



NURSING MANAGEMENT IN LONG TERM CARE A SYSTEMS BASED APPROACH TO PERFORMANCE EXCELLENCE

A COURSE FOR DONs, NURSE
MANAGERS, AND SUPERVISORS IN
LONG TERM CARE FACILITIES

Any nurse (RN, LPN) in a Nurse Management
Position and/or new to LTC requirements, as
well as administrators, will benefit from this
course.

June 19-21, 2018

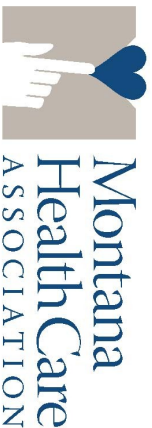
Radisson Colonial Hotel
2301 Colonial Drive
Helena, MT 59601

Presented By:

DEMI HAFFENREFFER, RN, MBA

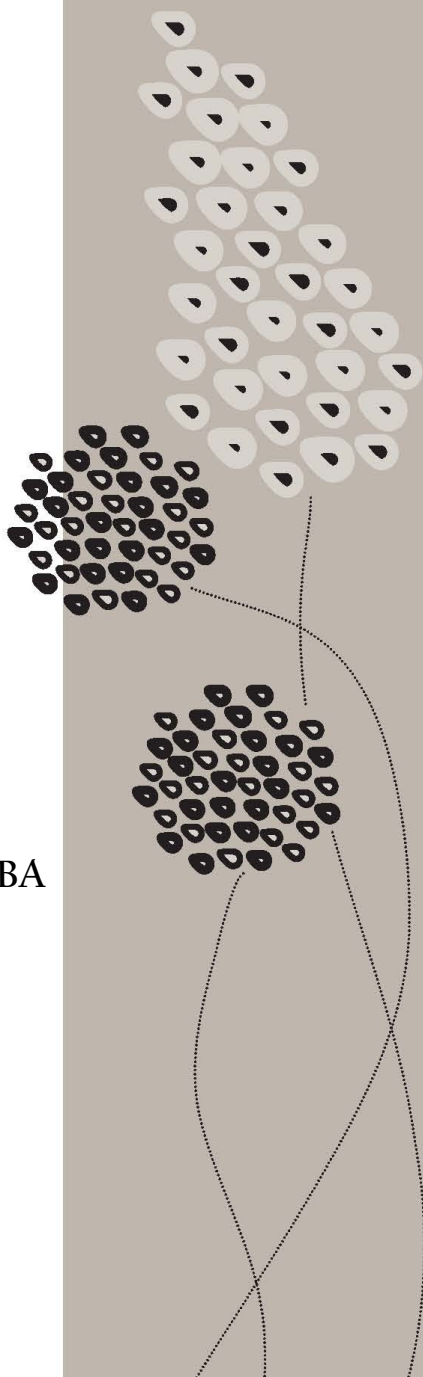
Haffenreffer & Associates
Portland, Oregon

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PROGRAM OVERVIEW

This course is designed to provide basic and advanced information about Nurse Management in Long Term Care. This is an opportunity to develop essential skills necessary for your important role in ensuring resident care and managing staff. All relevant Federal and State regulations will be reviewed and interpreted for use in day to day compliance and leadership with focus on a person-centered culture. The new survey process will be addressed: how it differs from the current process and how you can best prepare for the revamped survey in the context of the revised requirements of participation. A full day is devoted to effective Leadership Principles and development of Quality Assurance & Performance Improvement (QAPI) fundamentals for compliance with CMS standards. Skills and learning are sharpened with small group discussions and role-playing.

18.5 nursing contact hours/CE meets the requirements of the Montana Board of Nursing Home Administrators.

LEARNER OBJECTIVES

- Understand the Federal Regulations and interpretive guidelines.
- Discuss policies and procedures needed for compliance with the Federal Regulations.
- Demonstrate an understanding of the regulations through discussion of case studies.
- List the key criteria for an effective quality management system.
- Develop key performance measures.
- Analyze Nurse Managers' role in the development and implementation of quality standards.

