



Pioneer Network™  
**Pioneering a  
New Culture of Aging  
Conference**

A Guide for Planning Your Conference

August 12 – 15, 2018  
Sheraton Downtown Denver Hotel



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**Session A**  
**Monday August 13, 2018**  
**10:45 AM – 12:15 PM**



**A1: Transforming the Looming Workforce Crisis into an Opportunity for Career Enhancement**

Guides: Susan Ryan, Senior Director, The Green House Project

Lisa Czolowski, CEO, Hover Community

Jennifer Vecchi, Principal, Vecchi & Associates

Healthcare is in flux with passionate debate. The population is aging, and requires a higher volume of care options, while the pool of qualified workers is shrinking. When Hover Community experienced high turnover and other workforce issues, they recognized that greater investment in staff would change their trajectory. New Initiatives like a CEO led Assisted Living Academy for educational growth, and an application of Green House core values to activate Universal Workers campus-wide created enhanced career development opportunities and increased talent retention. Join the discussion to understand how these concepts be applied in every organization to build a strong future.

**Objectives**

1. Describe the looming healthcare crisis and how The Green House Project serves as a solution.
2. Explore the Hover Community Case Study, by understanding the workforce issues and how the organization addressed it.
3. Discuss how to create career opportunities for care partners that are empowered, have growth opportunities and a living wage.

**Susan Ryan's** passion for improving the quality of life for elders has been demonstrated in a variety of settings. Prior to working with The Green House® team, Ms. Ryan served on the leadership team of a non-profit continuing care retirement community, where she spearheaded the organization's transformation to culture change by assessing industry innovation and outcomes and developing strategic and educational protocols. Additionally, her experience includes leadership roles as Director of Nursing for a long-term care community and as a Geriatric Nurse Educator providing grant-funded programs to support deinstitutionalization of community seniors. She has also worked extensively with older adults in a home care setting.

As Chief Executive Officer, **Ms. Czolowski** introduced the Eden Alternative principles of Culture Change to the organization seven years ago, transforming both the physical and operational focus of the community. She opened the Assisted Living Academy to offer an accessible and affordable educational program for all employees. Ms. Czolowski introduced the Green House Model to the organizations' Board of Director's which lead to the development of four - 12 bed Green House Nursing Homes.

**Jennifer Vecchi** is at the forefront of the planning and green building professions with extensive experience working along the Front Range of Colorado. She is a certified planner with a master's degree in Urban and Regional Planning and a LEED Accredited Professional in Building Design and Construction (LEED AP BD+C). She is currently Project Manager for design and development of the Green House Skilled Nursing Care project for the Hover Senior Living Community in Longmont, Colorado. Her clients have included the State of Colorado, Department of Local Affairs, co-authoring the *Model Land Use Code for Colorado's Small Communities*; the Longmont Downtown Development Authority, creating a *Strategic Action Plan for the Longmont Arts and Entertainment District*; and Lafarge North America, overseeing reclamation plans and permitting for numerous projects along the South Platte and Cache la Poudre rivers. Her areas of expertise include the following: Due Diligence and Feasibility Analysis; Design Development; Project Management; and Land Use Planning, Zoning and Permitting

She has guided large complex projects through local, state and federal public permit processes with effective communication and conflict resolution skills, resulting in a 98 percent success rate. In addition, Vecchi has expertise in senior housing, addressing the needs of an aging population. She completed a *2013 Vision & Strategic Action Plan* for Hover Senior Living Community that includes innovative strategies to facilitate opportunities for Baby Boomers to “age in place.”

Vecchi is a principal and owner of Vecchi & Associates, LLC, a Women Owned Small Business, which provides urban planning and sustainable design consulting services.



**A2: The Cutting Edge of Dementia Care Culture Change - Technology Supported Engagement, Rehabilitation, and Research for Those Living with Dementia**

Guides: Christopher Krause, Director of Rehabilitation, It's Never 2 Late

Carrie Chiusano, Executive Director, Dementia Care Center of Excellence, Presbyterian Senior Care

Technology is a powerful tool now being used to drive person centered interactions for dementia care. When the right tools are used correctly it enhances rehab, engagement, and care for residents with dementia and cognitive decline. In a dynamic cultural shift, technology, once considered a tool purely for those who are cognitively intact, will be shown as the key to reaching those living with dementia. Specific real-world examples, and review of the research will give participants an understanding of available tools and how to use them to support outcomes, and regulatory compliance while enhancing elder, family, and staff satisfaction.

**Objectives**

1. Describe the need and benefit of technology for individuals living with dementia.
2. Describe the research that demonstrates the benefit of use of technology for individual living with dementia.
3. Demonstrate examples of tech-based rehab and engagement.

**Christopher Krause** has been an Occupational Therapist for the past 26 years with the majority of that time concentrated in the geriatric setting. Early in his career Chris provided treatment in the acute care, sub-acute, outpatient, home health, and skilled nursing arena's. In 1999, rehab operations became his primary focus first at the hospital level and then across various multi-state regions. Years of coaching therapists and the first-hand experience of family members living with dementia has driven Chris' passion to change the culture of how the rehab world engages those with dementia and related care needs. In 2011 he took on his current role as the Director of Rehabilitation for It's Never 2 Late, an adaptive computer company. Chris and his team work with existing and potential customers to help them better understand the clinical benefits and ROI behind iN2L utilization as a digital therapy tool. In addition, his work with iN2L developers has led to the creation of new clinical concepts and therapeutic intervention strategies. By creating and modifying software Chris and team are working to change the industry and help therapists reach those living with dementia at their level, in that moment!

**Carrie Chiusano** has thirty plus years of long-term care experience with Presbyterian SeniorCare Network. Most of those years were spent helping to shape and implement the internationally renowned Woodside Place philosophy of specialty care for persons living with Alzheimer's disease and other related dementias. Carrie has championed the Person-Centered Care initiative as well as the Dementia Care Specialty initiative for Presbyterian SeniorCare Network to become CARF accredited. Carrie served nine years on the Board of Directors for the Pennsylvania Therapeutic Recreation Society. This knowledge and experience led her to become a mentor, motivator and dynamic catalyst to lead Presbyterian SeniorCare Network's Dementia Care Center of Excellence. Carrie led her team to develop Community-Based Dementia Training Modules and offered them through a Lunch and Learn series addressing topics such as: Dementia.... What's it all About, Finding the Right Words.... How to Communicate, Behaviors...Finding a Creative Path and Family Dynamics. The first participants in the education sessions were RNs from the emergency department and the nursing units. Wanting to reach a broader community audience, Carrie's recent participants included the Quality

Improvement team and education is now happening for First Responders, local Fire Departments, Police Departments and EMS Teams from Erie to Washington PA.

**A3: Dining at Home - My Way, Your Way, Our Way**

Guide: Linda Bump, Registered Dietitian/Administrator, Action Pact

The kitchen is the heart of our home. We all value the freedom and ability to enjoy foods and beverages of our own personal choice, whether in thoughtful solitude or with the camaraderie of those closest to us. Our residents deserve the same. Whether we work in a household, neighborhood or traditional long-term care home, we have unlimited opportunities to enhance our residents' dining experience, and to provide for their daily pleasures and personal choices in a relationship-based environment. The joy of food and dining is both simple and profound. Come learn how to restore this joy to your residents, as taught by Linda Bump, registered dietitian and one of the pioneers of the Household Model. Joining Linda in this presentation on a panel will be Brandon Pietsch, Executive Director of a hospital-based long-term care community and Patrick Nickleson, a Chef extraordinaire. Both are deeply committed to person-centered care. Both are deeply committed to person-centered care.

**Objectives:**

1. Participants will be able to apply the New Dining Practice Standards honoring resident directed dining in the range of dining venues from traditional to home.
2. Participants will identify at least ten opportunities to enhance resident directed dining through individualization and relationships.
3. Participants will identify the opportunities for transforming their food preparation and service from institution to home.

**Linda Bump** is a Registered Dietitian and Licensed Nursing Home Administrator with a passion for resident choice and quality of life with a particular focus on the kitchen as the heart of the home. As an administrator, she has guided four organizations through transformations to a social model of care: Northome Healthcare Center, Bigfork Valley Communities, Meadowlark Hills and Pennybyrn at Maryfield. She has extensive experience as both an internal and external consultant in nursing homes and has provided education on culture change to 60+ nursing homes through her work with Action Pact since 1999. Linda leads the Action Pact workshops: Food for Thought, and Life Happens in the Kitchen. She is the contributor and author of Action Pact workbooks: Nourish the Body and Soul and Life Happens in the Kitchen.

**A4: Person-Centered Care and Parkinson's Disease**

Guides: Natalie Macaro, Director of Adult Day Programs, Parker

Lori Morell, Sr. Manager of Health & Wellness, Parker

Tanvi Desai, Director of Rehabilitation, Parker

The Parkinson's disease community and individuals living with Parkinson's disease are a unique population. This population often strongly identifies with their diagnosis and are actively involved in their treatment and care. In this session, attendees will learn about Parkinson's disease-specific approaches for enhancing person-centered care. Examples will focus on the three components to living well with Parkinson's disease: exercise, therapy, and education/support services. We hope you'll join us for this inspiring, interactive, and hands-on session!

**Objectives**

1. Identify the unique characteristics and preferences of individuals living with Parkinson's disease (disease stages) and understand how to apply caregiver support and education approaches within their communities to enhance person-centered care to this population.
2. List the benefits of exercise for individuals with Parkinson's disease and be able to name exercise as a treatment/care plan approach for individuals with Parkinson's disease.

3. Evaluate how Parkinson's disease specific therapy programs can be provided in their communities to enhance person-centered care and name what is needed to begin developing a specialized program in their community.

**Natalie Macaro** serves as the Director of Adult Day Programs at Parker and has over 20 years of aging services experience. In 2001, Natalie assisted with developing a specialized memory care neighborhood which utilized universal worker concepts. The specialized neighborhood proved to be a successful environment for nurturing and delivering person-centered care and later served as the inspiration for Parker's small home residences. Natalie began leading Parker's Adult Day Services in 2008. Under her leadership, Adult Day Services have expanded to include: medical, social, and community programs held in local senior housing buildings. Through her dedication and desire to provide high quality, person-centered programming, Parker's Adult Day Programs have emerged as the preferred provider in Middlesex County. Natalie is passionate about training and empowering care partners. She regularly provides trainings on culture change and Parker's core values.

**Lori Morell** serves as the Senior Manager for Health & Wellness at Parker. In her role, Lori oversees the daily operations of Parker's fitness center, pool, and wellness studio. Lori's involvement with Parker's I.M.P.A.C.T.S. Program, has led to the development and implementation of exercise classes designed specifically for individuals living with Parkinson's disease. The exercise classes, which focus on range of motion and large movements, have been well received by elders throughout Parker's healthcare continuum. Lori is a passionate advocate for exercise as a treatment for Parkinson's disease.

**Tanvi Desai** serves as the Director of Rehabilitation Services at Parker. In her role, Tanvi oversees the daily operations of Parker's outpatient rehabilitation programs. Tanvi is a passionate advocate for therapy services as a treatment for Parkinson's disease. She works closely with therapists to identify and implement therapeutic, person-centered approaches based upon an individual's disease stage. Recognizing that caring for an individual living with Parkinson's disease comes with unique challenges, Tanvi regularly provides Parkinson's disease specific training to care partners and caregivers. Topics often include: safe transfers and the benefits of speech therapy.



**A5: Chair Chi: Tai Chi in a Chair for Movement Impaired Populations**  
Guide: Patrick Griffith, Founder, Chair Chi

In this interactive session, Chair Chi Founder Pat Griffith will share what is Chair Chi and how it was created. You will learn elements of Chair Chi including breathing techniques for seniors; why these techniques are important and how they benefit the senior population; warm up and cool down (Chi gung) exercises and stretches for seniors. Pat will share information on what the exercises are, what parts of the body we will be working and how they benefit the senior population. Then there will be some demonstrations of the exercises, so plan to get involved as Pat goes over the Chair Chi form (dance), first through demonstration of the dance then through group participation. There will be plenty of time for questions and answers to explore how you can incorporate Chair Chi into your life enrichment program.

**Objectives:**

1. Learn and demonstrate breathing techniques for seniors with COPD.
2. Apply Chi Gung warm up exercises in a group exercise setting.
3. Apply Chair Chi form through participation in Chair Chi dance.

**Pat Griffith** is a certified Tai Chi Chuan instructor and founder of Chair Chi. He has been teaching at health clubs, senior and wellness centers and senior living facilities since 1997.

#### A6: **Healing Dementia**

Guide: Kyrie Carpenter, Integral Coach, Kyrieosity

Culture change starts with the heart. This session begins with visual art, music, and spoken word to crack open hearts and engage ways of knowing outside of cognition. From this open space, participants will explore a counter perspective to mainstream notions about dementia as only a disease to be cured. Participants will also discover how to cultivate their own Elderhood by learning from those who live with dementia; and how cultivating Elderhood at every age alleviates suffering for both people experiencing cognitive change and their allies.

##### Objectives

1. List 2 qualities of a holistic perspective of dementia
2. Identify 2 aspects of the concept of life cycle development, as it relates to the participant's life
3. Name 2 things that people living with dementia have taught the participant that changed their world view

**Kyrie Carpenter** is radically pro-aging and dementia positive, with a passion for working with people experiencing dementia, their allies and supporting organizations through coaching, consulting and speaking. Her passion for story led to a career in film, studies in Depth Psychology, and ultimately her work with aging. For the last two years she has been performing in Dr. Bill Thomas' nationwide ChangingAging tour. Prior to this she worked with elders living in long-term care in San Francisco. In 2015 she traveled to all 50 states living in a van the culmination of which was founding a wellness center, Prosper. Kyrie has a blog, Huffington Post & ChangingAging and recently published her first book *Healing Dementia*. She holds a Masters in Counseling Psychology and wrote her thesis on the Anti-Aging myth in America.

#### A7: **Hiring Staff, It's The Elders Role!**

Guide: Becky Haldorson, Administrator, Sunny Hill Nursing Home of Will County

No one ever thought we would be celebrating with our elders the 10-year anniversary of our Resident's Interview Committee, but we did! Residents have the right to say who will be caring for them and this practice has empowered them to make this very important decision. This interviewing and decision-making process has empowered the residents, opening new and unexpected doors of opportunity, as well as improving communication and respect between residents and staff. This group of residents has stepped up and become true pioneers in the culture change movement. Come learn about their experiences through this 10-year journey. Attendees will leave the session with a list of potential questions they can use to start interviewing staff right away.

##### Objectives

1. This session will motivate attendees to make the ultimate management reversal decision and practice culture change at the core of its organization by residents to hire staff.
2. Attendees will understand that giving up control of the hiring decision will benefit the overall relationship between staff and residents.
3. This session will show examples that will teach participants the uniqueness of this practice and the process in which to begin the transition to residents making the choices of new staff, and most importantly, how to maintain this practice for years to come.

**Becky Haldorson** has worked in the field of long term care for over 30 years, beginning as a CNA. She currently serves as the Administrator of Sunny Hill Nursing Home of Will County in Joliet, IL where she promotes the care of elders in a person-centered community. She is also a founding board member and past president of the Illinois Pioneer Coalition. She has shared her experiences of change through presentations throughout Illinois, at national conferences and to corporate leadership meetings. Becky holds a Master's Degree in Health Care Management and has received recognition in her field for her culture change efforts.



#### **A8: Can Hospitality Create Home?**

Guide: Jill Vitale-Aussem, President & CEO, The Eden Alternative

Hospitality is seen as the answer for senior living. Many organizations are investing significant resources into developing hotel and resort-based models of care and service without understanding the pitfalls of this model and the ways in which it can actually undermine our efforts toward fighting loneliness, helplessness and boredom. This session will focus on the importance of community building as a counterbalance to the messaging we are hearing about hospitality. Participants will learn to see hospitality as one piece of the puzzle and understand how to use it in a balanced way that builds community, creates a sense of home, and encourages independence and purpose.

##### **Objectives**

1. Name 2 ways that the hotel service delivery model contrasts with the goals of person-directed care.
2. List 2 concerns of a hotel-inspired customer service model.
3. Identify 2 ways that hospitality can be used in a balanced manner.

**Jill Vitale-Aussem** is the President & CEO of the Eden Alternative. She has twenty years' experience in the leadership of senior living communities in the for-profit and not-for-profit sectors. She earned a Master of Management in Hospitality degree from Cornell University School of Hotel Administration and holds a Bachelor of Science in Business Administration degree from Alfred University. Jill is a licensed nursing home administrator, certified assisted living director, LeadingAge Leadership Academy Fellow, an Eden Alternative Guide, and a Certified Eden Alternative Educator. She is passionate about creating community cultures of inclusivity, growth, and empowerment and writes and speaks nationally on the topics of culture, leadership and ageism.

#### **A9: Emergency Preparedness - The Person-Centered Way**

Guides: Jeffrey Ahl, Owner and Principal

DeAnn Larson, Project Coordinator, arCureture

Most, if not all, providers are aware of the requirements to have in place an Emergency Operations Plan. Was this plan prepared in consideration of those you serve or did you simply write a policy or procedure to comply with regulation? This session will help you take your plan to the next level by creating a plan that is sensitive to each resident's concerns and their family's expectations while taking a proactive look at tools and solutions that may mitigate emergency operational errors.

##### **Objectives:**

1. Define elements of an Emergency Plan that are inherently non-person-centered.
2. Define specific tasks that will encourage resident involvement in preparation, training and review of the Emergency Plan.

**Jeffrey Ahl** is Owner and Principal of arCureture, a full service architectural firm providing personalized consulting services to clients with an emphasis in senior housing. His primary responsibilities include program, project and client development, project design and management from inception through construction. By combining decades of experience, research and passion for seniors, the firm has positioned itself to work directly with clients who want to design, construct and operate "CURE" homes. A CURE home provides each elder with a Place to call home that incorporates a Plan for change in care, to Live in privacy, be Active, Comfortable, and Embrace technology. Jeffrey has been associated with more than 120 senior housing projects, in 15 different states, providing housing to more than 5,000 people. In addition to providing architectural design services for new and reconstructed housing, Jeffrey provides basic consulting to on culture change, master planning, ADA compliance and project cost analysis. While working for the State of Nebraska Jeff implemented the "CURE initiative" at one of the nation's largest Intermediate Care Facilities for individuals living with developmental disabilities.

**DeAnn Larson** is Project Coordinator for arCureture where she has embraced the process of building positive client relationships and has worked hard to become an expert in coordination of the development of Emergency Operation Plans for clients. She is consulted regularly as a result of her in-depth knowledge of the requirements related to Emergency Planning and recently presented on the topic of Emergency Operation Planning for LeadingAge Nebraska.



**A10: Domestic Violence and Aging Adults**

Guide: Cynthia Baker, Regional Clinical Director, Behavioral Health, DEER OAKS, A Behavioral Health Organization

During this presentation you will learn about the statistical data related to the prevalence and effects of Domestic Abuse and Aging Adults. The speaker will elaborate about the types of abuse, its effects, whether the abuse occurred in childhood, early adulthood or is more recent victimization. The Common Effects and Identification for Domestic Violence for aging adults will be discussed. Supportive strategies and resources that care staff can use when a resident is identified as a recipient of victimization will be shared. Finally, identification may not always come from a resident or patient and how do caregivers and staff approach the situation helping with safety while protecting the older adults' self-determination.

**Objectives**

1. Participants will learn the prevalence of domestic violence and older adults.
2. Participants will gain knowledge about types of elder abuse and risk factors increasing the likelihood of victimization of older adults.
3. Participants will learn strategies for approaching a situation in which there is elder abuse by a family member.

**Cynthia Baker** and her Clinical Behavioral Health Teams work collaboratively in Long Term Care Communities alongside Nursing, Social Services, Activities, and Leadership to provide the highest standard and treatment for Behavioral Health issues. When onsite at Long Term Care Communities, the focus is on the person/patient being treating for depression, anxiety, grief/loss that can result from loss of independence, loss of family, mobility, or loss of memory. The support the behavioral health teams provide includes cognitive behavioral therapy, memory-based interventions, Validation, and Consultation and Assessment. The new CMS Rules have propelled their work in mental health to be more visible, and with goals for Medication Reductions, Person Centered Care, and increased Quality of Life for residents with Dementia, their work as Licensed Behavioral Health Specialists is the new normal and an excellent support for Residents and a Collaborative relationship for the Physician and other Care Staff members.

