identify the components of leadership, the characteristics of successful leaders, and the skills associated with leadership in a management role. The session will also address how to acquire or enhance those skills.

2:40-3:40 pm

117. Facility Management Excellence: Driving Business Results
Joshua Malbogat
In most facilities, maintenance of buildings and equipment is the second largest item in Operations budgets. Discover how a strategic, data-informed, and well-executed approach to facility management contributes to the achievement of key financial, operational, and human resource objectives. Using real-life case studies from the senior living sector, Mr. Malbogat will demonstrate how the proper application of technology can bridge the gap between strategic objectives and disciplined execution of corrective and preventative maintenance. This process leads to increased productivity, lower costs, better return on assets, improved productivity, quality assurance, and satisfied stakeholders.

MR7. MDS Review and Competency-VII
Leah Klusch, RN, BSN
Please refer to MR1 program description on page xx.

EN4. Moving Beyond Person-Centered Care: The Next Step
David Green, MS
Margaret Caikins, PhD
A current trend in long term care is the movement toward “person-centered” care. Residents also want their living setting to be “home.” A good home is one in which relationships are satisfy-
long-term care. Attend this session to be on the cutting edge of the HR cycle. High impact HR practice require two thrusts: positive proactive management from the administrator down through the organization and a risk management emphasis, anticipating and preventing threats to the organization. This program will provide a series of “take-aways,” practical tools administrators can use on the job to improve the HR function in the form of checklists and samples (policies, procedures, forms, etc.).

**TE2. Documentation at the Point of Care**
James E. Shearon, RN, BSN, MHSA
Learn how four skilled nursing facilities got better QIs, efficiency, and financial performance with strategic investments in technology. Considering ways to be more efficient? Get higher reimbursements? Do better on your next survey? And does your strategy include investing in technology to achieve your business goals? There are a multitude of options for driving new levels of performance. This presentation will provide a comprehensive survey of your choices and the pros and cons of each.

**LD9. Hiring Strategies for Meeting Future Staffing Needs**
Sherri Huston
Stephanie Scher
Hiring is about performance and productivity for all companies. It should be a well thought-out process and redesigned as objectives and needs change. Learn how to consider the purpose of each position and tailor the interview and hiring process to reflect the needs for each position. Understand how to evaluate interview responses more effectively. Identify, communicate, and leverage the value of your employment brand. These strategies will result in achieving your hiring objectives, affecting a positive impact on both productivity and revenue.

**9:40-10:40 am**

**121. Staff to Staff Communication: A Link to Quality**
Diana Waugh, RN, BSN
Communication is the basis of person-centered care and needs to begin with a staff-to-staff focus. Identifying communication barriers is the first step to breaking them down. Learn how to truly communicate, verbally and nonverbally, with staff to empower each person and allow win-win situations to occur. Whether it’s dealing with a negative co-worker or trying to communicate vital information to a person from a different discipline, knowing the 5Ws of communication leads to a successful exchange.

**122. Leading LTC Culture Change**
Barbara Speedling, BS
This session will provide an overview of the culture change movement, the primary principles of this ideology, and how this national focus impacts the expectations of regulators and consumers. Participants will discuss the nature of community and what makes a community attractive to potential residents. Changing demographics, increased governmental scrutiny, declining consumer appeal, shrinking resources, and attractive alternatives, make it imperative for nursing homes to successfully address the varied needs of many. Discuss how to effect true culture change: not simply a project, but a positive and lasting change in the thinking and behavior of those who live and work in your environment.

**TE3. Maximizing the Leader’s Use of Internet Technological Advances**
Lydia Restivo, RN, CDONA
The technology revolution is in full swing in the long term care industry. Join this session to learn more about the latest technological applications available in the long term care setting. Participants will learn how technology solutions can reduce expenses, generate revenue and facilitate quality long term care.

**LD10. Creating a Motivating Environment**
Daniel W. Farley, PhD, CNHA, ACSW
Do you want your employees to be happier and work harder? In this session, the relationship between productivity, interpersonal attachments, and morale will be examined. Participants will learn to view motivation as a result of perception.