COURSE OUTLINE

June 19, 2018

8:30 am Registration | 9:00 am - 5:00 pm Education

- Nurse Manager Role & Responsibilities
- Review of Regulations & Interpretive Guidelines - Quality of Care
- Compliance Issues / System Development
- Application of Interpretive Guidelines in survey situations
- Case studies

June 20, 2018

9:00 am - 5:00 pm Education

- Review of Regulations & Interpretive Guidelines
- Quality of Care and Beyond
- Compliance Issues / System Development
- Application of Interpretive Guidelines in survey situations
- Case studies

June 21, 2018

9:00 am - 4:00 pm Education

- Review of Survey Tasks
- QIS - Survey Management
- Survey Management
- Quality Assurance and Performance Improvement (QAPI) - Key Components

ABOUT THE INSTRUCTOR

Demetria Haffenreffer, RN, MBA

Demi has made long term care her lifelong profession beginning as Director of Nursing and for the last thirty-five years as a consultant for both skilled and community-based facilities. Haffenreffer & Associates, Inc. supports the delivery of person-centered, compassionate care by providing educational and hands-on assistance with the implementation of quality systems and corporate compliance programs for facilities across the nation. In 2011, Demi assisted the Colorado Foundation for Medical Care with a CMS grant to publish the Model Program for Quality Performance called "QAPI." Demi's thorough knowledge of the regulations combined with her extensive experience provide for practical, everyday solutions to the challenges facing the caregiver and facility. Her depth of knowledge, breadth of experience and her communication skills make her a much requested speaker for health care associations' conferences and special course offerings for their members. She has authored five policy and procedure manuals and developed hundreds of workshops for long term care.

HOTEL RESERVATIONS

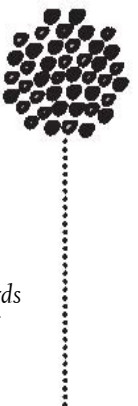
Those signing up for this program should make room reservations directly with Radisson Colonial Hotel (telephone: 406-443-2100). Please be sure that the Radisson Colonial is aware that you are with the MHCA meeting to take advantage of the room rate we have arranged- \$109.00 for single or double, plus tax per night. Please make your reservations as soon as possible as there is a May 31 cut-off date on the room block.

CANCELLATION POLICY & DEADLINE

Register early! Registrations received on or before **June 5** will avoid paying the late fee. Mail your registration form with payment or fax/email the form and indicate that payment has been mailed to MHCA. If payment is being sent from a corporation or county office, please mail, fax or email the registration as early as possible, indicating the check is being processed.

All cancellations must be in writing. Partial registration (all fees less \$75 per person cancellation fee) will be refunded if written cancellation is received by **June 12**. **No refunds will be made after June 12.** Replacements are always welcome and no-shows will be billed.

Montana Health Care Association is a professional organization that establishes standards and criteria for continuing education programs in nursing pursuant to Montana Board of Nursing Regulations.



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Montana Health Care Association

June 19-21 • Radisson Colonial Hotel • Helena, Montana

Registrant Information (Please Print)

Facility Name _____

Contact Name _____ E-mail _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Registrant Name _____

Title _____ E-mail _____

Registrant Name _____

Title _____ E-mail _____

Fees

MHCA MEMBERS

1st Facility Registration	\$475
Each Additional Registration From Same Facility	\$320

NON-MEMBERS

1st Facility Registration	\$825
Each Additional Registration From Same Facility	\$525

Registrations received after June 5, 2018 add (per person)	\$50
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TOTAL AMOUNT ENCLOSED

\$ _____

Registration fee includes extensive handout materials, Tuesday-Thursday lunches, and refreshments during morning and afternoon breaks.

Policies

Register early! Registrations received on or before **June 5** will avoid paying the late fee. Mail your registration form with payment or fax/email the form and indicate that payment has been mailed to MHCA. You will receive confirmation of registration once received. If you do not, contact MHCA.

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Payment

Please make checks payable to and return with a copy of this application to Montana Health Care Association

36 S. Last Chance Gulch, Suite A, Helena, MT 59601

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