**A11: Changing the Culture of Aging, One Intergenerational Conversation at a Time**

Guides: Beryl Goldman, PhD, RN, NHA

Nancy Weber Sutter, Professor, Chestnut Hill College; Montgomery County Community College

William Benson, President, Health Benefits ABCs

Culture change requires a transfer of ideas. Through different understanding gained from new ideas, individuals can shift to an alternative way of thinking. It has been our experience that thoughtfully orchestrated intergenerational dialogue facilitates an honest and non-judgmental exchange of perspectives, and often results in a participant adopting different values and beliefs. In this session, the presenters will describe their approaches to this type of conversation, including planning, participant preparation, facilitating the dialogue and follow-up. Three case studies will illustrate the approaches. Through discussion and interactive exercises, attendees will adapt the material for their needs.

**Objectives:**

1. Attendees will participate in intergenerational dialogue about aging.
2. Participants will understand how to organize and facilitate an intergenerational event.
3. Attendees will discuss the need for and nature of guidance for intergenerational dialogue and modify discussion results to apply to their specific interest.

**Beryl Goldman** was the recipient of the annual Spirit of CARIE (the Center for Advocacy for the Rights and Interests of the Elderly (CARIE) in 2017. This award is conferred on an individual or individuals making "significant contributions to improving the rights, well-being and autonomy of older adults." The citation stated that: "For almost three decades, Beryl Goldman has played a critical role in the development, adoption and expansion of safe, restraint-free, long-term care environments. As a leading voice in the field of restraint reduction she has provided testimony before Congress on the Untie the Elderly initiative and has overseen the Pennsylvania Restraint Reduction Initiative, served as outreach leader of the national Hospital Bed Safety Workgroup and directed the implementation portion of the Pennsylvania Department of Health's Best Practices Project. Her work has contributed to a sea change in attitudes toward the use of

restraints in long-term care settings. Currently serving as the Director of Kendal Outreach, LLC, Mrs. Goldman's vision and persistent efforts to realize safe and compassionate restraint-free care for our most vulnerable elders reflects the true Spirit of CARIE."

Concerned that busy nursing assistants attended to physical needs without really knowing the individual, **Nancy Weber Sutter** wanted Nursing Assistants to get to know and understand the residents they served. Through resident and family interviews, NAs were encouraged to write down residents' life stories and then present and celebrate these rich life stories with staff and families. This was the beginning of a long career in service to elders and gerontology education, informed by the understanding that to be of true service to another, one must understand, respect and be directed by the individual served. After ten years of nursing home administration, Nancy joined an organization with a core value that each person is a valued individual. For the next fifteen years, she was part of a team that developed Continuing Care Retirement Communities. To add wisdom and individual perspectives, older people were part of community development every step of the way – from selecting the site and designing the facilities, to selecting the Executive Director. Nancy is now a professor at two PA colleges, educating current and future Human Service practitioners.

For 20 years, **William Benson** ran a consulting business in aging and public health. Clients include a broad array of government, non-profit and business entities. Much of his work is devoted to public policy, as well as many dimensions of elder rights. Mr. Benson is also the co-founder of the International Association for Indigenous Aging (IA2), focused on AIAN elders, which pioneered "1,000 Grandmothers" concept in which Indian women elders mentor younger people about various issues facing Indian country such as sudden unexplained infant deaths.

**Session B**  
**Monday, August 13, 2018**  
**2:30 PM – 4:30 PM**



**B1: Giving and Receiving Feedback: A Foundation for an Empowered Workforce**

Guides: Anna Ortigara, Consultant, PHI

Sue Misiorski, V. P. Workforce Innovations, PHI

Giving and being open to receiving feedback is at the heart of a trusting and dynamic workplace. But is not so easy to give or receive. As leaders working towards a highly relational culture it is critical that employees get timely, useful feedback about their work. At the same time leaders need to seek out feedback about how both they and the organization is doing to meet its goals. Real time feedback creates readiness for all staff to feel high involvement and engagement. This session will explore how to give and receive with opportunity to practice with personally relevant examples.

**Objectives**

1. Review the role of giving feedback and the steps for effectively giving clear direct feedback.
2. Discuss the purpose and challenges around receiving feedback.
3. Explore the role of feedback in creating empowered workplaces and supporting cultural transformation.

**Anna Ortigara** has had the honor and fun of being deeply immersed in cultural transformation since the early 1980's. Initially it focused on transforming dementia care in three key areas, meaningful life and engagement, environments that support abilities and strengths, and staff education for effective care partnerships. She then became involved in work around empowering staff (nurses and direct care staff), initially through her work at The Green House Project, and now at PHI which focusses on empowered workforces through coaching leaders. Also active with Pioneer Network, Anna has attended every conference since the first one in Rochester (except the cruise year).

**Sue Misiorski** served as VP at Apple Health Care and at Genesis Corporation where she led deep culture change in care practices across the organization's nursing homes. Co-founder and first president of the Pioneer Network, she has

worked to achieve culture change through work with a wide range of long term care organizations continuing up to this time.



## **B2: Dementia Care Practice Recommendations for Health Care Professionals**

Guides: Douglas Pace, Director- Mission Partnerships, Alzheimer's Association

Sam Fazio, Director, Quality Care & Psychosocial Research, Alzheimer's Association

In order to ensure that people living with Alzheimer's or related dementia are receiving high quality care that is based on the most up to date, peer reviewed evidence, the Alzheimer's Association's new Practice Recommendations were released in a special supplement of the Gerontologist in February 2018. The topic areas are person-centered care, detection and diagnosis, assessment and care planning, medical management, information, education and support, ongoing care, staffing and therapeutic environment and safety and transitions and coordination of care. This session will provide an overview of the recommendations and discuss how they can be used to increase the quality of care and quality of life for people with Alzheimer's and related dementia.

### **Objectives**

1. Attendees will understand the importance of evidence based, peer reviewed recommendations for health care professionals across the continuum of long-term services and supports for people with Alzheimer's and related dementia and the importance of person-centered care to ensure that people live well throughout the disease progression.
2. Attendees will gain an understanding of each of the topic areas of the new Dementia Care Practice Recommendations and how they can be applied in all settings of long-term services and supports for use by health care professionals.
3. Attendees will increase their knowledge about the latest facts, figures, and current research initiatives and programs for Alzheimer's and related dementia.

**Doug Pace** is the Director of Mission Partnerships with the Alzheimer's Association. In this role, he provides strategic leadership with government and other organizations to enhance the Association's influence in the area of dementia care. Previously, Doug was the Executive Director of the Advancing Excellence in Long Term Care Collaborative (AELTCC). The AELTCC's major initiative is the Advancing Excellence in America's Nursing Home Campaign, a national campaign to improve the quality of life and quality of care for the country's 1.5 million nursing home residents. Prior to AELTCC, Doug was the Executive Director of the Long-Term Quality Alliance (LTQA). Before joining the LTQA, Doug was the Director of the Long-Term Care Solution Campaign at Leading Age in Washington, DC. He returned back to Leading Age in March 2008 after 18 months as the Executive Director of the National Commission for Quality Long-Term Care at The New School in New York, NY. Before joining the Commission, Doug was the Vice-President for Culture Transformation and the Director of Assisted Living and Continuing Care with Leading Age. Prior to joining AAHSA in June of 2001, Doug was the President of Leading Age Tennessee in Nashville, TN. Doug is a licensed Nursing Home Administrator, and before joining LeadingAge TN, he ran a multi-level community serving 210 residents in levels of living that included SNF, NF, a secured Alzheimer's unit and assisted living.

**Dr. Fazio** currently works in the Program Team where he oversees quality care standards and social/behavioral research initiatives. Prior to working for the Alzheimer's Association, Dr. Fazio worked for Rush Presbyterian St. Luke's Medical Center at the Alzheimer's Family Care Center, an adult day center specifically designed for people with dementia. He has worked in the field of aging since 1987 and has a broad range of experience, including research, leadership and management, working with older adults and families, and direct care. Dr. Fazio has presented both nationally and internationally as well as published several journal articles and book chapters. Dr. Fazio is the author of *The Enduring Self in People with Alzheimer's: Getting to the Heart of Individualized Care* and the co-author of the book *Rethinking Alzheimer's Care*.

**B3: Changing the Culture of Diets: Creating Person-Centered Menu Options for Heart Disease and Diabetes**

Guides: Janice Raymond, Clinical Nutrition Director, Thomas Cuisine Mgmt at Providence

Diane Hall, President & CEO, Balanced Senior Nutrition

Rehabilitation settings in LTC present a challenge for person-centered dining. These individuals see themselves as patients, clients or guests, not residents, and their goal of healing and going home. While person-directed care remains a goal, for many of these individuals a diet pattern consistent with disease control or secondary prevention is desirable. The two diets most often requested are "cardiac" and "diabetic". In this presentation the current evidence-based research on these diet patterns will be discussed. A system of taking a therapeutic diet and transforming it to a "menu option" will be presented. The experience with a Heart Healthy Menu at Providence Mt St Vincent will be shared.

**Objectives**

1. Discuss two most common therapeutic diets ordered in rehab and compare the diet needs of LTC and Rehabilitation.
2. Discuss the benefits of a menu over a "diet", learn how to create a menu option and understand why a menu option is more person-centered and less likely to result in an F-tag.
3. Describe how to decide when therapeutic diet restrictions are necessary in LTC communities and the steps that are necessary to successfully support informed choice for restricted diets in LTC communities.

**Janice Raymond** is currently the Clinical Nutrition Director for Thomas Cuisine at Providence Mt. St. Vincent in Seattle and is affiliate faculty at Bastyr University. She is a Certified Specialist in Geriatrics with the Academy of Nutrition and Dietetics (AND) and was recently appointed the official AND liaison with the Pioneer Network. Janice has held positions in research, critical care, home infusion, long term care and management. She has been active in her profession and has held both elected and appointed positions at a national level and local with the Academy of Nutrition and Dietetics. Janice has been an invited lecturer locally, nationally and internationally. Her writing credits include numerous journal articles and book chapters. She is the co-editor of the textbook, Krause's Food and the Nutrition Care Process, 13th, 14th and 15th editions.

**Diane Hall** is a Registered Dietitian and licensed nursing home administrator with thirty years' experience in senior nutrition within the LTC industry. She is a consultant and nationally recognized speaker/advocate for the new dining standards that have resulted from the shift in the culture of long term care. Diane dedicates her expertise to preventing and reversing malnutrition in older adults.

**B4: Oral Care in Long-term Care: A Collaborative Quality Improvement Project**

Guides: Beth Ann White, Assistant Professor, The Pennsylvania State University

Amy Collins, Director of Nursing, Ohesson Manor

Not too many years ago, the focus of oral care for older adults was all about denture care, but with the improvements in dental health over the years, we are seeing fewer older adults with dentures and more who have their own teeth throughout their lives. In this session, the guides will enhance participant knowledge of oral care, review health-related issues resulting from poor oral care, present barriers and facilitators to oral care protocol implementation, and lessons learned in this quality improvement project. The project purpose was to address the following question: How does education and implementation of an evidence-based oral care protocol impact staff knowledge of oral care and adherence to the oral care protocol? The protocol sought to mitigate challenges to optimal oral care delivery by educating direct care staff and provide person-centered approaches for residents who are resistant to care.

**Objectives:**

1. Define Oral Health and evidence-based oral care protocols and list complications of poor oral care.
2. Explain techniques to overcome when residents resist care and define facilitators to oral care protocol implementation and barriers to oral care protocol implementation.
3. Evaluate the outcomes of the quality improvement project and discuss future implications.

**Beth Ann White** is an assistant professor at The Pennsylvania State University. Beth Ann has sought educational opportunities to facilitate the development of her career as a nursing professional and leader. In 1998, she completed a Bachelor of Science Degree in Nursing which fostered her transition as a nurse manager. As her managerial and

leadership skills developed, her career evolved into that of a regional manager. She was responsible for the implementation and oversight of medical homes in multiple primary care offices and local communities. In 2005, she continued her education to achieve a Master of Science Degree in Nursing as an adult nurse practitioner. She began working as a certified registered nurse practitioner in a skilled community providing acute, chronic, rehabilitative, and palliative care services. Beth Ann was appointed advanced practice champion for the skilled nursing communities program in her organization, where she collaborates with peers and senior leadership on quality care initiatives for elders and inter-disciplinary collaboration to promote person-centered care. Improving quality care to elders is her primary focus. Currently she is a professor and mentor to undergraduate nursing students. She served as a mentor to many nurse practitioner students pursuing master's degrees in adult gerontology.

**Amy Collins** has worked in a long-term care community for many years. Initially starting as a licensed practical nurse, for personal enrichment and encouragement from her peers, she returned to school to complete the requirements for registered nursing. Amy was promoted to unit manager in the community and later to assistant director of nursing. Noting the need for continued education and enrichment, Amy has brought education and competency training to the staff annually, has been involved in process improvement projects, and most recently was promoted to the director of nursing. Amy is a valued employee who works "in the trenches", is valued and respected from all levels in her organization, and has insight for staff enrichment and development to meet increasing care needs. Amy is active in enhancing community involvement with the long-term care community. She recently organized a Christmas in July 5K fundraiser for the proceeds to benefit the residents. Amy gives selflessly of her time and talents to all the people she serves. She is a true resident and employee advocate.



**B5: Music in Value Based Care: Research Supported, Non-Pharmaceutical Interventions for Achieving Improved Resident Outcomes**

Guide: Erin Spring, Co-Chair Music Listening Workgroup/Music Therapist, American Music Therapy Association  
Learn how the brain responds to music and the health and wellness needs that can be achieved by providing music services, a non-pharmaceutical intervention. Four categories of music services will be discussed: Live Music Attendance, Music Activities/Ensembles, Personalized Recorded Music Listening and Music Therapy. Participants will review the American Music Therapy Association's Music Listening Guidelines, learn how to develop a music plan of care, including personalized music listening, and when to consult with or refer a resident/client to a board-certified music therapist.

Objectives:

1. Define how music affects the human brain and how this applies to using music as therapy.
2. List available music resources and how to create a music plan of care.
3. Identify how music meets the requirements of both Personalized Care and Value Based Care.

**Erin Spring** currently serves as the co-chair of the American Music Therapy Association Workgroup on Music Listening and co-chair of the Ohio Music Therapy State Licensure Task Force. She is a practicing board-certified music therapist and founded Central Ohio Music Therapy, LLC in 2010 serving central and southeast Ohio. Erin served as adjunct professor and currently provides supervision services to the Ohio University Music Therapy Degree Program. She provides presentations and in-services to facilitate the use of music programming and music therapy services to meet healthcare and wellness goals. Erin believes every person has the right to access their preferred music and encourages the inclusion of music preferences in advanced directives.

**B6: Alarms: The New Deficient Practice. Replacing Alarms & Reducing Falls with Better Practices**

Guide: Carmen Bowman, MHS, BSW, Owner, Edu-Catering

CMS regulations have supported not using alarms all along but now even more so citing research of the harms of alarms. This is why the new CMS Physical Restraints Critical Element Pathway survey tool now prompts surveyors to observe for alarms and their potential negative consequences to residents. Learn how the use of alarms is deficient practice at seven CMS requirements. Although no research shows that alarms prevent falls and there is evidence that alarms cause harm both physically and psychologically, they are still used widely. Replacing alarms with better practices has actually

reduced falls in the homes that have committed to no longer use them. Learn the reasons why, and how to replace alarms with these better practices used by alarm-free homes around the country: honoring sleep, open dining, mobility, checking in with residents more often by nursing staff and by all staff, and meaningfully engaging residents with real life. Be ready for these changes and with these practices during your next state survey.

Objectives:

1. Participants will be able to list the very few pros and the very many cons of alarms.
2. Participants will be able to describe how alarm use could actually be cited as deficient practice at least seven regulatory requirements.
3. Participants will be able to identify the better practices to reduce falls than alarms.

**Carmen Bowman** is a consultant, trainer, author and owner of Edu-Catering: Catering Education for Compliance and Culture Change turning her former role of regulator into educator. Carmen was a Colorado state surveyor for nine years, a policy analyst with CMS Central Office where she taught the national Basic Surveyor Course and the first certified activity professional to be a surveyor. As a contractor to CMS, Carmen co-developed the Artifacts of Culture Change measurement tool, authored the background papers for and facilitated both Creating Home national symposiums sponsored by CMS and the Pioneer Network. She facilitated the Pioneer Network Task Forces that developed the new Dining Practice Standards and subsequent Toolkit. She serves on the Pioneer Network Policy committee which meets with CMS Division of Nursing Homes quarterly. She was invited to give comment on draft CMS regulations by Pioneer Network and the Eden Alternative. She co-authored *The Power of Language to Create Culture, Eliminating Alarms and Preventing Falls by Engaging with Life*, and facilitated the first Surplus Safety Symposium. Carmen has a Master's degree in Healthcare Systems, a Bachelor's in Social Work and German, is a Certified Eden Associate and Eden Mentor, Certified Validation Worker, Group Practitioner and recently Presenter. She co-founded the Colorado Culture Change Coalition, and with Action Pact has authored eight culture change workbooks plus hosts a monthly web culture change talk show called *Conversations with Carmen*. Currently she is writing her ninth book for Health Professions Press *Changing Culture with Little Worry about Money or Regulation*.

**B7: Community Care Teams - An Experiential Introduction to Person-Centered Behavioral Support Planning**

Guide: Kelly Carney, Corporate Director of Memory Care, Acts Retirement Life

Community Care Teams (CCT) are an innovative neighborhood based interdisciplinary teams facilitated by a mental health professional and directed at the creation of person-centered behavioral support plans for residents living in skilled or assisted living settings. Participants in this session will engage in a simulated CCT as they review the life history and clinical data of an imagined resident and experience the intensive team process of developing a creative plan of care designed to maximize function and promote well-being for the residents who may be experiencing behavioral, mental health or adjustment issues and/or could benefit from support to encourage growth and flourishing.

Objectives

1. Participants will be able to identify at least 5 keys to effective interdisciplinary collaboration.
2. Participants will be able to define the principles of behavior management.
3. Participants will be demonstrating skill in utilizing person-centered information to develop a comprehensive behavioral support plan that fosters well-being and thriving.

Throughout her career, **Kelly Carney's** mission has been to enhance quality of life and facilitate flourishing for those at risk for and/or affected by dementia. She strives to achieve this goal by enhancing the care and services available to older adults by supporting the caregivers who care for them. Through the course of her work in long term care, Kelly has characterized Community Care Teams and her other work with professional caregivers as "grass roots culture change", as her interventions are designed to empower and inform staff at every level to provide person-centered, compassionate care to their residents. Focusing primarily on fostering relationships between elders and their caregivers, Kelly promotes compassionate conceptualization, communication and creativity to ensure person-centered care delivered by empowered, educated caregivers. To this end, she has engaged in the development of innovative models of dementia care, research, and publishing, as well as offering consultation and training to aging service providers interested in elevating their memory care services. Ultimately, Kelly brings the skills and insights of psychology and

relationship building to bear in long term care in a manner that is intended to improve the lives of residents, family members and the staff who serve them.



**B8: Culture Change in the Experience Era**

Guides: Tammy Marshall, Chief Experience Officer, The New Jewish Home.

Stacy Palmer, Senior Vice President, The Beryl Institute

This session will focus on the intersection between the health care and hospitality sectors to advance culture change and the elder experience. Ways to directly impact the elder experience and workforce engagement as well as how to use social media to improve care and inform consumers will be discussed.

**Objectives:**

1. Define what it means to be in the Experience Era in Healthcare and connecting it to the "why" of the work we do.
2. Name metrics and measures that the industry is using to capture the elder experience.
3. List ways in which providers and care partners can directly impact the elder experience.

**Tammy Marshall** is Chief Experience Officer for The New Jewish Home in New York. In that capacity, she is responsible for the development and implementation of the organization's person-directed care philosophy and staff development work. Tammy led the launch of the organization's first small house model of care in Westchester, NY.

**Stacy Palmer** is Senior Vice President for The Beryl Institute. With a commitment to gather, understand and integrate insights and ideas from The Beryl Institute community, she has helped establish a resource library of proven practices and research sharing how healthcare organizations around the globe are creating positive experiences for patients, family members and caregivers.