**10:50 am to 12:20 pm**

**123. Cruising with Residents: Award Winning Activities Program**
Eli Pick, CNHA, FACHCA
Set sail with Passage to Discovery, a unique therapeutic intervention that has measurably improved outcomes and quality of life at Ballard Healthcare. Learn how this program meets the marketplace’s lifestyle and service requirements by keeping residents engaged and physically active in new ways. An immersion “cruise experience,” Passage to Discovery was an organization altering paradigm shift in the way care and services are provided. Short- and long-stay residents participate and benefit at statistically significant levels.

**124. Positioning for Consumer Driven Healthcare**
Jennifer E. Marecki
David S. Lehman
As the cost of healthcare continues to increase and plan benefits grow leaner, employers are faced with two options: they pay more, or their employees pay more. Enter the third option, consumer driven healthcare...a way for employers and employees to reduce costs. Whether it is buying a $4.00 prescription drug at Walmart, putting pre-tax dollars into a health savings account or participating in a smoking cessation class as part of an employer sponsored wellness strategy, consumerism is embraced by employers and employees alike. Learn why these are better benefits at lower cost and hear about time tested implementation game plans.

**125. Embracing Cultural Diversity in LTC**
Brenda E. Lewis, LNHA, MSM
Explore diversity issues with residents, families, and staff as they interrelate. Participants will be encouraged to reflect on leadership experiences where an understanding of diversity could change the outcome. Effective practices will be offered for communicating with diverse groups, hiring persons of diverse cultures, and responding effectively to the needs of a diverse population.

**LD11. What Administrators Must Know About the New Medical Director Role Requirements**
Patrick J Murphy, MD, CMD, FAAFP
This presentation will review the history of the medical director and how the role has evolved over time. The demographics of the medical director will be explored, as well as how this can affect nursing homes with the coming “Boomers.” Participants will evaluate the nine defined roles of a medical director and the relationship to the F501 tag.
Entry Fees
Includes golf, bag drop, scoring, assigned carts, contests, range and continental breakfast.

- **$100 single prepaid by May 5th** $125 if paid day of outing - $50/$75 tax deductible
- **$375 per prepaid foursome by May 5th** $400 if paid day of outing $175/$200 tax deductible
- **$20 team mulligans** 4 per team
  OR
- **$40 team mulligans** 8 per team Mulligans fully tax deductible and may be purchased at outing

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### Optional Sponsorships

Name of sponsor *individual or company*: ________________________

- **$150 Hole Sponsor** hole selected randomly day of outing
- **$500 Team & Hole Sponsorship** entry fee from above included in $500 sponsorship
- **$300 for 1st Place Team**
- **$200 for 2nd Place Team**
- **$100 for 3rd Place Team**
- **$50 for Longest Drive Men each - Please circle: 1 2**
- **$50 for Longest Drive Women**
- **$50 for Closest to the Pin each - Please circle: 1 2 3 4**
- **$50 for Longest Putt**

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**Total entry fees/mulligans**

| Payment is included on my Convocation Registration Form |
| Payment is included on my Convocation Registration Form |

**Please process golf payment separately from my Convocation Registration**

Complete the box below ONLY if you would like your golf outing payment processed separately from your Convocation registration – or if you have already submitted your Convocation registration.

**Total golf payment:** $__________________

- Check enclosed (make payable to: ACHCA)
- Please Bill my:  
  - Visa  
  - Mastercard  
  - AmEx

Card Number: ________________________ Expiration Date: _______

Cardholder Name: ________________________

Cardholder Signature: ________________________
Bermuda

Join us!

(new text)
Make a copy of this form for each additional registrant.

Primary Registration  Additional Registrant

Last Name  First Name  M.I.  Nickname for Badge

Title  Credentials  Facility Name

Preferred Mailing Address  Home  Work

City/State/Zip

Home Phone  Work Phone  Fax

License #  State  NH / AL / RN (circle)

Email address (confirmations will be sent via email)

I am a first-time Annual Convocation Attendee.

Special Accommodations:

Please check here if you require special accommodation to fully participate.
Attach a written description of your needs.

