



MONTANA HEALTH CARE ASSOCIATION

2018 Annual Convention & Exposition

September 23–26, 2018
DoubleTree by Hilton Hotel
Billings, Montana

www.mthealthcare.org



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2018 Annual Convention & Exposition
September 23 – 26, 2018

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by Hilton Hotel
Billings, Montana

Trade Show: Monday, September 24, 4:30–7:30 pm

Be sure to visit the exhibits at the MHCA Trade Show. Exhibitors are an essential part of the long-term care team and have new and innovative products to enhance our ability to provide high quality care to the residents.

Continuing Education Credits

Participants attending all educational functions can receive up to 16.75 CE credits subject to approval of appropriate licensing boards and professional certifying organizations. Certificates will be provided for up to 16.75 hours of continuing education, which meet the requirements of the Montana Board of Nursing Home Administrators. Credits have been applied for and are pending with the National Certification Council for Activity Professionals, National Association of Activity Professionals Credentialing Center, Montana Board of Behavioral Health, Certifying Board of Dietary Managers, and Commission on Dietetic Registration.

Nursing—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. Programs with a star (★) in Education Highlights and on the Seminar Registration Page indicate nursing contact hours.

Registration Category

Your "Full Registration" includes all events, educational sessions, meals, meetings and trade show. Full registrations are available to employees, individuals, owners, associate members, consultants and corporate office staff.

Facilities may purchase "Additional Single Day Facility Staff Registrations" after purchase of a full facility registration. Spouse/guest registrations may be purchased on the enclosed registration form. Additional event tickets will be available on site at the MHCA registration desk.

Special Rates for CNAs and Nursing Students

To encourage facilities to include CNAs, nurse aides and personal care attendants as part of the team attending the

conference, MHCA offers, to members only, a special reduced rate for CNAs. After the first full member registration, you may register CNAs for the entire conference for \$125 each.

MHCA is continuing its policy with respect to **student** fees. These fees apply to students currently enrolled in an approved LPN or RN nursing program. After the first full member registration, the fee for such students is \$125 to attend the entire conference or \$50 to attend any one day. A copy of a student ID or other proof of status as a nursing student must be submitted with the registration form.

Registration & Seminar Forms

Complete both the registration form and the seminar registration form and mail to MHCA no later than August 31 to receive an early registration discount. **Please Note:** If payment is being sent from a corporation or county office, **please mail or fax the registration** and indicate the check is being processed. The convention registration desk will be located in Conference Room 4 on the 3rd floor of the DoubleTree by Hilton Billings Hotel.

Cancellation & Refund Policy

All requests for refunds must be addressed to MHCA in writing. Full refunds will be paid if written cancellation is received by August 31. Partial registration (all fees less \$50 per person administrative fee) will be refunded if written cancellation is received between September 1 and September 14. No refunds after September 14. Replacements are always welcome and no-shows will be billed.

Hotel Reservations

Convention headquarters and registration will be at the DoubleTree by Hilton Billings Hotel, 27 N. 27th Street (800-445-8667 or 406-252-7400). A limited block of rooms at a special rate of \$129 plus tax has been reserved at the DoubleTree for MHCA attendees. When making reservations, individuals must ask for the MHCA rate. Reservations must be made by August 31 to receive the special rate. Early reservations are advised as the room block will fill up quickly.

For More Information . . .

Contact MHCA

36 South Last Chance Gulch, Suite A
Helena, MT 59601

phone: 406-443-2876 • fax: 406-443-4614

e-mail: skopec@rmsmanagement.com

web site: www.mthealthcare.org

Agenda at a Glance

■ Sunday, September 23

MHCA Scholarship Foundation
Board of Directors Meeting 9:00 am – noon
MHCA Board of Directors Meeting noon – 5:00 pm
Registration desk open 6:00 – 8:00 pm

■ Monday, September 24

Registration desk open 7:30 am – 5:00 pm
Concurrent Educational Sessions 8:30 am – noon
Lunch & Roundtable Discussions noon – 1:30 pm
• Administrators • Social Services Professionals
• Nurse Executives • Assisted Living
• Activity Directors
Concurrent Educational Sessions 2:00 – 4:30 pm
Trade Show, Reception and Prizes 4:30 – 7:30 pm

■ Tuesday, September 25

Registration desk open 7:00 am – 5:00 pm
Concurrent Educational Sessions 8:00 – 11:30 am
Lunch and MHCA District Meetings 11:30 am – 1:00 pm
Concurrent Educational Sessions 1:00 – 4:30 pm

■ Wednesday, September 26

Registration desk open 7:00 am – noon
Concurrent Educational Sessions 8:00 – 11:30 am
MHCA Annual Membership Meeting 10:15 am – noon

The Montana Health Care Association (MHCA) cannot be held liable for events beyond its control, such as acts of God, government regulations, disasters or weather-related hazards, civil unrest, acts of terrorism, or any other emergency, making it inadvisable or impossible to hold the conference. MHCA will make every effort to inform participants of any cancellation as soon as possible to enable participants to cancel hotel and flight arrangements.