**B9: Trust Me-You Want to Attend This Session! (Hint: It's the Foundation for Change)**

Guide: Mel Coppola, Founder and President, Hearts in Care, LLC.

Just like the Elders who come to our organizations at their most vulnerable, culture change cannot thrive in organizations where fear and distrust rule. How did we get to a place where people at the very bottom of a top-down hierarchical organization are expected to give kind, compassionate, loving care to Elders, when trust is rarely found or fostered among them? This session will explore trust as a foundation for creating a person-directed care culture. Participants will come away with tools to build trust and create an action plan for fostering trust in their organizations and communities.

**Objectives:**

1. Discuss how a culture of trust can foster empowerment, a key goal of person-directed care.
2. Define trust and discuss its importance in personal relationships as well as organizational relationships.
3. Compile a list of action items to create a culture of trust in your team/organization.

**Mel Coppola**, President and Owner of Hearts in Care, LLC, is a passionate and motivational presenter, team builder, facilitator, educator and consultant in the field of aging and care. Through presentations, articles, coaching and trainings to organizations across the spectrum of care, Mel spreads the word that aging and care CAN be different, no matter someone's cognitive and/or physical abilities. In addition to being an active Eden Educator and Mentor, she is a Florida licensed Assisted Living Administrator and serves as on the Executive and Steering Committees for Florida Pioneer Network, the state's culture change coalition.

**B10: Examining Choice and Control: Practical Applications in Person Centered Discovery Planning, and Plan Review**

Guides: Tanya Richmond, Partner, Support Development Associates, LLC

Michael Smull, Partner, Support Development Associates, LLC

Robert Sattler, Partner, Support Development Associates, LLC

If we are to transform systems so that people have lives of their choosing in their own communities, we must explore personal preferences in the context of individual needs. Systems where support is offered to maintain (and develop) the web of relationships that defines community. For working age adults, we want employment to be the norm and not the exception. Everyone who is receiving services should have informed choice about: where they live; who they live with; what they do with their time; what they do with their resources; and who provides the services to support the choices that are made.

Objectives:

1. Understand how person-centered discovery informs choice.
2. Understand the complexity of choice and concepts of informed choice.
3. Review plans to ensure they reflect choice and honor personal control.

**Tanya Richmond** is a Partner with Support Development Associates LLC (SDA), a for profit agency based in Annapolis Maryland, has more than forty years' experience in the development, deployment, and implementation and evaluation of person centered tools and practices, across 48 states in the U.S, and in the UK, Europe, Australia, and Canada. Partners and associates have worked with more than 20 states and the Disabled and Elderly Health Programs Group (DEHPG) of the Centers for Medicare & Medicaid Services (CMS) headquarters staff to identify and clarify the intention and purpose of person centered practice and the role it plays in future system changes.

**Michael Smull** was the lead in developing the curricula used by the Learning Community for Person Centered Practices to develop Essential Lifestyle Plans (1989) and to teach Person Centered Thinking skills (2001 forward). He has also developed curricula for people with significant behavioral issues to develop their own plan and the 1st version of planning for families to use in developing plans with their loved ones. He has been teaching how to develop and implement person centered plans since 1990. Michael was also instrumental in training ACL staff on person centered practices during the development of the CMS Final Rule.

**Bob Sattler** is an SDA Partner, Person Thinking Mentor Trainer and People Planning Together Mentor Trainer. Coming from the Direct Service world he has over 30 years experience and understanding of service delivery, working at the county and state level to partner with the system on improving services and supports to people with intellectual disabilities, behavioral health and criminal justice needs. He has been with SDA since 2007 and worked in 23 states.

#### **B11: Care Partner and Environmental Design Collaboration for Exceptional Dementia Care**

Guides: Susan Gilster, Executive Director, The Gilster Group  
Maggie Calkins, Ph.D.

Therapeutic environmental design is an important factor in maximizing the ability of individuals with dementia. Care partners recognize what residents need to maintain function and the positive effect of environment in daily life, thus therapeutic design can be enhanced by the involvement of care partners in planning and maximizing the utilization of the environment. This session will address the partnership between environmental supports and care partners using best practices from the new 2018 Dementia Care Practice Recommendations. Specifically, this program will address best practice recommendations essential to creating supportive and therapeutic environments and creating a culture of care partner engagement.

Objectives:

1. List at least 3 approaches to how the environment fosters independence and choice for individuals living with dementia.
2. Discuss how to integrate person-centered values with specific environmental supports of individuals living with dementia and their care partners.
3. Define the role of care partner education, preparation and inclusion and how this philosophy promotes person-centered care and operational success.

Known globally for exemplary Alzheimer's and dementia care solutions, Dr. **Susan Gilster** established The Gilster Group, an interdisciplinary group of memory care expert consultants to acute and long-term care providers. Susan was responsible for the development of the Alois Alzheimer Center, which opened in 1987 as the first free-standing



dementia community in the United States and for 25 years, she led the Alois team in developing internationally recognized innovative practices and programs for individuals with memory loss and their families. Serving as an educator, researcher, practitioner, and consultant, Dr. Gilster has numerous publications and national and international presentation experience. She has conducted clinical and experimental drug studies and has served as a preceptor to hundreds of students. Guided by her service-driven philosophy, Dr. Gilster developed a transformational leadership model promoting person-centered care for residents, families and staff. She published her innovative models in two books: "Changing Culture, Changing Care: SERVICE First," and "A Way of Life: Developing an Exemplary Alzheimer's disease and Dementia Program."

**Dr. Calkins** is nationally recognized as a creative, dynamic leader, trainer and researcher in the field of environments for elders. A member of several national organizations and panels which focus on issues of care for cognitively impaired older adults, she is a highly sought-after speaker for conferences in the US and abroad. She has published extensively, and her book Design for Dementia: Planning Environments for the Elderly and the Confused was the first design guide for special care units. Creating Successful Dementia Care Settings -- a four volume series-- addresses the care setting in a more holistic manner, combining physical, social and organizational issues in to one comprehensive text. Dr. Calkins has partnered with Pioneer Network, The Green House® Replication Project and Planetree. She was a founding member of SAGE- Society for the Advancement of Gerontological Environments, and is on the Editorial Board for The Gerontologist, Journal of Housing and the Elderly, Journal of Clinical Psychology and Health Environments Research & Design Journal.

**Session C**  
**Tuesday, August 14, 2018**  
**8:00 AM – 9:30 AM**



**C1: What Living as a Resident Can Teach Long Term Care Staff**

Guide: Leslie Pedtke, Educator for Quality Improvement, King Management Company

As a leader in the transformation of change in culture in our community I have struggled with how to help staff to "*get it*" referring to culture change. While many individuals used the term *person centered care*, no one was able to develop a deep understanding of person centered care because no one knew what it was like to be a dependent resident in long term care. I changed that when I asked my staff to move into the nursing home and live like our residents live. Join me to hear the lessons we learned by living like our residents live.

Objectives:

1. Attendees will evaluate how to set up an empathy program that will fit their long-term care community.
2. Attendees will discuss areas of needed improvement and make a plan for change.
3. Attendees will name the effects of 'institutionalization' on us psychologically and physically.

**Leslie Pedtke** is the owner and Educator for Quality Improvement of King Management Company. She has 22 years of experience as a nursing home administrator. During that time she developed an empathy program, Through the Looking Glass. She is an author for Health Professions Press, What Living as a Resident Can Teach Long Term Care Staff, which details the Through the Looking Glass program. Leslie is the past board president of the Illinois Pioneer Coalition. She is an advocate for person directed care and has presented on related topics for Pioneer Network, Illinois Pioneer Coalition, Illinois Health Care Association, Illinois Nursing Home Administrator Association, Wisconsin LeadingAge, MC5 and Missouri Health Care Association. Leslie holds a BA degree in Speech Communication from Southern Illinois University at Carbondale.



## **C2: Standards for Person-Centered Dementia Care**

Guides: Susanne Matthiesen, MS, CARF International

Karen Travis, Assistant ED and Nursing Home Administrator, The Kenwood by Senior Star

CARF is committed to supporting quality of life for persons living with dementia, so in 2005 we worked with the field to develop “Dementia Care Specialty Program” accreditation standards for person-centered dementia care. This presentation offers a standards overview, insights from a senior living organization that has achieved accreditation, and tips for implementing person-centered dementia care regardless of an organization’s interest in accreditation. Presentation participants will discover the elements of CARF’s Dementia Care Specialty Program and how these elements support a relationship-centered culture and the dignity of individuals with Dementia.

Objectives:

1. Discover the practices addressed in the dementia care standards and how they can be implemented in your organization.
2. Examine the approaches for dementia care used by an organization to implement a person-centered program.
3. Consider the challenges and learnings to offering person-centered care as more individuals are living with dementia and various co-occurring conditions.

**Ms. Matthiesen** leads CARF’s aging services accreditation programs throughout North America that span the continuum of services including assisted living, adult day services, continuing care retirement communities, case management, aging services networks, home and community services, independent senior living, and person-centered long term care nursing home communities, and dementia specialty care. Ms. Matthiesen is a frequent speaker at professional meetings throughout North America and she has authored articles on quality-related management topics for the field of aging services. For CARF International, Ms. Matthiesen provides leadership in the following areas: standards development, education for organizations and peer accreditation surveyors, strategic planning related to CARF’s aging services programming, fostering collaborative relationships with professional groups in a variety of sectors including government, finance, insurance, and consumer outreach.

**Karen Travis** has over 20 years of experience in the senior living and health care industry. She has held a variety of positions including Social Worker, Director of Marketing and Executive Director. Karen has worked with residents with Alzheimer’s and Dementia extensively throughout her career. She was honored in 2016 by the ACHCA Ohio Chapter as the Assisted Living Administrator of the Year. Karen is passionate about senior living and encompasses the person-centered care approach in her operational decisions.

## **C3: The Person-Centered Approach to Rehab & Recovery**

Guide: Lisa Milliken, Director of Education, Select Rehab

Evidence supports positive outcomes resulting from meaningful engagement of older people in their environments of choice. This interactive session will explore how functional-based therapeutic activities can be more effective and meaningful than impairment-based therapy. And through collaboration with the healthcare team, we can each work to optimally increase each resident’s function in their home. Participants will learn person-centered techniques for seeking individual preferences to encourage resident choice and control over their own activities. Techniques and resources will be shared to best assure the person-centered care, training competencies and cultural factors, for the successful compliance in the LTC Rules of Participation.

Objectives:

1. List functional-based therapeutic interventions that are being utilized to promote meaningful lifestyles in each elder’s home... in their own world.
2. Apply person-centered strategies to requirements of participation that require resident preferences.
3. State the results of how the functional rehab approach can lead to higher outcomes per diagnostic category.

Over the last 30 years, **Lisa Milliken** has served older adults as a clinician, manager, vice president, consultant, education director and researcher and is most passionate about mentoring healthcare professionals in the area of resident

advocacy in post-acute settings across the country. She currently provides continuing education support to therapists in over 950 sites nationwide as Director of Education for Select Rehabilitation. Lisa serves as an American Speech Hearing and Language Association's State Advocate and has presented over 100 courses at the regional and national levels. She has served as the Louisiana Speech and Hearing Association Board President, is a past member of the Council of State Association Presidents and now serves on the Texas Speech and Hearing Associations Executive Council as Chair of the Business Management Committee. She has also recently been honored as a Distinguished Fellow with the National Academy of Practice. Lisa has spent the last 2 years reviewing evidence-based research on successful aging to include direct training from workshops by the authors and physicians who developed Masterpiece Living, based on the research by the MacArthur Foundation. She is a recognized speaker in the areas of regulatory affairs, documentation, healthcare leadership, polypharmacy, person-centered care and successful aging.

#### **C4: Above & Beyond: Driving Regulatory Compliance Through the Domains of Well-Being**

Guide: Vickie Burlew, Health Care Consultant and Educator, Linchpin Quality Solutions, LLC

The Eden Alternative Domains of Well-Being (identity, growth, autonomy, security, connectedness, meaning, and joy) help identify the unmet needs of Elders and their care partners. Problem-solving becomes less abstract and more intuitive. Working with these 7 Domains helps us meet challenges in activities of daily living, care planning, and in creating policies and procedures with creativity, awareness, and focus. Together, they also create a solid foundation for your regulatory compliance strategy, whether you practice in skilled care or assisted living. Participants will learn how the new CMS regulations now reflect person-directed care practices more than ever before, and specifically the role of well-being in creating a life worth living.

Objectives:

1. List at least 2 of the 7 Eden Alternative Domains of Well-Being.
2. Name 2 examples of how applying the Domains of Well-Being support compliance with regulatory requirements.
3. Describe 3 ways that care teams can assess well-being and use results to frame solutions to care challenges.

**Vickie Burlew** began her career in long-term care at the old age of 3 when her parents bought their first nursing home. She literally lived in the home in an apartment above the home. Back in 1956 she learned about person-directed care. And as she grew and watched the industry change with regulations and Medicare and Medicaid she never forgot the lessons she learned at her parents' side. She became a long-term care nurse but could not find a person-directed administrator as an employer, so she became an administrator. In 1998 she discovered the Eden Alternative and finally found "home" again. She carried the culture change journey to Michigan and became an Eden Mentor and Educator. Her consulting practice is based on person-centered care



#### **C5: How Life Storytelling Can Improve Care and Create Connections**

Guides: Jay Newton-Small, CEO and Founder, MemoryWell

Juliet Holt-Klinger, Senior Director of Dementia Care and Program, Brookdale Senior Living

Too often caregivers learn about a person at their Memorial Service, information they wished they could've used to engage that person and improve their care. Studies show that life story telling of those living with Alzheimer's and dementia can create empathy, reduce depression and improve quality of life. Current information collection and dissemination is uneven and inefficient. We will look at the power of narrative and how best to collect it and use it. Everyone has a story to tell, not everyone can tell it.

Objectives:

1. Discuss and understand the research that supports the value of life story telling.
2. Compare and contrast current DIY questionnaires versus person-to-person interviews.
3. Evaluate the power of narratives and how they can impact care.

**Jay Newton-Small** is founder of MemoryWell, a national network of more than 425 journalists who tell the life stories of those living with Alzheimer's and dementia in order to improve their care. Previously, Newton-Small was Washington correspondent for TIME Magazine, where she remains a contributor. At TIME she covered politics as well as stories on

five continents from conflicts in the Middle East to the earthquake in Haiti and the November 2015 Paris terror attacks. She has written nearly a dozen TIME cover stories and interviewed numerous heads of state, including Presidents Barack Obama and George W. Bush. She authored the 2016 best-selling book, *Broad Influence: How Women Are Changing the Way America Works*. Before TIME, Newton-Small was a reporter for Bloomberg News, where she covered the White House and politics. Newton-Small received an M.S. in journalism from Columbia University and undergraduate degrees in International Relations and Art History from Tufts University. She is a 2017 Halcyon Incubator fellow, a 2016-2017 New America fellow and a 2015 Harvard Institute of Politics fellow. She is the 2016 winner of the prestigious Dirksen Award for congressional reporting and the 2016 Deadline Club award for community service reporting.

**Juliet Holt-Klinger** holds a BA in Social Work and a MA in Gerontology and is a recognized leader in Assisted Living and Memory Care. In her role as Senior Director of Dementia Care Program Development for Brookdale, Juliet currently designs and innovates care pathways and programming for Brookdale's 500+ dementia care communities. Brookdale's dementia care solutions span from its newest early-stage dementia care communities to skilled nursing and assisted living levels of care.

**C6:     **Awakening the Spirit Through the Arts****

Guide: Wendy Lustbader, Affiliate Associate Professor, University of Washington School of Social Work  
Lisa Chevalier, Gerontologist, Lisa Chevalier Consulting

In this session, ways to use the arts to respond to the needs of the spirit in any setting will be explored in depth through a variety of inspiring examples. The presenter will show video clips from the Age Stage, a two-day show at an international gerontology conference in which elders demonstrated the fruits of their creativity in singing, dancing, painting, story-telling, and even a fashion show.

Objectives:

1. Demonstrate the impact of arts programs on the wellbeing of elders.
2. Explore ways to motivate initial and ongoing participation.
3. Discuss programs that can be adapted to specific settings.

**Wendy Lustbader** is one of the co-founders of the Pioneer Network. She currently teaches clinical practice classes at the University of Washington School of Social Work: Family Healing, and two sections of Trauma and Recovery. She has been conducting trainings on aging throughout the country for almost thirty years to social workers, nurses, physicians, and other health professionals. Wendy was on the Workgroup at the International Gerontology conference (IAGG) that produced the Age Stage, an exploration of the benefits of the arts for the wellbeing of older adults.

**Lisa Chevalier**, MSW has created an expressive arts program, Colibrì Arts, in coordination with a dance academy and a senior multipurpose center in Los Angeles, California. Lisa has consulted for almost 20 years in elder care, aging policy, community-based long-term care, and medical social work including hospice, home healthcare and hospital. A graduate of the Luskin School of Public Affairs at UCLA, she has worked as a policy analyst at the Administration on Aging in Washington, D.C., consulted for The Medstat Group writing policy briefs on the States promising practices in community-based long-term care systems development, and served on federal grant proposal review panels. Lisa is a member of the Board of Directors at the California Council on Gerontology and Geriatrics and a member of the Board of Directors at the Debbie Allen Dance Academy in Los Angeles, CA. Most recently, she served as a member of the Humanities and the Arts Workgroup which created the Age Stage for the 2017 International Association of Gerontology and Geriatrics World Congress.

**C7:     **A Journey To Resident-Directed Culture: Exploring One Community's Thought Process****

Guides: Abigail Amidon, Music Therapist, Shenandoah Valley Westminster-Canterbury  
Donielle Weatherholtz-Palmer, Director of Resident Services, Shenandoah Valley Westminster-Canterbury  
Robert Sherwood, Resident, Shenandoah Valley Westminster-Canterbury

Just as aging is individualized, so is the culture change journey within each community. No matter where you are on your timeline, opportunities for thoughtful improvement abound. Led by a Resident, Music Therapist and Director of

Resident Services, this session tells how Shenandoah Valley Westminster-Canterbury is transitioning its way from the medical model to a resident-directed culture. This community's uneven grassroots journey offers lessons that include a resident-led assessment, creative initiatives, helpful handouts and practical tools to inspire your thought process, whether just starting out or looking to accent elements of your transition.

Objectives:

1. Describe how the thought process of culture change can be applied, even randomly, to various aspects of a community to propel its journey.
2. Define examples of creative individualized approaches to inspire your culture change journey.
3. Discuss handouts and other resources of value to the thought process journey of others.

**Abigail Amidon** is the Music Therapist at Shenandoah Valley Westminster-Canterbury. In that capacity, she facilitates individual and group music therapy, leads the Interdisciplinary Dementia Inclusive Committee which examines the community's strengths in interacting with and caring for people with dementia and improving upon dementia inclusivity and care within and outside the community. Abigail oversees the implementation of the Music and Memory Program at Westminster-Canterbury.

**Donielle Weatherholtz-Palmer** is Director of Resident Services at Shenandoah Valley Westminster-Canterbury. In that capacity, she oversees the social work, activities, music therapy, beauty salon, resident concierge and volunteer departments. Donielle leads the Diversity Committee at Westminster-Canterbury. She is also a committee member for the local Alzheimer's Association and is an Advisory Committee member for the Shenandoah Area Agency on Aging.

**Robert Sherwood** is a Resident at Shenandoah Valley Westminster-Canterbury. Bob spearheaded the resident-led assessment of quality of care conducted in 2010-11; obtained Board of Trustees adoption of the resulting report which was then incorporated into the community strategic plan for 2012-15 which resulted in the launch of Westminster Canterbury's journey toward resident-directed culture. Bob served on the Pioneer Network Board of Directors for the last six years.



#### **C8: The Never-Ending Quest to Sustain Culture Change Momentum**

Guide: Jessica Luh Kim, Director of Education and Program Development, Schlegel Villages

The difficulty in Culture Change isn't so much about making the decision, setting the initial goals or designing the map to get there; the challenge is sustaining the momentum once the journey has begun. For nearly ten years, Ontario's Schlegel Villages has cast aside an institutional model of care to put living first. Through the creation of new team member roles, strategic investment in ongoing education and the consistent sharing of successes and failures, the organization works tirelessly to ensure Culture Change never fades from focus. This session will explore some of the ways others can do the same.