Full Meeting Packages

Include CE, Exhibit Hall, Leadership Celebration Night on the Town, Awards Banquet and Riverboat Cruise.

Early Bird  By April 15

Advance  By May 7

On-site  May 8-20

Primary Registrant

Member  $599  $699  $799

Non-Member  $699  $799  $899

Additional Registrant from Same Facility

(Name of primary registrant)

ACHCA must receive separate registration for primary registrant.

Member  $499  $599  $699

Non-Member  $599  $699  $799

Student Registration  $175

Proof of enrollment must be attached unless included with a group of registrations submitted by academic institution.

Certificate Programs

These two certificate programs require pre-registration. Please indicate which programs you plan to attend.

Primary  Assisted Living Computer Simulation

MDS Review and Competency

Social Activities

Please indicate which activities you plan to attend:

Leadership Celebration Night on the Town Fri, May 16

Awards Banquet Sun, May 18

Riverboat Cruise Mon, May 19 Limited to the first 250 who register.

Partial Meeting Packages

One Day Registration

Includes CE, Exhibit Hall, Separate Tickets needed for Awards Banquet and Riverboat Fundraiser.

Early Bird  By April 15

Advance  By May 7

On-site  May 8-20

Member

$225  $250  $275

Non-Member

$300  $325  $350

Indicate Day:

Saturday  Sunday  Monday  Tuesday

Student Registration  $125

Includes CE, Exhibit Hall, Reception. Does not include Awards Banquet.

Proof of enrollment must be attached unless included with a group of registrations submitted by academic institution.

Exhibit Hall Only Registration

Sat - $75  Sun - $75  Mon - $75

Special Meal Requests

To ensure availability, please request a special meal and pick up your ticket at the ACHCA registration desk a minimum of 24 hours prior to the scheduled event. Special meals MUST BE ordered by May 5, 2008.

Kosher Meal  Vegetarian Meal

Guest Packages

Full Guest Packages include CE, Exhibit Hall, Leadership Celebration Night on the Town, Awards Banquet and Riverboat Cruise.
(Guest packages are for family members or guests who are not affiliated with or working within the long term care profession and who are attending with a full meeting registrant.

Full Guest Packages  Early Bird  By April 15

Advance  By May 7

On-site  May 8-20

Attending with Member (qty.)

Member  $295  $330  $365

Non-Member  $395  $430  $465

Guest Exhibit Hall Only Pass-one day  $75 per person x ___ qty.

Specify day attending:

Sat - $75  Sun - $75  Mon - $75

Guest #1

Guest #2

Additional Tickets

Awards Banquet  $75.00 x ___ (qty.) ___

Riverboat Cruise  $50.00 x ___ (qty.) ___

Certified and Fellows/Life Member Breakfast  $24.00 x ___ (qty.) ___

I became Certified or a Fellow for the first time between April 1, 2007 and May 7, 2008 and would like one complimentary ticket.

Send your completed form and payment to:

ACHCA Annual Convocation Registration  P.O. Box 75060  Baltimore, MD 21275-5060
Fax: 703-435-4390 After May 8, 2008, you must register onsite. Do not fax or mail your registration form after this date.

Questions? Call 703-234-4140 ext.3

Payment Information

(Payment must accompany registration form.)

Check Enclosed: (Payable in U.S. Dollars to ACHCA)

Please charge my  Visa  MasterCard  American Express

Card Number  Expiration

Name as it appears on the card

Signature of Cardholder

Join the College Now to receive conference discounts.

Note: Membership in ACHCA is individual and not facility-based.

Yes, I want to become an ACHCA member until June 30, 2009. Full Member: $273.00

Refund and Cancellation Policy

Requests for refunds and cancellations must be in writing. ACHCA will refund your entire registration fee, less a $75 processing fee until Wednesday, April 16, 2008. After April 16, 2008, no refunds will be issued except in the case of a facility Survey. If a Survey occurs over the period of the Convocation, ACHCA will refund your registration fee upon receipt of confirmation of the Survey. Substitutions of registrations are welcome, but must be made in writing.

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2008 Annual Convocation & Exposition

Leadership: The Gateway to Excellence