Objectives:

1. Name key aspects of the Schlegel Villages approach to sustaining momentum in the culture change journey.
2. Compare different culture change sustaining initiatives and practices from the perspectives of various stakeholder groups (i.e., resident, family member, team member, and leader).
3. Identify different initiatives that can help with culture change sustainment from the perspectives of the attendees and to formulate a plan of action.

Long before **Jessica Luh Kim** ever heard the phrase, "Changing the Culture of Aging," she inherently understood there were flaws in the ways society viewed supports for older adults. She set her education and career path on a trajectory to influence the enhancement of life for this oft-marginalized population, especially those living with dementia. She discovered the Pioneer Network not long before joining the family-owned long-term care and retirement operator Schlegel Villages as the Director of Education and Program Development. In the Pioneer Network, she found a wealth of knowledge and passion, which she helped spread throughout Schlegel Villages' 19 communities across Southern Ontario. The programs she is proud to have developed from her role as lead educator help create strong, dedicated

teams comprised of people with a clear understanding of the challenges older adults face and the opportunities they have to continue to learn, grow and contribute to their communities.

#### **C9: Now is Found: Redefining Dementia Care**

Guides: Mandy Shoemaker, Co-Founder, Prairie Elder Care

Michala Gibson, Co-Founder, Director of Care, Prairie Elder Care

When someone is diagnosed with dementia, it is the beginning of a series of devastating losses. By giving back community, connection and control to elders living with dementia, and working to remove the stigma we can minimize those losses and greatly improve quality of life. Our engagement model tells the stories of how we have reached the elders in our care, and provides the tools necessary to bring community, connection and control to a variety of settings.

<https://youtu.be/qviQt2kc7qs>

Objectives:

1. Participants will evaluate the need for change in the current predominant model for dementia care.
2. Participants will identify the benefits of developing community, connection and control through engagement.
3. Participants will evaluate the need and potential for community, connection and control in their current setting.

**Mandy Shoemaker** has been caring for people's loved ones for the last 23 years. As a building principal and classroom teacher, she ensured the wellbeing of families, children, and now as the Co-Founder of Prairie Elder Care, she ensures the wellbeing of elders living with dementia. Mandy has a passion for changing the landscape of Dementia Care through the example of high quality person-centered care at Prairie Elder Care and through Now is Found the film and engagement model designed to minimize the stigma of dementia and give back community connection and control to those living with it. Mandy is a Certified Eden at Home Associate and founded the first Memory Café in the Kansas City area. Mandy and her Co-Founder, Michala Gibson, are thrilled to be opening their dream community in April of 2018, The Prairie Farmstead. Mandy has earned a Bachelors Degree in Sociology, a Masters Degree in Education, and has completed all of the required coursework for her Ed.D. in Educational Leadership. She has found a new passion for helping others in her work at Prairie Elder Care.

**Michala Gibson** is a Registered Nurse with over 20 years of experience working in the senior care industry. After championing culture change and person-centered care in her work at several larger long term care communities in Kansas City as a Director of Nursing and Director of Staff Development, she and her sister-in-law, Mandy Shoemaker, founded Prairie Elder Care. At Prairie Elder Care, Michala has been able to create a culture of person-centered care from the very beginning. As a Certified trainer for Teepa Snow's Positive Approach to Care, and a Certified Eden at Home Associate, Michala works continuously with the care partnering staff at Prairie Elder Care and within the community to ensure that elders living with dementia have the best opportunities for quality of life. Michala's mission is to improve the lives of elders living with dementia through the example of high quality person-centered care at Prairie Elder care and through the film, Now is Found, an engagement model designed to minimize the stigma of dementia and give back community connection and control to those living with it. Michala has her Bachelors of Science in Nursing, is a Registered Nurse, and is an Operator in Kansas.

#### **C10: Identifying and Supporting Caregivers in the LGBT Community**

Guide: Tim Johnston, Manager of National Projects, SAGE

LGBT older adults and caregivers are often marginalized and invisible across the health care continuum including long-term care settings. This invisibility creates a barrier to identifying and supporting the needs of LGBT older adults and their caregivers. This session provides an overview of the needs, concerns and unique history of LGBT older adults and an overview of special considerations for LGBT caregivers. Case scenarios will be utilized for small group discussions where attendees will discuss and identify issues experienced by LGBT caregivers and how to best support them including developing action for outreach and identifying community resources.

Objectives:

1. Define the terms lesbian, gay, bisexual, and transgender.
2. Identify needs of LGBT Older Adults and their caregivers.
3. Discuss unique issues experienced by LGBT caregivers and develop plans for outreach.

**Tim R. Johnston**, Ph.D., is the Director of National Projects at Services and Advocacy for GLBT Elders (SAGE). He is responsible for directing SAGE's national training initiatives, developing training curricula and providing consulting services to both aging and LGBT service providers. In addition to training, Tim oversees key national grants and projects, such as SAGE's National Resource Center on LGBT Aging, the US Administration for Community Living's Senior Medicare Patrol Integration project, and elements of SAGE's National LGBT Elder Housing Initiative. Before coming to SAGE, Tim taught Philosophy and Women's and Gender Studies at Stony Brook University. He has written scholarly and popular articles on gender and LGBT identity, and his first book, *Affirmation, Care Ethics and LGBT Identity* was published by Palgrave Macmillan in 2016. Tim is a frequent speaker at national and international conferences and meetings.

#### **C11: A Life Worth Living: The Advocate's Perspective**

Guides: Leah McMahon, State PACE Ombudsman, Disability Law Colorado

Jennifer Reeves, Long-Term Care Ombudsman, Denver Regional Council of Governments

Join us for a dynamic, facilitated discussion on person-centered care and purposeful living in the following areas of service delivery: community-based services through the Program of All-Inclusive Care for the Elderly (PACE), nursing homes, and assisted living. When one must rely on a vast network of others – or “the system” – for care and services, individual autonomy and choice are too often in short supply. What does it mean to live a life of purpose, and how can we create an ordinary life for those who depend on such large, complex systems to provide individualized care? This session will invigorate your mind and inspire you to continue exploring the ordinary as way to promote quality, person-centered service delivery in your organization.

Objectives:

1. Examine the value of everyday, ordinary life – what it means to have choice, autonomy, and person-centered service in long-term care.
2. Learn about innovative approaches to advocate for purposeful, person-centered services and care via true tales from the frontlines of Ombudsman work.
3. Evaluate and discuss areas for improvement within the continuum of long-term care service delivery systems.

**Leah McMahon** is the Colorado State PACE Ombudsman and Vice President of the Colorado Culture Change Coalition. As an Ombudsman, Leah attended the Eden Alternative certification class and has utilized the knowledge to empower nursing home, assisted living and home and community-based care settings to utilize the Eden philosophy and approach with the people they serve. As the State PACE Ombudsman, Leah is committed to a person-centered and strength-based approach to advocacy as well as the mission of culture change.

**Jennifer Reeves** is a Long-Term Care Ombudsman with the Denver Regional Council of Governments with more than 18 years of dedicated service in long-term care. Jennifer began her professional journey caring for individuals with dementia, and through this adventure discovered a passion for improving the lives of older adults. As an Ombudsman, Jennifer oversees a team of knowledgeable, compassionate advocates who promote Residents' Rights in assisted livings and nursing homes. When she is not advocating directly for residents and their families, Jennifer can be found educating community and professional groups about the complex world of long-term care; occasionally, she can be heard on local radio talking about challenges and innovations impacting older adults. Jennifer is Eden Certified and is an accomplished speaker and presenter on many topics. Jennifer lives to learn and share with others, and firmly believes that knowledge is power for all.



**Session D**  
**Tuesday August 14, 2018**  
**10:00 AM – 11:30 AM**



**D1: Creating a Culture of Caring: Addressing Recruitment and Retention Challenges Through a Workforce Development Approach**

Guide: Hayley Gleason, Assistant Director, Home Care Aide Council

The care professionals working most directly with the elders are critical to the successful provision of care to older adults who choose to remain in their community as they age. Despite the importance of these direct care professionals to the safety and quality of life of clients, they often perceive themselves as undervalued. This workshop will help attendees to create a workforce culture of caring within their own organization. Focusing on the development and support of their direct-care workers, organizations can improve recruitment, retention, and the quality of care provided. Participants will be given tools they can use to tackle their workforce challenges and begin to move towards a culture of caring. A guide will be provided including instructions on how to conduct an assessment to determine the current challenges facing their front-line workers and suggestions for how to use this information to make adjustments to current practices. This guide also provides discussion information members of leadership can use to structure their thinking about what changes could be made internally to improve front-line jobs and better support these workers.

**Objectives**

1. Describe the challenges facing front-line workers, especially issues of supply and demand, turnover and satisfaction rates.
2. Discuss the factors associated with turnover and poor job satisfaction for front-line workers.
3. Identify strategies participants can implement within their organization to develop a culture of caring and invest in the development of their workforce in order to increase retention among their front-line staff.

**Hayley Gleason**, MSW, MS, is the Assistant Director of the Home Care Aide Council, a non-profit trade association for home care agencies throughout Massachusetts. Hayley oversees the Home Care Aide Foundation, whose mission is to support evidence-based training, curriculum development, and research initiatives to enhance the home care aide workforce. As both a social worker and researcher, Hayley is committed to improving the jobs and lives of direct care workers. Using a workforce development framework, she advocates on behalf of the workforce to illustrate how investments in them can benefit the larger organization and the care received by individual consumers. Hayley holds her MSW from the University of Michigan where she was a McGregor Fellow in Geriatric Social Work and an MS in Gerontology. She is currently a Doctoral Candidate in Gerontology at UMass Boston where her research focuses on the recruitment, retention, training and supervision of the home care aide workforce.



**D2: Building a Community of Competence and Compassion by Volunteering in Memory Care**

Guide: Jeannine Forrest, President, Through the Forrest, LLC

This session will showcase an innovative volunteer program for persons with middle to final stages of dementia. Participants will leave with a blueprint of how to develop a community of volunteers based upon competence and compassion.

**Objectives:**

1. Outline steps required to create a volunteer program for residents with middle to final stages of dementia.
2. Illustrate how values of community and compassion are translated into training and volunteer practice.
3. Recognize benefits and challenges in sustaining volunteer program.

**Dr. Jeannine Forrest**, President & CEO of Through the Forrest, LLC offers expert guidance and education to individuals and organizations committed to sensitive and competent and person-centered care for individuals with Alzheimer's disease and other dementias. Served as faculty member at the University of Illinois at Chicago and Rush University. Held Board positions for the Illinois Hospice & Palliative Care Organization and Chicago End-of-Life Care Coalition.



Provided palliative consultation for the World Health Organization in China. Author of journal articles and book chapters on pain and geriatric related issues. Collaborated with the Alzheimer's Association studying outcomes of comfort focused care, which is built upon the key principle of "knowing the person," for residents with advanced dementia in nursing homes. Holds a Fellowship in the Institute of Medicine of Chicago. Mentored hospice and nursing home programs in the Chicago Metropolitan area in their quest to provide excellence in dementia-related care through relationship building. Stakeholder on the Alzheimer's Disease Advisory Committee for Illinois. Member of Advisory Board for the Dementia Society of America.

**D3: Start With Yes and We Will Figure it Out From There**

Guides: Julie D'Alessandro, General Manager, Schlegel Villages

Candace Manwaring, Neighborhood Coordinator/Personal Support Worker, Schlegel Villages

The purpose of this session is to give real life examples of how the communities at Schlegel Village are driving culture change in Long-term Care despite ministry regulations and public perception of what LTC should be. We want to break down the belief that LTC is where someone comes to merely live out their last days and instead we want to highlight how residents are living life to the fullest every day.

Objectives:

1. The participant will gain an understanding of how to change the culture of a community through engagement, intergenerational programs, outings and other programs.
2. The participant will gain an understanding of how residents can give back to the community.
3. The participant will discuss how they can bring these programs to their communities.

**Julie D'Alessandro** has been working in LTC for 12 years as a RN and an educator focusing on dementia care and changing the culture of aging. She started her career in LTC after learning that she had a passion for working with seniors while working home care. Her career at Schlegel Villages began as the director of the BSO outreach team where we provided education to different teams about good dementia care. Julie is currently the General Manager at The Village at St Clair in Windsor where the team offers their residents flexible living. She is responsible for ensuring that they stay on track with their culture change journey while accommodating the needs of their residents. Julie credits the team with doing a great job of driving change and sees her role is to support them.

**Candace Manwaring** is a neighborhood coordinator (NC) at The Village at St. Clair. She started her career as a Personal Support Worker (PSW) in a retirement community and once she learned what Schlegel Villages was all about she was inspired by the mission, vision, and values so she applied for a PSW role at The Village of Aspen Lake. Candace worked at Aspen Lake for 3 years on a neighborhood with many persons living with dementia. When St. Clair opened Candace was the successful candidate for the NC position supporting residents, families and team members in two secured neighborhoods. Candace has a passion for advocating for people living with dementia and she leads many culture change initiatives throughout the Village.

**D4: The Process Behind the Passion: How your Care Community Can Support Person-Directed Care**

Guides: Lisa Rill, PhD, Claude Pepper Center at Florida State University

Lori Gonzalez, PhD, Claude Pepper Center at Florida State University

Person-directed care is an essential goal for long-term care change agents. Decades of reform have led to some changes. However, there is still work to be done. This session presents the findings of a comparison of environment and practices between a traditional nursing home to a Green House home. The findings elucidate the importance of creating environments, practices and policies, and staffing that are intentionally designed for elders and their care partners. We will conclude by offering best practices that can be applied to any care setting and assist with starting a plan for change with the participants of the session.

Objectives:

1. Compare the traditional nursing home (medical model) to Green house (person-directed model).
2. Evaluate and Discuss gaps in current nursing home models.
3. Plan next steps for how to incorporate best practices of person-directed care in care communities.

**Dr. Lisa Rill** received her Ph.D. in Sociology at Florida State University with a specialization in health and aging. Before attending graduate school, she served as a Social Worker for five years in nursing homes throughout Florida. During her time in graduate school, she taught classes in sociology and aging, interned at AARP, delivered food for Meals on Wheels, and volunteered at the local senior center. Dr. Rill currently works as Research Faculty at the Claude Pepper Center at Florida State University. Her research includes quality of life in long-term care, aging in place, labor force issues, staff training requirements, pain management, person-directed care, nutrition, nursing home risk scores, Medicare/Medicaid, aging prisoners, and trends among older voters. She is also an editorial board member for the Certified Senior Advisors Journal, a Certified Eden at Home Associate, and member of the Pioneer Network Provider and Consumer work-groups in Florida.

**Dr. Lori Gonzalez** received her Ph.D. in Sociology from Florida State University. Her research focuses on quality of care and quality of life in long-term care. Recent projects include several works on the Green House Project, a research publication on the Program of All-Inclusive Care for the Elderly, and analyses of Florida's Certificate of Need Program and Culture Change over time.



**D5: It Starts with Me: One Woman's Journey of Personal Transformation on the Culture Change Journey**

Guide: Jenni Dill, Life Engagement Specialist, Anthem Memory Care

In this session, Jenni will share the story of personal transformation from a five-day-a-week bingo caller to a leader and influencer in culture change through life engagement. Participants will explore cementing a strong foundation through language, personal accountability, and relationships with elders, families and peers. Jenni's inspiring story will make you laugh, cry, take a hard look at your own personal journey and energize your soul.

Objectives:

1. The participant will be able to define the roots of the medical model and evaluate the language and practices that serve as barriers to growth.
2. Through Jenni's story of personal transformation, participants will be able to compare and contrast the difference between a traditional activity program and a life enrichment program.
3. Participants will be able to identify and plan personal action items to further their journey. (Responses will be recorded and mailed to attendees in 3 months.)

**Jenni Dill** serves as the Life Engagement Specialist at Chelsea Place Memory Care an Anthem Memory Care community. Jenni has a profound passion for elders and changing the culture of long term care through the development of deep human connections. She is an experienced life enrichment professional and Certified Eden Associate who believes in the beauty of spontaneity, creating moments of joy, and enhancing the lives of elders physically, emotionally, socially and spiritually. She is especially talented at incorporating intergenerational programming, using technology wisely and connecting elders with the community at large.

**D6: Living Out Loud With Dementia**

Guides: Jytte Lokvig, Founder and Facilitator, National Alzheimers Cafe Alliance  
Susan Balkman, Alzheimers Cafe

Developing effective activity programs for "Enhanced Living" (aka Memory Care) is particularly challenging, as this population has the widest range of ability of any group of elders. What works with high-functioning residents is often inappropriate for those in advanced stages of dementia and vice versa. In this session we'll talk about the importance for everyone regardless of skill to have "purpose" in their lives. While we discuss how to design our programs to support all our residents we'll have a chance to create a bit of no-fail art.

Objectives:

1. The participant will be able to list projects appropriate for variety of residents and use this to plan life enrichment program.
2. The participant will be able to define purposeful activities.

3. The participant will engage in discussion to gain a better understanding of what an Alzheimers Café is and how it can enrich the lives of individuals living with dementia.

**Jytte Lokvig** holds a doctorate in Management of Alzheimers Caregiving. In the more than twenty years of experience working with elders, especially those with Alzheimers and related dementias, she has developed comprehensive and effective approaches to activity programs and in-depth staff training. Her resident-centered lifestyle programs encourage individual expression. She works with care communities on program development, as well as in-depth staff training. She counsels individuals, families and professionals in communication and effective caregiving approaches. Her specialties are effective communication and caregiving approaches, crisis management, and transitions. Lokvig also works directly with people living with dementia, helping them find purpose and easing communication in their relationships. In 2008 Lokvig started the Alzheimers Cafe in Santa Fe, NM - it was the only such project in the country at the time. Within a decade the concept had spread to over three hundred cafes nationwide. She continues to mentor communities to start up their own cafes. Lokvig is the author of: Alzheimers A to Z, Secrets to Successful Caregiving; Alzheimers A to Z, A Quick Reference Guide; The Alzheimers Creativity Project, Caregiver's Ultimate Guide to a Good Day; Alzheimers Communication Handbook; and Alzheimers and Memory Cafes, How to Start and Succeed with Your Own Cafe.

Since being diagnosed with Alzheimers Disease, **Susan Balkman** has learned that having a sense of purpose with dementia means not giving up and having something to look forward to.

According to Susan, when she received the diagnosis of dementia and was given no guidance except to go home and get my papers in order, it took her breath away. She was young. What would she do with herself for the next two or more decades? Had she not met Jytte Lokvig she would have lost her ability to LIVE OUT LOUD WITH DEMENTIA. Jytte asked Susan what she loved to do and since then her life has opened up again because of her work with clay.

#### **D7: Growing Ideas for Greater Culture Change....Planting Seeds for Empowerment**

Guide: Pam Catlin, Horticultural Therapist, The Growing Difference

This session will guide attendees in ways to incorporate the power of the "people/plant connection" at their communities. Presented by a registered horticultural therapist, focus will include a professional/nationally distributed video on HT and Elders, hands-on activity and team exercises. Participants will take away ideas and resources on how to incorporate more nature experiences in ways that support person directed care at their sites on a variety of levels. Green Thumbs are not required, just open minds and a desire to have fun while exploring.

Objectives:

1. Define the terms horticultural therapy and therapeutic horticulture.
2. Name person centered, person directed and other benefits derived from nature-based projects.
3. List a minimum of 5 ways of offering more nature experiences for those being served.

**Pam Catlin** has worked in the field of horticultural therapy (HT) for over forty years. Over these years she has come to recognize how powerful the "people/plant" connection is in supporting Culture Change. She is recently retired from Adult Care Services (ACS) in Prescott, AZ where she developed and directed the horticultural therapy program serving those attending the two adult day programs and the residents at the memory care community. CARF surveyors identified the horticultural therapy program at ACS as an effective conduit in providing person centered and person directed care. Though retired from ACS, she continues to serve on the faculty of the Horticultural Therapy Institute (based in Denver, CO) and consults through her business The Growing Difference. She has authored chapters in three HT textbooks and in 2012 published a manual of horticultural-based programs entitled The Growing Difference. Pam has presented two other times at Pioneer Network conferences and for two years provided trainings for ACS management and staff on ways to incorporate Culture Change throughout the company. She shares the HT and Culture Change message with all she serves including students and interns.



#### **D8: Transforming an Organization One Neighborhood at a Time**

Guides: Chris Cox, COO, Signature HealthCARE

Angie McAllister, Director of Cultural Transformation, Signature HealthCARE

In this session you will learn how Signature HealthCARE led transformation efforts in 57 communities through the Neighborhood Model; communities in their rural segment with traditional nursing home buildings and which did not undergo major construction. Learners will also learn about how they used person-centered practices such as team huddles, as a launching pad for transformation within the neighborhood. Additionally, guides will share their innovative LEAN strategies that incorporates the entire neighborhood in decision making and process mapping known as QUEST.

Objectives:

1. Define the Neighborhood Model and discuss its value in overall organizational design.
2. Apply ways to incorporate increased communication through the neighborhood huddle process.
3. List ways that Lean Management style can be incorporated into the neighborhood model.

**Chris Cox** started his career in long-term care at age 14 and went on to perform just about every nursing home job imaginable – CNA, laundry, kitchen staff – you name it. His dad worked in a hospital, so you might say it's in his blood. After graduating with a Bachelor's Degree in Long Term Health Care Administration from Southern Adventist University in Collegedale, TN, Chris went on to work as an Administrator at nursing homes in Florida and Texas. In 1998, he became a regional operator for Delta Health Group, Inc. and oversaw nursing communities in Northwest and Central Florida. Chris joined Signature in 2006 as a Regional Vice President of Operations and has overseen regions in Florida, Tennessee and Kentucky. He became Chief Operating Officer of Signature Hometown in 2011, when the company reconfigured operations of its homes into three distinct segments. He and wife Melinda have been married for 30 years and have four children together. "What I love about the job is transforming the facilities from institutions to true home environments – that's the cool stuff. We create the environment and the culture that I know results in better care and better quality of life."

**Angie McAllister** is the Director of Cultural Transformation for the Hometown segment of Signature HealthCARE. There she has led organizational change and person-centered care efforts for 57 communities. Angie currently is an Eden Alternative Educator and Mentor. She has served on the Tennessee Edenizing Foundation Board for 3 years before being asked to join The Eden Alternative's International Board of Directors in 2017.

#### D9: **Empowering Elders to Maintain Life Roles**

Guides: Chris Simons, Director of Dementia Services, Clark Retirement Community

Renee Van Y, Life Enrichment Specialist, Clark Retirement Community

Jennifer Brush, Owner, Brush Development

Montessori is an approach to life that supports each individual in engaging in their community in a purposeful way. Using the Montessori philosophy, roles, routines and activities are developed for each individual, which are meaningful to that person-giving everyone the opportunity to enjoy an enriched life full of possibilities, not limitations. Individuals living in a Montessori community do as much for themselves and others as possible, rather than having things done to them or for them. Join Clark Retirement Community as they discuss the steps they implemented to identify and enable individualized roles for elders with dementia in their community.

Objectives:

1. Participants will develop an understanding of the importance of living a life with purpose so that individuals' personhood can be maintained.
2. Integrate Montessori principles with dementia care best practices to create a culture of well-being. Discuss General Montessori Principles and apply them to long term care.
3. Identify how the key components of the prepared environment can be integrated into the long-term care setting to improve health and communication outcomes.

**Chris Simons**, a long-term advocate for person-centered care, has spent 42 years as an educator and consultant working with persons living with dementia and their families, and in moving staff towards person-centered care/culture change. Chris is currently the Director of Dementia and Life Enrichment Services, Project Manager of Montessori Research Project at Clark, where she is responsible for program vision focused on Person-centered care, Family educator,

Leadership team member, responsible for Clark's strategic goal "premier dementia program". She has pioneered a variety of new programs at Clark for Persons Living with dementia including Friends Swim Club, dementia education for all of Clark's 400+ staff, and has successfully gained approval to have Clark use Montessori Program in all dementia areas. Chris is also a founding member of Dementia Friendly Grand Rapids and she has been the recipient of three innovative programs of the year awards from Michigan Leading Age.

**Renee Van Y** began her professional career working in a nursing home serving individuals with a variety of needs, including those with various stages of dementia. She recognized that those individuals living with dementia were being underserved and wanted to discover and use methods of helping them to live engaging and satisfying lives. By joining the team at Clark Retirement Community and implementing the Montessori for Aging and Dementia program, she has done just that. Being a Certified Therapeutic Recreation Specialist, a Certified Dementia Practitioner and now an Association Montessori Internationale Certified Montessori Practitioner, Renee has a well-rounded understanding of the needs and abilities of those living with dementia.

**Jennifer Brush** provides education in person-directed dementia care and Montessori for dementia that enables health care professionals to create supportive memory care environments and implement effective dementia programming. Brush Development is the approved AMI training center for Montessori for Aging and Dementia in the United States, offering classes both online and in person anywhere in the world. Jennifer offers private in home and internet-based dementia coaching to families and persons living with dementia in an effort to help individuals successfully age in place at home.

**D10: The Lighthouse Engagement Model: A State of the Art Model of Care at Westminster-Canterbury on Chesapeake Bay**

Guides: Dr. Victoria Crenshaw, VP of Resident & Health Operation, Westminster-Canterbury on Chesapeake Bay  
Jennifer Melnyk, Administrator of The Hoy Center, Westminster-Canterbury on Chesapeake Bay  
Sonya Barsness, Gerontologist, Sonya Barsness Consulting LLC

Westminster-Canterbury on Chesapeake Bay has created an innovative model of care called the Lighthouse Engagement Model. The model focuses on engagement, empowerment, and environment and consists of six beacons: Person, family and community partnership and engagement; Care interactions supporting individualized choices; Innovative technology and care processes; Life affirming environment; Enrichment of daily life; and Team centric culture.

Objectives:

1. Attendees will gain an in-depth understanding on vetted person-centric living approaches.
2. Attendees will explore the Lighthouse Engagement Model, results and how an innovative design can affect the quality of life and wellbeing of residents, families, and staff.
3. Attendees will learn how we created this model and pulled together a team to push this culture change initiative on our campus. Attendees will also learn the benefits of having an external advisory council and how to create one for their community.

**Dr. Victoria Crenshaw** is the Vice President of Resident and Health Operations at Westminster-Canterbury on Chesapeake Bay Life Plan Community. Dr. Crenshaw has an extensive healthcare background with over 25 years of experience. She has served as Vice President of Operations for a National Healthcare company providing services to skilled nursing and assisted living facilities. She served as the Vice President of Programs and Services for the Alzheimer's Association National Capital.

**Jennifer Melnyk** is the Administrator of The Hoy Center, the skilled nursing center at Westminster-Canterbury on Chesapeake Bay. She supports, coordinates, and implements specific programs and procedures to ensure the health and well-being of patients while complying with state and federal regulations. Jennifer oversees The Hoy Center by empowering staff to provide excellent customer service and acute nursing practices and supporting family members and guest through the skilled nursing process.

**Sonya Barsness** is a Masters-prepared gerontologist working with elders, individuals living with dementia, and those who care for them for over 20 years. Sonya has facilitated educational programs across the country to diverse audiences about person-centered care, with a focus on person-centered dementia care. Sonya has also worked with long-term care communities in various capacities for most of her career. Sonya's work spans education, practice, and research. She considers herself an "applied humanistic gerontologist".

**D11: The Wisdom of the Sage: Utilizing elder volunteers from the community to achieve your mission**

Guides: Claire Lucas, Project Guide, The Green House Project

Lisa Bryant, Assistant Administrator/Guide, Mirasol Senior Community

Developing and sustaining a successful empowered staff is no small feat. In The Green House model, support for this structure is built in! The Sage is an elder volunteer who has acquired wisdom through their experience, understands the ideals of the organization and provides guidance to the self-managed work team. In this session, attendees will better understand the successes and challenges that The Green House homes of Mirasol faced as they worked to recruit and support a group of Sages, and strategies that can be applied in any community to utilize volunteers to support the empowerment of staff.

Objectives:

1. Understand the role of the Sage in The Green House model and how your organization can utilize volunteers in a similar way to support your employee's growth, becoming more empowered.
2. Explore the qualifications for a Sage and how to recruit volunteers that will be successful in the role.
3. Gain insight into leaderships role in supporting the sage so that volunteers feel valued and an integral part of the team.

**Claire Lucas** has focused her practice in the field of long term care for over 25 years and is a licensed nursing home administrator in the state of Colorado. She joined The Green House Project team in 2013 as a Project Guide, serving adopters/sponsors who partner with the organization to build and implement Green House homes. The implementation process involves a phased process that aligns the organization with The Green House Core Values and Essential Practices of Meaningful Life, Empowered Staff and Real Home. The Project Guide is skilled in the extensive technical assistance and educational curricula resources that have been developed to assist in the transformation process. Prior to joining the Green House Project, Ms. Lucas held several leadership roles within long term care to include Specialty Program Consultant, Executive Director and Vice President of Operations. She has worked with elders in nursing homes, sub-acute care, dementia care and hospice. Other than operations, Claire has been very active in Alzheimer's disease care developing some of the earliest Special Care Units. An Eden Educator, Claire is a life-long advocate of person-directed care and creating quality living and work experience for elders and care partners. She has been invited to speak both nationally and locally on The Eden Alternative® and Alzheimer's disease.

**Lisa Bryant** has been with The Green House® homes since August 2014 before the first doors opened for business at Mirasol Senior Community on October 1, 2014. Lisa worked as an Activities Director, Social Service Director, and in Sales and Marketing within the nursing home setting since 2002. Lisa has been active in Culture Change since 2008 and has been helping make changes to traditional nursing homes ever since. Lisa believes that the Green House® Homes provides a real home and a more meaningful life to their Elders.

**Session E**

**Tuesday August 13, 2018**

**1:00 PM – 2:30 PM**



**E1: Caring for Our Staff: Maslow's Hierarchy as a Model for LTC Staff Satisfaction and Retention**

Guide: Stacey Johnson, VP Clinical Quality and Development, Trinity Health Senior Communities

In long term care, we focus our efforts on caring for our residents. As a leader, how much focus do you put on caring for your staff? We can build better relationships with our staff when we acknowledge their struggles. This session will focus on understanding staff needs by using Maslow's Hierarchy. Maslow described how basic needs must be met before

higher needs are met. Through better understanding we can improve how our organizations meet the needs of colleagues and improve colleague retention and engagement.

Objectives:

1. Discuss the current status of the LTC workforce.
2. List Maslow's Hierarchy of needs and identify strategies to meet these needs in the workplace.
3. Create personal strategies to meet the needs of staff in your own home.

**Stacey Johnson** is an experienced nurse leader. A Registered Nurse and Licensed Nursing Home Administrator, Stacey has over 20 years of experience in Long Term Care. She has a BSN from Indiana University and MSN from Bethel College. She has extensive experience working as a Director of Nursing, regional nurse consultant, and nurse executive. An advocate for nurse leaders, she has been an instructor for the Nurses as Leaders Course at Ivy Tech Community College and contributor to the Leading from the Heart Blog. She is a member of the American Nurses Association, American Association of Nurse Assessment Coordinators, and a coordinator for Nurses Improving Care of Health System Elders.



**E2: Living with Alzheimer's - An Up Close and Personal Look at Life with Alzheimer's Disease**

Guide: Brian LeBlanc, Advisory Board Member, Dementia Action Alliance

This presentation is about my journey, starting with the early signs of Alzheimer's and pre-diagnosis, leading up to and including my diagnosis. The actual diagnosis process is painful to speak of, due to the impersonal and unprofessional treatment I received. Yet, it must be told for educational and training purposes. The session will also cover living with loss and stigma, both positive and negative impacts on family life, and the vital role of engagement and empowerment.

Objectives:

1. Name 2 early signs of dementia-related conditions.
2. List 2 ways impersonal, clinical interactions differ from person-directed interactions.
3. Identify 2 person-directed approaches to living with Alzheimer's disease.

**Brian LeBlanc** is an individual "Living with Alzheimer's Disease". His mission is to share awareness and education from the perspective of day-to-day life with Alzheimer's Disease. He also trains and educates Law Enforcement Officers and First Responders through Crisis Intervention Team Training as to how to recognize and work with persons who are living with a Dementia-Related Illness.

**E3: Restore Me: A New Twist on Restorative Programming**

Guide: Angie McAllister, Director of Cultural Transformation, Signature HealthCARE

Ryan Myracle, Hometown Culture Change Learning Manager, Signature HealthCARE

Annette Wenzler, Chief Nurse Executive, Signature HealthCARE

Does your approach to restorative nursing seem outdated? Historically restorative nursing is a task-focused, routine, program owned by the nursing department. In this session, you will learn how to apply the 7 Eden Alternative Domains of Well-Being™ to create a person-directed experience that engages all members of the care partner team and supports a quality restorative program in skilled nursing as well as in assisted living. You will also hear about two innovative concepts that will challenge your own perspective of restorative care.

Objectives:

1. Name 2 reasons why traditional approaches to restorative care typically yield poor outcomes.
2. List 2 ways that the Restore Me approach differs from traditional approaches to restorative care.
3. Identify 2 positive, measurable outcomes from this holistic approach to restorative care.

**Angie McAllister** is the Director of Cultural Transformation for the Hometown segment of Signature HealthCARE. There she has led organizational change and person-centered care efforts for 57 communities. Angie currently is an Eden Alternative Educator and Mentor. She has served on the Tennessee Edenizing Foundation Board for 3 years before being asked to join The Eden Alternative's International Board of Directors in 2017.

**Ryan Myracle** has been instrumental in helping to maintain the program that the team at Signature HealthCARE hopes to continue to implement and sustain at all of its communities. He has helped to orchestrate person centered care learning modules for our homes through his work with Instructional and Graphic Designers to create person-centered care learning modules, participation as a member of the senior leadership team for the Hometown Segment; facilitation both face to face and online person-centered care training; Assisting the Quality of Life Team with training and development; and serving as a person-centered care resource for the Learning Department.

**Annette Wenzler** is responsible for leading a team of 20 nurse consultants and 3 Behavioral Specialist to provide services for 60 skilled nursing homes in 6 states ensuring the clinical operations and delivery of clinical services are in accordance with standards of practice as well as state and federal regulations; mentor and direct the Regional Clinical Compliance Specialist to assist in plans of actions and survey preparedness; Direct and mentor the Director of Policy and Procedures/QAPI for the entire clinical team of Signature Healthcare which consist of 130 nursing homes in 11 states. She develops programs of distinction; promotes company mission and vision.

**E4: How to Build a Culture of Quality Improvement Focused on the Positive**

Guides: Whitney Mills, Research Investigator, Michael E. DeBakey VA Medical Center

Christine Hartmann, Researcher, Bedford VA Medical Center

A. Lynn Snow, Researcher, Tuscaloosa VA Medical Center/University of Alabama

Camilla Pimentel, Advanced Fellow, Bedford VA Medical Center

We want to do it; regulations require it: quality assurance and performance improvement programs to improve residents' quality of life and quality of care. But how do you move from publicly-available tools and resources to implementing successful, tailored quality improvement (QI) programs? In this session you will (1) learn key processes for creating meaningful QI efforts and (2) apply a theory-driven, user-friendly, and adaptable framework to guide those efforts in your community. You will leave with viable, concrete strategies for transforming your community by keeping change bite-size and helping all members see with new eyes and focus on the positive.

Objectives:

1. Define nursing home quality assurance and performance improvement (QAPI) programs; discuss participant experiences with QAPI.
2. Have participants plan their own goals; discuss and evaluate strategies for implementing a theory-driven quality improvement (QI) framework.
3. Participants will apply knowledge to design a QI initiative for their organization.

**Dr. Whitney Mills** is a researcher at the Center for Innovation in Quality, Effectiveness, and Safety at the Michael E. DeBakey VA Medical Center and an Assistant Professor in the Department of Medicine - Section of Health Services Research at Baylor College of Medicine in Houston, Texas. Dr. Mills' research focuses on developing and testing interventions to improve the quality of life and quality of care for older adults in residential long-term care settings. She received a PhD in Aging Studies in 2014 and is currently funded on a VA Career Development Award to improve transitions for Veterans returning to the community from VA nursing homes. She currently serves on the Pioneer Network Development and Public Policy Committees.

**Christine Hartmann** is a Supervisory Research Health Scientist at the VA Center for Healthcare Organization and Implementation Research and a Research Associate Professor at Boston University's School of Public Health. Her research focuses on nursing home resident safety, quality of long-term care, and nursing home cultural transformation and uses both quantitative and qualitative methods. She is a principal investigator for a number of large, VA-funded grants investigating how to improve person-centered care in nursing homes. Christine chaired the VA national nursing home cultural transformation steering committee for 4 years and has published numerous articles in this area.

**A. Lynn Snow** has been working in nursing homes for over 20 years and conducting federally funded research of quality of care issues in nursing homes for the past 15 years. Her areas of expertise include study of organizational change in nursing homes, dementia care, pain management in nursing homes, and developing and evaluating measures of quality of care. She has published over 65 articles in peer-reviewed journals in these areas.



**Camilla Pimentel** is an advanced fellow in geriatrics at the VA New England Geriatrics Research Education and Clinical Center (Bedford division) and assistant professor of health informatics and implementation science at the University of Massachusetts Medical School. Her research focuses on nursing home quality of care, and she has published peer-reviewed articles related to implementation of clinical and quality improvement innovations in long-term care. She works primarily as a nursing home-focused researcher and was recently a co-investigator on a large VA-funded grant to improve person-centered care in nursing homes. In addition, she sits on the cultural transformation committee at my local VA medical center.



**E5: Meaningful & Purposeful Living Innovations: An Enlightening Approach to Community-Based Programs and Services in Taiwan**

Guides: Angie Keeven, Vice President, Organizational Development, Cedarhurst Living  
Li-Tzu (Iiz) Tu, Executive Assistant to the Chairman, A Kernel of Wheat Foundation  
Harold Lu, Chief Executive Officer, Taitung Christian Hospital Charity Group

Taiwan's population is rapidly aging. The country is challenged with caring for an extremely diverse group of elders who live in urban and rural areas, who speak multiple languages, and with a shortage of health care professionals to serve them--sound familiar? Come learn how one foundation has developed successful community-based activity and adult day centers and their innovative approaches to providing meaningful and purposeful programs and services to their elders. This session will leave you refreshed with new ideas to incorporate into your life enrichment activities and inspired to try new approaches to community outreach.

**Objectives:**

1. Compare the similarities between challenges faced in Taiwan and the U.S. when caring for a rapidly aging population.
2. Discuss key components to innovative community-based adult day & activity center life enrichment programs.
3. Practice several activities used in Taiwan's adult day & activity centers.

Since 2009, **Angie Keeven** has volunteered with MC5 (Missouri Coalition Celebration of Continuum Change) as a Board Member, Chair of the Education Committee, and a St. Louis Regional Representative. MC5 promotes collaboration within the adult care continuum to create environments where the dignity and value of each individual who lives or works there is respected and celebrated. Angie also provided environmental and program design consultation on behalf of the Alzheimer's Association Greater Missouri Chapter, was an Adjunct Professor at the Brown School of Social Work at Washington University and served as a Board Member for Memory Home Care Solutions. She recently joined the team at Cedarhurst Living as Vice-President of Organizational Development. Angie enjoys working with families, leadership and professional care providers to improve the lives of older adults along the adult care continuum through the promotion of meaningful and purposeful living throughout Elderhood.

**Li-Tzu Tu** is a licensed social worker and serves as Executive Assistant to the Chairman at A Kernel of Wheat Foundation in Taiwan. As a social worker who has great passion in working with individuals and communities, she has five years of professional experiences working as a clinical social worker and research assistant in multiple social service and health care organizations domestically as well as internationally. Li-Tzu holds a B.A. in Social Work from National Taiwan University and dual Master degrees in Social Work and Public Health from Washington University in St. Louis. While studying in Missouri, Li-Tzu participated in several MC5 regional meetings, attended a Board meeting, and has incorporated the concepts and approaches of person-directed care that she learned into her work back in Taiwan.

**Harold Lu** serves as Chairman of A Kernel of Wheat Foundation. He is also the Chief Executive Officer (CEO) of Taitung Christian Hospital Charity Group, which consists of a hospital, an assisted living, a children's home and two non-profit organizations including the aforementioned foundation. He oversees the organizations and strives to provide quality services to people from all ages and groups. With Harold's passion in helping the less privileged, he successfully applies

his management, fundraising and administration skills to make health care as well as elder care services affordable and accessible in rural Taiwan.

**E6: Namaste Care™: A Creative Person-Centered Approach for Palliative Care in a Long-Term Care Setting**

Guides: Paula McNiel, Associate Professor, University of Wisconsin Oshkosh

Judith Westphal, Interim Dean, University of Wisconsin Oshkosh

Namaste Care™ is a unique person-centered program to enhance the quality of life in persons with dementia, residents with physical limitations, and individuals exhibiting challenging behaviors. A qualitative study was conducted at a long-term care community to analyze the effectiveness of the Namaste Care™ program. Six themes were identified. The use of multiple modalities including technology aides can enhance the Namaste Care™ experience for older adults in any setting with an opportunity for more meaningful interactions. This session will provide an overview of the principles of the Namaste Care™ program, resources to develop the program, and the research study.

Objectives:

1. Define the principles of the Namaste Care™ program.
2. Discuss the six themes identified related to Namaste Care™ in a long-term care community.
3. List the steps for development of a Namaste Care™ program. including the use of technology aides to enhance the Namaste Care™ program experience.

**Dr. Paula McNiel** serves as an Associate Professor, Senior I Level Facilitator, and International Travel Coordinator at the University of WI Oshkosh. She firmly believes in the College Mission of "preparing caring, scholarly, nursing leaders" and constantly is a champion in the College to expand geriatric education. In addition, she provides consultation services in the community related to older adult care and health promotion. As a family nurse practitioner, Paula has over 35 years of experience in health care. She has actively served on national, state, and local boards related to older adult health and long-term care. She is a strong advocate for person-centered care and her research trajectory is aimed at educating and sharing new interventions and solutions to promote growth and development for each person to their full capacity, with a focus on older adults. She has published multiple manuscripts on teaching techniques, patient-centered care for older adults, and the importance of "Leading in the Board Room". She currently is on the Board of Directors for the Valley VNA in Neenah, WI; Partnership, a federally qualified health care center in Appleton, WI; and the Winnebago County Board of Health in WI. She received the high honor of the Edward Pension Teaching Award at the University of WI Oshkosh in Fall, 2017. She is certified in Community Public Health and holds a BSN in nursing from Marquette University, FNP from the University of WI Oshkosh, and a Doctorate of Nursing Practice from the University of Minnesota.

A registered nurse, **Judith Westphal** has over 40 years of experience in healthcare. Most of her experience is in management and leadership roles including progressive management positions from first line supervisory roles to executive leadership roles in health care organizations and educational institutions. Judy provided leadership for culture change in a local nursing home and has been involved in culture change initiatives as a board member of a long-term care community. She currently serves on the board of directors for a local health care system which included several long-term care communities and continues research in the area of quality of life for residents of long term care communities. Dr. Westphal holds a BSN, MSN and a PhD in nursing.

**E7: Championing Culture Change as a Spiritual Mastery Path**

Guides: Jeff Jerebker, Elder-Care Influencer

Barry Barkan, Director, Live Oak Institute

Mahatma Gandhi advised us to become the change we want to see in the world. To champion culture change we need to constantly be learning to hold the center as we have one foot in the old culture and the other in the future. We need to learn the personal qualities that will help us become ever more effective at promoting empowerment and change while we grow towards mastery. Our mastery grows from learning to transcend our egos as we seek the perfect balance between holding fast and yielding for the sake of the greater good.

Objectives:

1. Discuss the nexus between spiritual and practical in understanding the role of dialectics in leadership and team development.
2. Understand U theory in management and team development.
3. Illuminate universal principles through the use of stories, music, parables, paradoxes, metaphors, and allegories.

A former CEO of a long-term care organization dedicated to person-centered care and national speaker, **Jeff Jerebker** continue to work to influence Elder-Care in this country through his blog and as a author of books including Oh Mercy! The Coming of Age of a Nursing Home Pioneer.

**Barry Barkan** developed the first culture change project in long term care in 1977. Since then he has taught and written extensively about the Live Oak Regenerative Community approach to culture change. Barry is among the founders of the Pioneer Network and he continues to serve as a guide and mentor to others. He co-founded the Elders' Guild to bring the 21st century culture of aging to people who are aging in their communities and through the Elders' Guild he has been working to engage emerging elders in a culture that promotes community, deepening wisdom, and championing the future.



**E8: Build This Not That: How Smaller Homes Lead to Better Outcomes**

Guides: Debbie Wiegand, Project Guide, The Green House Project  
 Rob Simonetti, Design Director/Senior Associate, SWBR Architect  
 Jodi Mason, Interior Designer, SWBR Architects

What have we learned about smart design, and how it impacts quality and cost? In both the legacy home and Green House homes, a successful design is one where the architectural response is specific to each unique organization and always includes the smallest footprint possible. Learn from the experts how smart and small design impacts quality and cost in both legacy homes and Green House homes by focusing on particular aspects of the home such as the kitchen, bathroom and spa. This session offers tips, tools and resources to facilitate a rewarding and empowering design process.

**Objectives:**

1. Discover how designing legacy neighborhoods and small homes with the least square footage creates real homes where elders desire to live.
2. Gain insights into the design elements, equipment and interior design that most effectively evoke the sense of real home and are the best investments for the organization.
3. Explore lessons learned in all areas of the home from The Green House Project to identify what works and what does not in the bathroom, spa and kitchen.

**Debbie Wiegand** has spent the past 25 years as a Licensed Nursing Home Administrator in the non-profit sector. She has worked with elders and families in skilled nursing, assisted living, home health, Independent living and CCRC communities. She embarked on a journey of culture change early in her career and provided leadership to each organization in moving elder centered principles forward. That journey led to opportunities engaging in creative and inspirational encounters related to education, design, organizational change, and regulatory partnerships. Visionary leaders inspired Debbie to strive for the creation of real home, where regulations are met and exceeded within an environment that no longer looks or feels like an institution. Spending time with Elders came naturally to Debbie while living in a small rural community surrounded by elders. Not only has she spent her entire career in the field of gerontology, but she grew up learning from the stories her grandparents and great grandparents shared with her as a young child. She lives with her family on a large farm that has been handed down through generations.

**Rob Simonetti** is responsible for various types of projects from schematic design through project closeout. His experience includes design on many senior housing and healthcare projects, which have required extensive record keeping and production of well-coordinated bidding documents. Rob performs code review, project design, consultant coordination and oversees production of construction documents. Rob has also received training as a certified Eden Alternative Associate, giving him valuable insight to the issues facing providers implementing culture change.

**Jodi Mason** is an Interior designer with SWBR and has spent her career designing and transforming spaces that positively impact peoples' lives – whether through color, materials, or textures. She is responsible for leading the complete interior design process throughout the project for corporate, education, and housing projects. Jodi has a particular focus on senior living design, including several transformative and progressive skilled nursing and person-centered care senior community projects. Creating a great rapport and trusting relationship with her clients is her key to making every project enjoyable and ultimately successful.

**E9: Leveraging Partnerships for Creating Dementia Inclusive Communities**

Guides: Tim Rogers, Executive Director, Someren Glen Life Plan Community

Pam Sullivan – Vice-President of Communications, Christian Living Communities

Robert Golden – President & CEO, South Metro Denver Chamber of Commerce

Engaging non-traditional aging services community partners can enrich and accelerate your organizational efforts to support not only your residents & clients, but the greater community in becoming Dementia Inclusive in both perception and practice. This session will provide proven methods of community engagement, how to seek and secure community partners and share how technology can be leveraged in creating dementia awareness and inclusive practices in the greater community. You will understand how you can position your community in the court of public opinion as a reliable resource for dementia education. Through business and organizational engagement you can lead the effort to reduce societal marginalization of those living with dementia and their caregivers.

**Objectives**

1. Learn about a partnership between an aging services provider, a local Chamber of Commerce and a web developer to bring Dementia Inclusive education to the regional business community.
2. Explore the manner in which that education is delivered and the quantifiable response from the business community regarding the impact to customers and employees.
3. Identify the advantages to extending Dementia Inclusive education outside the walls of our traditional brick and mortar aging services environments.

**Tim Rogers** has more than 30 years of experience in the business community as a small business owner, and also working for large companies including AT&T and QWEST (now Century Link). He has spent the past 12 years in the field of aging services in both Sales/Marketing and in Operations. Tim is a 2016 Fellow of the Larry Minnix LeadingAge Leadership Academy and has developed a passion around supporting those with dementia in the greater community by taking much of what is offered to residents in Senior Living environments out into the public square.

**Pam Sullivan** has more than 25 years of experience in the communications field. She began as a television journalist working as an anchor, reporter, producer and assignment editor and then as fund raiser and communications/marketing support to Christian Living Communities for the last 13 years. Pam has earned several awards for her work in both the not-for-profit senior services and journalism field including two Emmy Awards. Pam is a skilled communicator, strategist, and logistical planner. Pam's calling is to tell the human story, connect each of us to one another and help develop programs that make a difference.

Prior to accepting the Chamber president/CEO position, **Robert Golden** served as president of Golden Solution LLC, a Denver-based association consulting firm. He previously served the REALTORS® Association in executive leadership positions for 17 years in Colorado, Vermont and Florida. One of Bob's key strengths is the creation of effective public policy infrastructure and outreach. He is also a skilled strategist with experience in coalition building, financial stewardship, and public relations. He is a Certified Association Executive (CAE) and Realtor Certified Executive (RCE).

**E10: A Sage at Any Age: Making a Difference Through Intergenerational Engagement**

Guides: Laura Beck, Learning and Development Guide, The Eden Alternative

Meredith Martin, Education Coordinator, The Eden Alternative

Thoughtfully-designed intergenerational initiatives offer purposeful engagement for Elders, and inspire and empower younger people to serve as agents of change. Layers of reciprocal benefits for all involved are revealed, including enhanced well-being, destruction of ageist and ableist perceptions and attitudes, enriched relationships between all stakeholders, and a more authentic sense of “home” wherever home may be. Participants will explore and discuss how to deepen the practice of person-directed care by building meaningful intergenerational relationships that thrive less on rigid programmatic thinking, and more on an organic, collaborative process. Specifically, this session will focus on engaging youth ages 13 and above.

Objectives:

1. Describe 2 ways that close and continuing inter-generational relationships improve quality of life for all.
2. Identify 2 ways that inter-generational initiatives enhance our ability to help develop larger caring communities.
3. Name 2 elements of a successful inter-generational endeavor.

**Laura Beck**, MPAff, serves as Learning and Development Guide for The Eden Alternative, an international non-profit organization focused on creating quality of life for Elders and their care partners, wherever they live. Her nearly 15 years with The Eden Alternative include development of Eden at Home, an initiative of The Eden Alternative focused on meeting the needs of Elders living at home and their care partners. Laura works with aging specialists worldwide in the development of curricula, materials, and messaging that promotes the practice of person-directed care. As the daughter of an Eden-nurtured Elder who lived with Alzheimer’s disease for ten years, she has experienced first-hand the powerful effect of person-directed care, particularly as it impacts the lives of individuals living with dementia. As a national speaker and educator, Laura is a committed advocate for changing the culture of care via the creation of informed, supportive, intergenerational communities.

**Meredith Martin** was introduced to person-directed care as a college student at Middle Tennessee State University. Inspired by the transformative nature of individualized care, she pursued a full-time position at an organization practicing culture change. From there, she dedicated ten years to driving initiatives that maximized quality of life and quality of care for the Elders living there. As an Eden Mentor, Eden Educator, and active member of the state’s culture change coalition, Meredith has also helped champion person-directed care in the southern states for the past twelve years. In 2009, she joined The Eden Alternative, a global non-profit, as Education Coordinator. In this capacity, she coordinates a complex national network of educational opportunities developed by The Eden Alternative, focused on transforming care and well-being for Elders, wherever they may live.

**Full-day Intensives**  
**Wednesday August 15, 2018**  
**8:00 AM – 4:30 PM**

**#1: From Awareness to Advocacy: From Ageism to Age Pride**

Guides: Ashton Applewhite, Author and Activist

Mel Coppola, Founder and President, Hearts in Care, LLC.

Sr. Imelda Maurer, cdp, In Service to Our Own

Carmen Bowman, MHS, BSW, Owner, Edu-Catering

Each of us carries negative attitudes about aging and about older adults. We are not born with this prejudice, but from a very young age we are immersed in a culture that says “old” means loss; “old” means less; “old” means ‘not as good as young’. These attitudes become part of our identity unless we decide to challenge them. Ageism is no more inevitable than racism or sexism. In this Intensive, we will probe what these buried biases are within us and how they impact our work place: its culture, the assumptions underlying policies and procedures, the services we provide and the milieu in which they are provided, and finally, the impact on the well-being of elders when we address and eliminate newly discovered aspects of workplace ageism. With this new awareness and knowledge, we will possess workplace tools that will enable us to move from awareness to advocacy, true pioneers, to end society’s last acceptable prejudice.

Objectives

1. Identify at least three examples of a new awareness of one’s own internal ageism and of external ageism that was brought to consciousness during the session.

2. List at least three ways that ageist biases impact the workplace culture and the services provided.
3. Develop an initial 'blueprint' for addressing ageism in one's workplace, listing at least three attitudes, issues, policies or practices that will be addressed and by whom.

Author and activist **Ashton Applewhite** is the author of *This Chair Rocks: A Manifesto Against Ageism*. In 2016, she joined PBS site Next Avenue's annual list of 50 Influencers in Aging as their Influencer of the Year. Ashton has been recognized by the New York Times, National Public Radio, and the American Society on Aging as an expert on ageism. She blogs at This Chair Rocks, has written for Harper's, Playboy, and the New York Times, and is the voice of Yo, Is This Ageist? Ashton speaks widely, at venues that have ranged from universities and community centers to the TED mainstage and the United Nations. Ashton is a leading spokesperson for a movement to mobilizes against discrimination on the basis of age, and was a Keynote Speaker at the 2017 Pioneer Network.

**Mel Coppola**, President and Owner of Hearts in Care, LLC, is a passionate and motivational presenter, team builder, facilitator, educator and consultant in the field of aging and care. Through presentations, articles, coaching and trainings to organizations across the spectrum of care, Mel spreads the word that aging and care CAN be different, no matter someone's cognitive and/or physical abilities. In addition to being an active Eden Educator and Mentor, she is a Florida licensed Assisted Living Administrator and serves as on the Executive and Steering Committees for Florida Pioneer Network, the state's culture change coalition.

**Sr. Imelda Maurer** brings experiences as an educator, teaching high school math and science for 15 years. She worked as community organizer in both health and labor issues among textile works and agricultural works. As an advocate with a passion for issues around aging and aging services, following health-related experiences with her parents. She began her work in this field 30 years ago as a long-term care ombudsman. Looking for a more systemic approach to these issues, she gained a Master's Degree in Applied Gerontology and is licensed as a nursing home administrator. She continues to press for transformative culture change through writing, speaking and consultation.

**Carmen Bowman** is a consultant, trainer, author and owner of Edu-Catering: Catering Education for Compliance and Culture Change turning her former role of regulator into educator. Carmen was a Colorado state surveyor for nine years, a policy analyst with CMS Central Office where she taught the national Basic Surveyor Course and the first certified activity professional to be a surveyor. As a contractor to CMS, Carmen co-developed the Artifacts of Culture Change measurement tool, authored the background papers for and facilitated both Creating Home national symposiums sponsored by CMS and the Pioneer Network. She facilitated the Pioneer Network Task Forces that developed the new Dining Practice Standards and subsequent Toolkit. She serves on the Pioneer Network Policy committee which meets with CMS Division of Nursing Homes quarterly. She was invited to give comment on draft CMS regulations by Pioneer Network and the Eden Alternative. She co-authored *The Power of Language to Create Culture*, *Eliminating Alarms and Preventing Falls by Engaging with Life*, and facilitated the first Surplus Safety Symposium. Carmen has a Master's degree in Healthcare Systems, a Bachelor's in Social Work and German, is a Certified Eden Associate and Eden Mentor, Certified Validation Worker, Group Practitioner and recently Presenter. She co-founded the Colorado Culture Change Coalition, and with Action Pact has authored eight culture change workbooks plus hosts a monthly web culture change talk show called *Conversations with Carmen*. Currently she is writing her ninth book for Health Professions Press *Changing Culture with Little Worry about Money or Regulation*.

## **#2: Navigating the Mega Rule: Building a Highly Involved Culture of Critical Thinkers**

Guides: Megan Hannan, Executive Leader, Action Pact

LaVrene Norton, Founder, Action Pact

Gloria Blackman, Nurse Consultant, Action Pact

Linda Bump, Consultant, Action Pact

Though diverse and varied, much of the new Mega Rule process focuses on engaging handa on staff in all disciplines to share what they know about survey requirements, the organization, the residents, and the services provided. Together we'll discuss and learn tools to enable teams with critical thinking skills that will strengthen your organizations abilities to confidently navigate and confidently navigate the new survey process.

**Objectives:**

1. Identify your questions and concerns about the new rules as well as the experience and knowledge you already possess.
2. Describe how culture change values and practice, QAPI, and smaller constant teams enable team members to articulate what they know about residents, the care they receive and participate deeply in problem solving.
3. Recognize that the components of critical thinking and high involvement will prepare your organization in responding to the new survey.

**Megan Hannan** is a nationally recognized speaker and consultant in aging, long term care, culture change, and dementia. She has provided insight and support around quality of life, dementia care, leadership, and change facilitation for over 25 years. As a change leader with Action Pact, Inc. she works directly with organizations in the process of deep change. In 1993 she began collaborating with Dr. William Thomas, the founder of the Eden Alternative™, and was appointed as a Regional Coordinator in 1997. In this capacity she led Eden Alternative certification training through 2005 and since then has provided guidance and mentoring for the Eden Alternative International organization.

Megan has participated with elders, families and staff to shape innovative environments for people living in long term care. Over 45 of these organizations are in the household model working in self-directed teams utilizing versatile and blended roles. She has presented numerous state, national and international conferences including the World Congress on Alzheimer's, and the International Eden Alternative conference on innovative and effective means of involving and including elders who live with dementia, staff and family together in meaningful life. Megan was appointed to the Pioneer Network board of directors in 2003 has led the education committee, and now fills the role of President of the Board. Megan developed a signature train the trainer program, PersonFirst®, including the workbook and video titled Becoming Who They Were. Over 60 organizations continue to use PersonFirst® to grow and sustain their person-directed culture.

**LaVrene Norton** is the founder of the company that pioneered the Household Model in Long-term care. As a pioneer and champion of the Household Model, LaVrene has been guiding organizations on their culture change journeys since 1984. She is recognized as the nation's foremost organizational change facilitator in long-term care and has taken her expertise to Ireland and Australia as well. In addition to building curriculum for the broad series of Action Pact workshops, intensives and consulting, LaVrene has led the Action Pact team in the development of a deep catalog of culture change and Household Model literature, workbooks and DVDs, most notably In Pursuit of the Sunbeam which she co-authored with Steve Shields. She holds a Masters of Social Work.

**Linda Bump** is a Registered Dietitian and Licensed Nursing Home Administrator with a passion for resident choice and quality of life with a particular focus on the kitchen as the heart of the home. As an administrator, she has guided four organizations through transformations to a social model of care: Northome Healthcare Center, Bigfork Valley Communities, Meadowlark Hills and Pennybyrn at Maryfield. She has extensive experience as both an internal and external consultant in nursing homes and has provided education on culture change to 60+ nursing homes through her work with Action Pact since 1999. Linda leads the Action Pact workshops: Food for Thought, and Life Happens in the Kitchen. She is the contributor and author of Action Pact workbooks: Nourish the Body and Soul and Life Happens in the Kitchen.

**#3: Giving Back, Not Giving Up: A Heart to Serve in Your Community**

Guides: Michael Wasserman, COE, Rockport Healthcare Services

Matthew Lysobey, Chief Community Integration Officer, Rockport Healthcare Services

Jennifer Cabe, Vice President, Health Literacy and Social Impact

How can elders find ongoing purpose – and reasons to live? In more than 70 care communities across Rockport Healthcare Services family, people are joining together in community service. The results are that low-income people are receiving meals and senior dogs are getting second leases on life – all because of elders using their “heart to serve” and learning new skills through volunteering. In this session, we’ll share mounting clinical evidence that a sense of

purpose can help improve health and well-being, including among people with dementia, and we'll help you plan a A Heart to Serve program in your community

**Mike Wasserman** is a nationally recognized expert in geriatrics, long-term care, purposeful living among older adults, and managed care. In 2005, he was the lead delegate from Colorado to the White House Conference on Aging. In 2008, Wasserman co-founded MESA (Medicare Experts and Senior Access), a multi-year grant program supported by the Colorado Health Foundation to train primary care physicians to effectively care for people who are covered by Medicare. Wasserman lectures and publishes on a variety of topics, including geriatrics, long-term care, purposeful living among older adults, managed care, quality improvement, geriatric workforce issues, healthy aging, Alzheimer's disease and other forms of dementia, and the business of healthcare, including geriatric practice management. In 2015, he joined the David Geffen School of Medicine at UCLA as assistant clinical professor. In 2016, Springer published his book "The Business of Geriatrics," which details how to succeed in geriatrics in today's healthcare marketplace. In 2017, Wasserman co-edited the Springer-published book "Primary Care for Older Adults: Models and Challenges," which provides a comprehensive and systematic state-of-the-science review of major primary care delivery models, how they address specific needs of older adults, and available evidence for their efficacy.

**Matthew Lysobey**, MPH, LNHA, is committed to finding opportunities for people to experience the power of purpose through selfless service while living in skilled nursing facilities and assisted living facilities. Lysobey is fulfilling that personal and professional commitment as chief community integration officer for Rockport Healthcare Services, where he leads A Heart to Serve. Lysobey earned a master's degree in public health at San Diego State University in 1997. Since then, he has dedicated himself to improving the lives of people living in long-term care centers. Lysobey started as a certified nursing assistant in a nursing home and has also served as an administrator and regional vice president for numerous skilled nursing facilities.

**Jennifer Cabe**, M.A. brings expertise and passion for health literacy, communication, and social impact to her role with Rockport Healthcare Services. From 2007 to 2016, she was executive director of the non-profit Canyon Ranch Institute, and collaborated with low-income and marginalized communities to measurably improve health outcomes, particularly among people with disabilities. She previously served in communication and partnership-development leadership roles at Ogilvy Public Relations Worldwide, the Office of the United States Surgeon General, the National Institutes of Health, and HealthNet Health Plan. Jennifer collaborates with colleagues across geriatrics, long-term care, government, the news media, and population health on projects and programs to advance health literacy and social impact with and for elders and people with disabilities. She leads internal and external communication efforts for Rockport Healthcare Services, which has a positive influence through A Heart to Serve and other community integration and social impact initiatives.

#### **#4: The Role of the Gerontological Nurse in Person Centered Care**

Guides: Cheryl Krushke, Associate Professor, Regis University

Mary Tellis-Nayak, VP Quality Initiatives, MyInnerView

This session will provide the Gerontological Nurse with information regarding the role of the Gerontological Nurse in person centered care regardless of the care environment. This session will provide research-based information preparing the Gerontological Nurse to develop and implement a person-centered approach to the care and concern of the aging population.

Objectives:

1. Participants will be able to describe what person-centered care means.
2. Participants will be able to identify three steps in the development of a person-centered care plan (growth plan).
3. Participants will be able to explain the difference between a Gerontological Nurse leader and the boss.

**Cheryl Kruschke** have been a nurse since 1980. She has experienced culture change as a nurse, administrator and educator. Cheryl is an associate professor at Regis University and teaches culture change in the Gerontology Certificate Program, but Cheryl also sees herself as a student of culture change. She is a Certified Eden Educator and has given



presentations on culture change locally, nationally and internationally regarding culture change. Cheryl currently serves as the president of the Board of Directors for the Colorado Culture Change Coalition.

**Mary Tellis-Nayak** taught school for nine years before pursuing a career in nursing. She has worked in most areas of care for the elderly: as a bedside caregiver in a hospital-based SNF, a manager of a home health agency, a DON in a freestanding nursing home, and the chief clinician in a large multi community organization. She was the president/CEO of the American College of Health Care Administrators. Throughout her career, she has led quality improvement programs throughout long-term care. In leading JCAHO's program for long-term care accreditation for ten years, she developed the first set of standards for dementia care units, subacute care, and long-term care pharmacies. Mary is currently the Vice President of Quality Initiatives for MyInnerView, a product of the NRC Health. In this role she works with customers to develop plans based on the results of their surveys. She also speaks nationally on topics related to quality in the post-acute continuum. She has been on the editorial board of *Advances in Post-Acute Care* and served on the Boards for Caring for the Ages and the American Medical Directors Association Foundation as well as the for the State Veterans Homes Foundation. She was on the advisory board for the Planetree Continuing Care initiative and also served on the Planetree Designation Committee for Hospitals. Tellis-Nayak earned an MSN in gerontological nursing from Rush University in Chicago and an MPH from the University of Illinois at Chicago. She received an honorary doctorate in Human Letters from A. T. Stills University as a result of her work in Long-Term Care. With her husband, Dr. V. Tellis-Nayak, Mary won the American Health Care Associations lifetime achievement award – Champion of Quality – in 2013. They have recently published a book: *The Return of Compassion to Health Care*

**½ Day Intensives AM  
Wednesday August 15, 2018  
8:00 AM – 11:45 AM**

**#5 Compassionate Touch Specialist Training**

Guides: Pam Brandon, President/Founder, AGE-u-cate

V'Ann Giuffre, Vice President of Operations, AGE-u-cate Training Institute

Compassionate Touch is an approach combining skilled touch with specialized communication that's shown to be a powerful nonpharmacological tool that reduces behavioral expressions in people with dementia and end-of-life while strengthening care partner relationships. This interactive 3-hour workshop will provide it's participants to articulate why skilled touch is effective in dementia care, apply non-verbal communication techniques to relate to people with middle to advanced dementia, correctly perform skilled touch techniques and identify distress that triggers behavioral expression. *At the conclusion of this session, attendees will obtain their Certification in Compassionate Touch.*

Objectives:

- 1) Define Compassionate Touch® (CT) as it relates to person-centered dementia care.
- 2) Perform CT skilled touch techniques, demonstrating application of guidelines.
- 3) Define behavioral expression.
- 4) Discuss the role of a CT Specialist.

**Pam Brandon** is President and Founder of AGE-u-cate® Training Institute based in Dallas-Fort Worth. Drawing on over 20 years of personal and professional experience in caregiver education, Pam is passionate about embracing positive change in the field of aging training. A strong believer in hands-on learning, Pam is the creator of the Dementia Live™ and Aging Live™ sensitivity awareness training programs that are fast gaining worldwide interest. A professional speaker, trainer and facilitator, Pam directs and leads the AGE-u-cate® team of professionals in creating innovative, evidenced based and strong outcome driven programs for long term care providers, healthcare, the public and nonprofit sectors. She is excited to be sharing innovative tools for dementia care professionals and the work that AGE-u-cate® is doing in their work with Texas Woman's University and helping these programs become integrated and sustainable within their organizations.

An education specialist in school, business and conference settings for over 20 years, **V'Ann Giuffre** finds great satisfaction in making learning come alive for people, whether aged 3 or 93. Her energized teaching style compliments her role as Master Trainer for Dementia Live™ and Compassionate Touch® allowing her to travel throughout the US to train care providers on proper implementation of our dynamic programs to improve dementia care. Her executive role with AGE-u-cate Training Institute allows her to work directly with senior care providers, clinicians and other trainers on a daily basis, and her background brings a unique perspective to the AGE-u-cate team as we continue our development of innovative solutions for aging education.

#### #6 **Pioneering Solutions to the Workforce**

Guides: Anna Ortigara, Consultant, PHI

Sue Misorski, V. P. Workforce Innovations, PHI

Everyone aims to deliver high quality, person-centered care, yet without the people to fill these jobs, and the funding to sustain the broader long-term care system, achieving this goal is impossible. Across the country, employers are struggling to find and keep enough direct care workers to meet consumer needs. With increasing frequency, we are hearing stories of providers who have closed care settings and halted the acceptance of new clients due to worker shortages. PHI — the nation's leading resource on the direct care workforce will present this intensive dedicated to exploring multiple facets of the workforce crisis including facts and trends, business models and their impact on job quality, stories from the field, and pioneering practices that have demonstrated results. The Nine elements of quality jobs will be explored to support a transformed workforce.

Objectives:

1. Review current state of LTC workforce.
2. Discuss 9 elements of quality jobs.
3. Explore building practices which support transformation and an empowered workforce.

According to **Anna Ortigara**, she has had the honor and fun of being deeply immersed in cultural transformation since the early 1980's. Initially it focused on transforming dementia care in three key areas, meaningful life and engagement, environments that support abilities and strengths, and staff education for effective care partnerships. Then a lot of work around empowering staff (nurses and direct care staff), and then at The Green House Project, and now at PHI which focusses on empowered workforces through coaching leaders. Also active with Pioneer Network and have attended every conference since the first one in Rochester (except the cruise year).

**Sue Misorski** served as VP at Apple Health Care and at Genesis Corporation where she led deep culture change in care practices across the organizations nursing homes. Co-founder and first president of the Pioneer Network she has worked to achieve culture change through work with a wide range of long term care organizations continuing up to this time.

#### #7 **Preferences for Everyday Living Inventory (PELI) Bootcamp: The Foundation for Implementing Preference Based, Person-Centered Care in Nursing Communities**

Guides: Karen Eshraghi, Quality Improvement Project Manager, Abramson Center for Jewish Life

Victoria Crumbie, Director of Recreation, Abramson Center for Jewish Life

Alexandra Heppner, Project Manager, Miami University

In this interactive workshop, participants will learn how to implement preference based, person-centered care using the Preferences for Everyday Living Inventory (PELI). The session will provide an introduction to the PELI preference assessment tool, and present evidence-based research supporting use of the PELI in nursing communities, both skilled and assisted living. Participants will learn how to conduct PELI interviews with residents/clients and engage with family members if needed. In addition, we will discuss ways to engage staff in the process. After receiving instruction, participants will break into pairs and practice using the interview tool.

Objectives

1. Discuss the background and development of the PELI, review PELI Items, and strategy for getting started.
2. Provide instruction about how to conduct PELI interviews with residents.

3. Provide instruction about how to conduct PELI interviews with residents and their family members and how to engage staff.

**Karen Eshraghi**, MSW, received her Bachelor's in Social Work from Spalding University and her Master's in Social Work from Temple University. In Mrs. Eshraghi's three-year tenure as project manager for a NIH-study "Assessing the Preferences for Everyday Living in the Nursing home" (2011-2014) she developed expertise in the assessment, training, and measurement of important preferences of nursing home residents. She was a contributing author on multiple publications related to person-centered care and has provided numerous presentations on this topic.

As the Director of Recreation for a 324-bed skilled nursing facility, **Victoria Crumbie** is responsible for continued successful implementation of the PELI. She provides training and on-going support to staff to ensure competency in facilitating the PELI interview and coordinates communication with family or proxy responders. Ms.Crumbie also works closely with the Quality Improvement and Research departments on new innovations to incorporate resident preferences into the care plan process and enhance communication of preferences across various disciplines.

**Alexandra Heppner** is currently the Project Manager for the PELI-Can Project tasked with assisting Ohio nursing home providers implementing the Preferences for Everyday Living Inventory (PELI). She communicates with nursing home providers to identify barriers and facilitators of PELI implementation and manages the projects "helpline" to respond to provider inquiries. Ms. Heppner also assists with the development of training videos and tip sheets to aid providers. Additionally, she manages the project's social media accounts and electronic newsletter for dissemination of implementation tips, updates, and related information.

#### #8 **LTC Leader's Guide to High Performance: Doing Better Together**

Guides: Barbara Frank, Co-founder, B&F Consulting

Cathie Brady, Co-founder, B&F Consulting

David Farrell, Vice President of Sub-Acute Operations, Telecare

Learn the leadership practices and systems for your organization to succeed with the new requirements for participation. This highly interactive session describes how to develop the necessary systems, staff, and processes for your organization to deliver high quality individualized care for each resident. Outlined here are the critical steps needed to achieve and sustain staff stability, prevent avoidable hospitalizations and antipsychotics, and provide high quality person-centered care, even in struggling care communities. This practical session details how to implement well-established, interconnected practices that engage staff and promote teamwork to achieve the highest practicable well-being of your residents, and bring out the best in your staff. The presenters draw from their book, *A Long-Term Care Leader's Guide to High Performance: Doing Better Together* (2018 Health Professions Press), in sharing ideas you can immediately put into practice.

#### Objectives:

1. Identify key leadership practices necessary for success in meeting the requirements for participation.
2. Describe elements of a communication infrastructure to support the teamwork and communication throughout an organization that helps staff deliver quality person-centered care and prevents avoidable declines.
3. Describe how to use high-involvement processes for continuous performance improvement.

**Barbara Frank**, with B&F Consulting co-founder, Cathie Brady helps LTC communities be better places to live and work by improving staff stability and engagement, care outcomes, and overall organizational performance. Barbara started her career working for 16 years at the National Citizens' Coalition for Nursing Home Reform in Washington, D.C. She helped establish the national network of state and local ombudsman programs. Barbara directed the 1985 study, *A Consumer Perspective on Quality Care: The Residents' Point of View*. She facilitated the Campaign for Quality Care, which developed the consensus for OBRA 1987, the Nursing Home Reform Law. Barbara facilitated the first Pioneer Network gathering in 1997, and in 2005 she facilitated the St. Louis Accord, a national gathering of providers, consumers, regulators, and quality improvement organizations that came together to improve clinical outcomes through

staff stability and culture change.

**Cathie Brady**, with B&F Consulting co-founder Barbara Frank, helps LTC communities be better places to live and work by improving staff stability and engagement, care outcomes, and overall organizational performance. B&F focuses on the how of change. Cathie has more than 30 years of experience in executive leadership roles providing services and advocating for older adults in a variety of settings. She was the Executive Director of the Department of Aging Services for the city of Bristol, Connecticut, where she revitalized programming and participation through development of award-winning, life enriching programs. For 10 years, she served as the Regional LTC Ombudsman for Eastern Connecticut and developed educational programs to introduce her nursing homes to culture change.

**David Farrell** has in-depth, diverse healthcare operations management and quality improvement experience. With his track record of success, he is a nationally recognized leader in quality improvement, workforce retention, and culture change. He has advised the Centers for Medicare and Medicaid Services on quality improvement and staff engagement. At Telecare, David oversees long-term care services for clients with mental illness, supports staff stability and engagement, and leads efforts for person-centered care and quality improvement. Consistently implemented evidence-based solutions to meet and exceed customer service standards, clinical goals and financial objectives. Leadership achievements in regulatory compliance, marketing, risk management and turnaround situations.

**½ Day Intensives PM  
Wednesday August 15, 2018  
12:45 PM – 4:30 PM**

**#9 Cross-Cultural Experiences of Legacy Art Work with Elders in Taiwan**

Guides: Moony Kang, CEO, New and Alive Art Service Company

Wan-Yu (Chenelle) Lin, Chair, Department of Elderly Creative Industry Management, Tajen University

The Legacy Art Work (LAW) program in Taiwan, based on the concept of using the arts to help senior citizens, was originally brought over to Taiwan from the United States. The LAW program allows elders to create and to use the visual arts to record life as they experience it, past, present, and future. With professional instructors to guide group activities and volunteers to work with them individually, participants can have more positive interaction with their loved ones and other young people, and they can use art to express a lifetime's worth of experiences and memories with greater quality of life.

**Objectives**

1. The participant will be able to demonstrate how to create a person-center care program.
2. The participant will be able to plan and apply a cross-cultural program for elders based on the Five Key Elements of Legacy Art Work's group.
3. The participant will be able to evaluate the Legacy Art Work using assessment and rating instruments shared.

**Moony Kang** is the co-founder & CEO of New & Alive Art Services (NAAS). NAAS is the premiere social enterprise in Taiwan with over a decade experience delivering an arts therapist training and certification for working with the elderly. Kang graduated with a B.S. from the Department of Social Work at National Taiwan University and is a licensed social worker. Kang has over 18 years of experience in elder service, she was previously a supervisor working with social workers at Taipei Family Caregiver Association (Taiwan). As the CEO of NAAS and Chief Elder Art Specialist of Legacy Art Work cooperated with Shin Kong Life Foundation, she actively calls action to the society to value elders' mental health. By designing programs that have elders to make friends, sharing life stories and transform the stories into art works, the elders change their mind toward art work, from reluctant to enjoy; change their attitude from hesitate to open on sharing stories. Kang also dedicated in training art therapist to operate Legacy Art Work programs, and has trained over 228 art therapists all over Taiwan.

**Wan-Yu (Chenelle) Lin** earned her Ph.D. in Leadership & Education, specialization in Human Resource Development from Barry University, FL. USA. She is an assistant professor of Healthcare Administration at Tajen University, Taiwan,

and also be a faculty member of Music Care program supported by the Japan Music Care Association. She is a supervisor working with multidiscipline professionals at Pingtung Alzheimer's Disease Association (Taiwan).

#### **#10 Person-Centered Life in Assisted Living: Navigating a Shifting Landscape**

Guides: Juliet Holt Klinger, Senior Director of Dementia Care and Program, Brookdale Senior Living  
Jeanne Heid-Grubman, Administrator, Village at Victory Lakes

The assisted living model was founded on many of the principles of person-centeredness - focusing on each resident as a unique individual and providing a home, not just a place to reside. This is an admirable but sometimes challenging goal. Residents' needs are greater, there is a shortage of qualified staff, and resources are not always plentiful. In this session, your experienced guides will help you dive deeper into what it means to be person-centered and to find solutions to some of the most common obstacles to making it happen in assisted living.

##### **Objectives**

1. Identify core domains of person-centered care and obstacles in AL setting.
2. Discuss solutions for various obstacles identified above.
3. Develop action plan for addressing issues in own work setting.

**Juliet Holt-Klinger** holds a BA in Social Work and a MA in Gerontology and is a recognized leader in Assisted Living and Memory Care. In her role as Senior Director of Dementia Care Program Development for Brookdale, Juliet currently designs and innovates care pathways and programming for Brookdale's 500+ dementia care communities. Brookdale's dementia care solutions.

**Jeanne Heid-Grubman** has worked in field of aging for over 42 years and presented numerous times on issues of person-centered care, culture change, and dementia. She was a manager assisted living for over 11 years and am currently a skilled care administrator in a retirement community where she is working with her team to convert a traditional/institutional setting to a more person-centered environment. She previously held the position of Director of Education and Outreach at the national office of The Alzheimer's Association and served on the Pioneer Network Board for 6 years (2011 - 2017), chairing the education committee for many of those years.

#### **#11 Preferences for Everyday Living Inventory (PELI) advanced Bootcamp: Strategies for Communicating Resident/Client Important Preferences across Care Teams, Volunteers, and Families**

Guides: Karen Eshraghi, Quality Improvement Project Manager, Abramson Center for Jewish Life  
Victoria Crumble, Director of Recreation, Abramson Center for Jewish Life  
Alexandra Heppner, Project Manager, Miami University

In this interactive workshop, participants will learn how to communicate data obtained from the Preferences for Everyday Living Inventory (PELI) to enhance person-centered care in the nursing home settings. First, we will share strategies for integrating preferences into care plans. Second, we will share resources and a process for communicating resident preferences through Preferences for Activity and Leisure (PAL) cards. Finally, we will highlight quality improvement initiatives for assisting organizations with PELI implementation, including a one-page document that clearly outlines an individual's most important preferences, in an easy to read template. Allowing preference information to be more accessible to front-line staff.

##### **Objectives:**

1. Discuss ways of integrating important preferences into care planning.
2. Provide instruction about how to communicate resident/client preferences for leisure and recreation via PAL cards.
3. Provide instruction about how to develop a quality improvement initiative for person-centered care.

**Karen Eshraghi**, MSW, received her Bachelor's in Social Work from Spalding University and her Master's in Social Work from Temple University. In Mrs. Eshraghi's three-year tenure as project manager for a NIH-study "Assessing the Preferences for Everyday Living in the Nursing home" (2011-2014) she developed expertise in the assessment, training, and measurement of important preferences of nursing home residents. She was a contributing author on multiple publications related to person-centered care and has provided numerous presentations on this topic.

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**Alexandra Heppner** is currently the Project Manager for the PELI-Can Project tasked with assisting Ohio nursing home providers implementing the Preferences for Everyday Living Inventory (PELI). She communicates with nursing home providers to identify barriers and facilitators of PELI implementation and manages the project's "helpline" to respond to provider inquiries. Ms. Heppner also assists with the development of training videos and tip sheets to aid providers. Additionally, she manages the project's social media accounts and electronic newsletter for dissemination of implementation tips, updates, and related information.

## **#12 Bottom up Culture Change through Regenerative Community Development**

Guides: Barry Barkan, Director, Live Oak Institute

Deborah Barkan

Drawing on over 40 years of experience facilitating healing and empowering Regenerative Communities in settings where elders live and gather, this intensive will be in two parts. Part One will focus on cultivating the vision, skills, role, and qualities involved in being a loving, resilient and successful change maker whatever your role within the organization. Part Two will launch you on the path to creating a durable, empowering elder-centered community meeting as a vehicle for organizational and personal transformation.

Objectives:

1. To help participants see community development as intrinsic to creating a meaningful, engaging quality of life for elders and people who work with them.
2. To provide the fundamentals to enable participants to add the role of community developer to the way they perceive their roles within their organizations.
3. To provide the fundamentals for accelerating culture change in their organization through the development of an elder center community meeting.

In 1977, **Debby and Barry Barkan** developed the Live Oak Regenerative Community with the stated intention of transforming the culture of places where elders live and gather by promoting role, meaning, and empowerment in the decisions that impact their lives. For 17 years they operated the Live Oak Living Center as a nationally recognized model for the creation of a loving and empowering community in a long-term care home. In 2011 they brought the Regenerative Community to one home in Israel. Today there are more than 130 residential and day care settings pursuing culture change by participating in Kehila Tzomachat, the Regenerative Community in Israel. They are currently working on developing the Elders' Guild for people in the baby boom and earlier generations to engage their wisdom and champion future generations.

## SITE VISITS

**Sunday August 12, 2018**  
**Half Day: 1:00 PM – 4:30 PM**

### **SV1 Let's Take This Outside!** A Site Visit to Chelsea Place Memory Care in Aurora

Guides: Jenni Dill, Life Engagement Specialist, Anthem Memory Care

Erich Odenweller, Life Enrichment Assistant, Anthem Memory Care

Attendees will leave Sheraton Denver Downtown at 1:00 pm and to travel to their first stop on the trail, Chelsea Place Memory Care an Anthem Memory Care Community. The happy campers will be treated to a tour of the community as well as visit 8 guideposts designed to give attendees a glimpse of the many transformative intergenerational and community-building experiences Chelsea Place is pioneering.

In celebration of fanning the flames of culture change, we will then head to Cherry Creek State Park for s'more fun. Trail blazers will gather around the campfire with elders and family members and Anthem staff for a more in-depth conversation about community building. The session will wrap up with a good ol' Campfire Sing-Along.

#### Objectives:

1. Attendees will be able to define eight aspects of community and intergenerational involvement by visiting Guideposts during their tour of Chelsea Place.
2. Attendees will evaluate their current practices, reflecting on their own culture change journey and create a path for growth based on ideas presented.
3. Attendees will explore further the Pioneer Network value that "Community is the Antidote to Institutionalism" through a fireside learning circle.

**Jenni Dill** serves as the Life Engagement Specialist at Chelsea Place Memory Care an Anthem Memory Care community. Jenni has a profound passion for elders and changing the culture of long term care through the development of deep human connections. She is an experienced life enrichment professional and Certified Eden Associate who believes in the beauty of spontaneity, creating moments of joy, and enhancing the lives of elders physically, emotionally, socially and spiritually. She is especially talented at incorporating intergenerational programming, using technology wisely and connecting elders with the community at large.

**Erich Odenweller** graduated from University of South Alabama in 2016 with a Bachelor of Science in Leisure Studies and Recreation Therapy after completing an internship at William F Green State Veterans Home in Bayminette, AL. He is a CTRS with passion for disrupting dementia by taking risks and exploring the strengths of people living with dementia. In his spare time, Erich volunteers as an adaptive alpine ski instructor and lends his time to Craig Hospital, a world-renowned rehab specializing in people living with spinal cord injury and traumatic brain injury. He is looking forward to tying the knot with the love of his life, Louise, in November.

**Sunday August 12, 2018**  
**Half-Day: 1:30 PM – 4:30 PM**

### **SV2 Using Person-Centered Care to Enhance the Life of Your Older Community**

Guides: Hope Carwile, LSW – Vivage Innovations Specialist

Meredith Eder, NHA, CTRS – Administrator, Brookshire House

Ken Kerver, NHA, Administrator, Amberwood Court

Megan Marama, NHA, Administrator, Rowan Community

Join us for a site visit to three very special skilled care communities located in South Denver; Amberwood Court, Brookshire House and Rowan Community. These communities meet the needs of complex resident populations with limited resources, and all have physical plants built more than 40 years ago. In spite of challenges with older buildings, the teams of carepartners are proud of their communities and have created dynamic and award-winning care



communities. These three communities, all located on the same cul-de-sac, are excited to showcase to attendees their great love of elders and how person-centered care has made an enormous difference in service to elders, and their operational success. With this in common, the communities each offer something different for you to see and learn about. At Amberwood, you will visit their Korean Community, tailored to non-English speaking, and also see how Amberwood's focus on short-stay complex care has included person-centered care. At Brookshire, you will learn how their recognized memory care meets the needs of elders living with dementia. Finally, at Rowan you will see how the person-centered care has positively impacted the needs of younger individuals with movement disorders, mental health issues and Veterans in this person-centered community.

**Objectives:**

1. Participants will experience how person-centered care can be achieved without the need for significant updates in physical plant.
2. Participants will see and discuss with community care partners how to create person-centered care for diverse populations such as younger individuals, veterans or those living with dementia.
3. The participants will experience how care and services are designed to meet the needs of non-English-speaking residents and those with cognitive issues.

**Wednesday August 15, 2017**

**Full Day: 8:00 AM – 4:30 PM**

**SV3 A Site Visit and Pioneer Adventure: The Green House® Homes in Loveland and an Afternoon at Rocky Mountain National Park**

Guides: Lisa Bryant, Assistant Administrator/Guide, Mirasol Senior Community

Susan Anderson, Registered Dietician, Mirasol Senior Community

Ann Roberts, Nurse Manager, Mirasol Senior Community

Shelly Gfeller, Life Enrichment, Mirasol Senior Community

Have you ever experienced life in a Green House® home? Here is your chance to tour the 6 beautiful homes located in Loveland, Colorado, about a 1-hour drive from Denver. On your drive to Mirasol, a guide will share with you the story of the community and tell you about how they are Reimagining Eldercare through meaningful life, empowered staff and real home. Once you get to Mirasol, you will be able to visit with care team members and elders in one of the 6 homes.

And since you've come this far, after your time at the Green Houses®, we have planned for you a chance to experience one of Colorado's greatest treasures, Estes Park, located in Rocky Mountain National Park. You'll have about 3 hours to enjoy the scenery, do a little hiking and grab a bite to eat in this majestic setting before heading back to Denver.

**Objectives**

1. Participants will be able to explain the philosophy of the Green House® model.
2. Participants will discuss how meaningful life and empowered staff are key to creating real home for the elders.
3. Participants will discuss how elements of the Green House® model can be incorporated into their homes.

**Lisa Bryant** has been with The Green House® homes since August 2014 before the first doors opened for business at Mirasol Senior Community on October 1, 2014. Lisa worked as an Activities Director, Social Service Director, and in Sales and Marketing within the nursing home setting since 2002. Lisa has been active in Culture Change since 2008 and has been helping make changes to traditional nursing homes ever since. Lisa believes that the Green House® Homes provides a real home and a more meaningful life to their Elders.

**SV4 Christian Living Communities, Denver area**

Guides: Tim Rogers, Executive Director, Someren Glen

Jayne Keller, Senior Executive Director, Holly Creek

Ronnie Brown, Executive Director, Clermont Park

David Strain, Executive Director

On this site visit you will have the opportunity to visit 3 different Life Plan Communities owned and operated by Christian Living Communities (CLC) and located in the South Denver Metro area. While there you will have an

opportunity to tour each community, but the visit will be so much more as they share with you educational sessions on some of the Resident-Centered projects on which they have been working. At Someren Glen, you will learn about their Rhythms Dementia Services, a program which provides Dementia Education for residents, family members, and associates. At Holly Creek, the team will tell you about the Keepers Committee, a committee made up of residents and care team members that is identifying best practices for retaining associates, the Connections Committee, and HC Radio Station. And at Clermont Park you will have the opportunity to experience the Showstoppers Music Group and learn about their Fall Theatrical Production; all designed, selected, and totally run by residents.

Objectives:

1. The participants will experience and discuss community integration, which is a part of Christian Living Communities philosophy.
2. The participants will be gain knowledge about best practices that have been incorporated into the different communities and how they enhance resident quality of life.
3. The participants will experience the Showstoppers Music Group and Fall Theatrical Product which have been designed, selected and run by residents.



Pioneer Network  
**Pioneering a  
New Culture of Aging  
Conference**

## Special Sessions

**Sunday August 12, 2018**

**1:15 PM - 4:30 PM**

### **Pioneer Network and the Ombudsman Program: Partners on the Journey**

*"All elders are entitled to self-determination wherever they live"* — it's a Pioneer Network value, and who better understands the meaning behind this value than long-term care ombudsmen! Pioneer Network is pleased to present a session at this year's conference focusing on the connection between the work of the culture change movement and the Ombudsman Program. In this interactive session, Penny Cook, President & CEO of Pioneer Network, will begin by exploring with attendees just what that connection is. Guides will continue the conversation by reviewing the new Ombudsman Guidance and residents' rights. Seeing the connection is one thing, but making the connection requires resources and tools, and that's just what will be shared — ideas and programs that Pioneer Network and others have to offer to Ombudsmen which can be shared with communities to help them on their journey. And of course, no session at a Pioneer Network Conference would be complete without a few stories, and so in this session, you will hear stories of what is happening across the country and leave with the knowledge that we can do things differently...that residents' rights can be realized in a way that brings quality of life to elders.

**Sunday August 12, 2018**

**5:00 PM – 6:30 PM**

### **Welcome: Let the Networking Begin!**

Join us for a chance to start out your 2018 Pioneer Network conference experience by getting to know your fellow Pioneers as we do the ***traditional Roll Call of States and Nations***. Our goal is that this year's conference experience will be your best ever, and so Jill Vitale-Aussem, President & CEO of the Eden Alternative, will be sharing some fun and engaging ways to get the most out of your conference experience. But we know you're also looking for some details, so you will have a chance to learn more about the many conference events that will be happening over the next 3 days. And there's more! Every conference experience is individualized, and so to help you create your own person-centered conference plan, there will be a demonstration on how to use the Pioneer Network App, a tool that can serve as your guide as you navigate and plan your days in Denver. All that, plus a few surprises...because what better way to start a Pioneer Network conference than living the Pioneer principle, that ***relationship is the fundamental building block of a transformed culture!***

**Monday August 13, 2018**

**8:00 AM – 10:15 AM**

**General Session and Breakfast**

### **Creating Community: It Takes a Team**

Pioneer Network's Values and Principles tell us that ***Community is the Antidote to Institutionalization***, so what better theme for our opening general session! Join us for the official convening of the Pioneers as you hear from Penny Cook, Pioneer Network's President & CEO, about the state of the movement. And then join us as we explore ways that community is being created by Pioneering teams throughout the country and beyond. Hear from the leaders of two organizations who have taken community engagement to a new level, Masterpiece Living founder and author of the book *Live Long, Die Short*, Dr. Roger Landry, MD, and Rockport HealthCare Services CEO, Dr. Michael Wasserman, MD, CMD. And then what better way to end than by celebrating the winners of the First Annual Community Commitment Awards. Hear from the award-winning teams about the projects that their residents are leading that are providing meaning and purpose in their lives and in the lives of those in the greater community.

**Tuesday August 14, 2018**  
**3:00 PM – 5:00 PM**  
**General Session**

**Are You Ready For the Future?**

The future is coming, and while we as Pioneers have been working to change for over 20 years now, we know that the future holds many challenges that we need to identify and then figure out how to meet. We can start by asking ourselves if we are ready for the future...but more importantly, we need to GET READY for the future!

As we all come together as a group for the last time, we have some very special speakers who will be sharing messages to inspire, motivate and teach.

We will begin by hearing from some wise leaders. Individuals who have led their organizations through change, creating and sustaining cultures where the Pioneer Network mission, values and principles are lived out every day. These leaders met here at the conference earlier, bringing their shared wisdom and experience as they discussed some of the secrets to their success. Now we have the opportunity to hear from these wise leaders as they share some of those secrets and perhaps give us a little advice to take home on how we can help spread the message to other Executive Leaders who can help to take our movement into the future.

While we know we need to prepare our organizations for change, we also know that being ready for the future requires a personal journey for each one of us to take, as well as one in which we support and grow current and future caregivers.

And so, as we end the session, we are pleased to welcome a fellow Pioneer, Emmy Award winner [Leeza Gibbons](#). Perhaps you know Leeza from her time as a host of Entertainment Tonight, or as a winner of Celebrity Apprentice, but did you know that Leeza has a connection to us? Caregiving and passion. After caring for her mother as she struggled with Alzheimer's disease, Leeza started the Leeza Gibbons Memory Foundation and its signature program, '[Leeza's Care Connections](#)', an organization whose [mission](#) is to "prepare caregivers for an ever-changing life by providing innovative self-care and wellness programs and resources".

We are confident that you will leave this session feeling renewed in the belief that *each person can and does make a difference!*

**Tuesday August 14, 2018**  
**5:30 PM – 6:00 PM**

**Look Good, Feel Good**

What happens when the simple act of dressing is no longer simple? This is a question that Jan Erickson has been exploring for the last 15 years. The important truth she's uncovered is: Clothing does matter, and how we present to the world significantly impacts our sense of personhood, as well as how we are perceived by others. In this person-centered fashion show presentation, you will be introduced to Janska Clothing That Comforts and Jan's mission to serve women at all stages of life with garments that make them look good and feel good. Members of Denver's elder community will model Clothing That Comforts, as Jan shares her research and discoveries surrounding the important topic of dressing with dignity, and finds new meaning in the Pioneer Network value, *put person before task*.

**Tuesday August 14, 2018**  
**6:00 PM – 7:30 PM**

**Continuing the Conversation: What Does It Take to Move the Mountain?**

At the 2017 Pioneer Network Conference, we had two special sessions in which participants explored the future with Elders and their fellow providers. That was the start of the conversation. Join us as we continue the conversation and the exploration of what it will take for us to "move the mountain" and make the Pioneer Network's vision of creating a culture of aging that is Life-Affirming, Satisfying, Humane and Meaningful a reality for all of us and reminding us that *culture change and transformation are not destinations but a journey, always a work in progress*.

### Exhibitor & Sponsor Gallery Events

Monday August 13, 2018

12:15 PM – 2:30 PM

Monday August 13, 2018

4:30 PM – 6:30 PM

Tuesday August 14, 2018

11:30 AM – 1:00 PM

#### Tech Experience

Senior living and technology has historically had a connotation of clinical tools such as medical records, MDS software, etc. That obviously has relevance, but there are a multitude of technologies emerging that will make aging fun! The Pioneer Network is delighted to present an interactive technology experience that will change your perception of aging, and of senior living. Virtual reality, robots, immersive sensors, wearables and voice activation are just some of what you will see and feel at the conference – new technologies developed by innovators and dreamers who understand that new and different can be good – that ***risk taking is a normal part of life***. We don't want to tell you any more than that for now, you'll have to attend to find out. Seeing is believing!

#### Dementia Live Experience

Dementia Live is an experience that immerses participants into what life might be like living with cognitive impairment and sensory change. Utilizing specialized gear that simulates dementia specific changes that include altered eyesight, hearing and tactile sensation, this safe experience is a powerful and effective tool to strengthen care partner's understanding of and empathy for their residents. Gaining a first-hand understanding of anxiety, isolation, frustration, confusion, and more, Dementia Live uniquely walks participants from the "AHA" moment to empowering caregivers with tools to improve communication, care processes, and the environment as they gain insight to help them as they get to ***know each person*** who is living with dementia.

#### Photo Gallery

As a special treat this year, we invite you to tour the Photo Gallery, located in the Sponsor & Exhibitor Gallery and enjoy the beautiful and inspiring photos taken by Jennifer Dill, Director of Life Enrichment, depicting the joy of community life experienced by the Elders at Chelsea Place Assisted Living. You will see come alive in these photos the joy experienced when we practice the pioneer value that ***all elders are entitled to self-determination wherever they live***.

#### Learning Circles

As Pioneers, we are always looking for new and innovative ways to design care and services to support resident choice and autonomy - and make life better for all care partners. Sometimes, be it real or perceived, rules and regulations get in our way. Join your fellow pioneers on Monday afternoon from 1:30 pm - 2:30 pm where you can engage in a lively learning circle as you share your answer to the following question: *"If there was one "rule" or "generally accepted practice" that you could change or eliminate to help you do what you WANT to do to support elders or other care partners, what would it be?"* Together let's ***practice self-examination, searching for new creativity and opportunities for doing better***.

#### Lunch & Networking

Join your fellow Pioneers for some facilitated table discussion on person-centered topics that are Hot! Pick up your lunch on Monday August 13 and then bring it to the Plaza Room from 12:15 – 1:15 where you can choose the topic you want to discuss and share lively conversation over lunch as you ***promote the growth and development of all***. All that, and still plenty of time to visit with our Exhibitors & Sponsors before catching your afternoon sessions!

## **Poster Sessions**

Storytelling...what great way to learn and a fun way to share. That is what will be happening as you check out the Poster Sessions located in the Sponsor & Exhibitor area. Using their posters to guide in the storytelling, you will have an opportunity to hear about the work being done by fellow pioneers and engage them in a conversation that might spark an idea for your community. What a great way to ***promote growth and development for all***.

### **Welcome to the Gallery Walk - A guided tour through the 2018 Poster Session**

**Tuesday August 14**

**11:45 AM - 12:45 PM**

Have you ever gone to an art museum and strained to hear the information that was being shared by the tour guide/facilitator about a certain painting? Well, this is the very experience that we are replicating at the Gallery Walk. Take some time to learn what others have done to support a culture of person centered care. Discover the innovations described by the Poster Session experts. Ask questions and learn from these courageous, national experts. Your Tour Guide, Marguerite McLaughlin.

## **Pioneer Network Book Store**

Be sure to visit the Pioneer Network Book Store to check out the latest resources for your culture change journey including books, DVDs, workbooks, and toolkits. Many of the authors will be on hand during the conference serving as Guide, providing you with an opportunity to talk to them in person about their books or other topics. There are also culture change themed buttons, bumper stickers and magnets for your to purchase and take home with you to spread the word!

Meet the Authors at a Special Book Signing taking place at the Monday evening during the reception, and then watch for information about a few surprise 'meet the author and book-signing events'!

### **Exhibitor & Sponsor Reception & Party Pioneer Network, Celebrating 21 Years and Coming of Age!**

**Reception**

**4:30 PM – 6:30 PM**

**Sponsor/Exhibitor Gallery**

What can be more fun than a chance to network with our exhibitors, sponsors and your fellow Pioneers, spending time together ***responding to spirit, as well as mind and body!***

Come celebrate our Sponsors and Exhibitors and thank them for their generous support. Visit with them to learn about innovative services and products, share your needs, challenges, and ideas for future products and services to help you on your journey, enjoy appetizers and drinks, and perhaps you'll even be the winner of one of our great giveaways.

But there's more, as this reception promises to be NOT your typical event. Do you remember your 21st birthday??? All of a sudden, you're an adult! This networking event/party will take you back in time to celebrate the Pioneer Networks 21st birthday and tie you into your own. We'll go back 21 years ago, to 1997, and relive the music and camaraderie of those days gone by.

**Coming of Age Party**

**7:00 PM – ??**

**Coyote Ugly, located on the 16<sup>th</sup> Street Mall**

The Pioneer Network is coming of age and that means we are old enough to party the night away! So, before you leave the reception, you'll want to get your Fake ID – you'll need it to get into the party hosted by It's Never 2 Late at Coyote Ugly, located just a short walk away on the 16th Street Mall. We promise a great time with live music and some special

treats, including a chance to experience silent disco, hosted by the team at Eversound! Not sure what that is – well, I guess you'll have to come to find out!

In addition, iN2L is offering a \$500 Prize for whoever has the best costume / look representing 1997, this is your chance to let it all hang out, laugh and reminisce. It's culture change at its finest!