Conference Faculty



Cheryl Boldt, RN, LNHA

Ms. Boldt is an RN and Licensed Nursing Home Administrator who offers more than 45 years of nursing and healthcare leadership experience. She developed her passion for healthcare at a young age when she first volunteered, then later worked as a Nursing Assistant at her hometown nursing home and hospital. Her acute care experience includes Intensive Care,

Cardio-Pulmonary, and In-Patient Rehab. In long term care, Cheryl has experience as a DON, Sub-Acute Administrator, and Corporate Professional Services Consultant. For the past several years, Cheryl has worked extensively as a professional consultant with Maun-Lemke Speaking and Consulting, partnering with healthcare organizations nationwide. She is an accomplished professional speaker and consultant with credibility in a variety of areas including post-acute care/service in the SNF setting, staff recruitment and retention, customer satisfaction, compliance, team-based improvement, and leadership in all healthcare roles.



Jayne Clairmont

A nationally recognized dementia expert and care consultant with more than three decades of experience, Ms. Clairmont has dedicated her life's work to improving care for adults living with Alzheimer's disease and other dementias. Jayne began her career in assisted living in 1984. She was quickly promoted to leadership roles, including Chief Operating Officer. Jayne

developed new program models and partnerships and opened state-of-the-art assisted living environments that used Best Practices

across the country. As a national leader in memory care, Jayne helped found Argentum. She served on the Minnesota Board of Aging where she participated in the Alzheimer's disease working group which transitioned to ACT on Alzheimer's. She was involved with national committees in working to advance research and best practices of non-pharmacological approaches in dementia care and the advancement of Person-Centered Care. She has also served as chair of the Minnesota-North Dakota Alzheimer's Association, testified before a U.S. Senate Public Hearing on older adult rights and protection, and has co-developed several new care approaches in collaboration with the Mayo Clinic Alzheimer's Disease Research Center and HealthPartners Center for Memory and Aging.



Leah Klusch, RN, BSN, FACHCA

As executive director of The Alliance Training Center, Ms. Klusch's education and consulting to health care professionals is defined by her dynamic style, sense of humor, no-nonsense advice and innovative ideas. Her ability to focus on learning rather than teaching makes her a welcomed

and applauded industry speaker, educator, and nurse leader. She is the founder and director of The Alliance Training Center, an educational foundation focused on geriatric care issues and the author of numerous published articles in industry journals, periodicals, trade publications, books, and video trainings. She lectures nationally on current industry topics. Leah is passionate about her work, and her energy is contagious when helping clients and industry members.



Reynold Landry, CDM/CFPP

Chef Reynold Landry began learning "old-school" cooking as a child with his Cajun-French mother and grandmother. His fond memories and experiences in the kitchen, coupled with a love for great food, are all part of Chef Reynold's passion for turning ordinary food into meals that look and taste extraordinary.

Chef Reynold has over 30 years of experience and formal training from the Culinary Institute of New York. Holding over 100 medals and titles from sanctioned culinary events, Chef Reynold continues to develop his palate through travel and experiences with other cultures. Chef Reynold's goal is to train and support staff in the preparation of nutritional and therapeutic meals while creating a true restaurant-style experience and culture. His daily commitment is to surpass the nutritional expectations of every resident and to allow them to thrive and flourish. Executing high nutritional standards and even higher resident fulfillment is his passion and calling.



Catherine R. "Cat" Selman, BS

Ms. Selman is President and Co-owner of The Healthcare Communicators, Inc., a company specializing in continuing education for healthcare professionals. With over 30 years of experience in management, social work and activity practice, education and

consultation, Cat has trained providers and surveyors in all 50 states. She has held positions on numerous CMS Workgroups, assisted CMS with the development and presentation of a Satellite Training Program for surveyors entitled, "Surveying Activity Requirements in Nursing Homes" and served on the Activities Interpretive Guidelines Panel, assisting in the revision of surveyor guidance for activity requirements as well as the development of surveyor training materials for quality of life and psychosocial well-being requirements. Considered an authority in aging services, she also provides conference keynote and plenary sessions on a variety of topics.



Joe Tye, MBA

Mr. Tye is CEO and Head Coach of Values Coach Inc., a company which works with health care organizations to design and build a culture of ownership on a foundation of values. He is the author or co-author of 15 books and dozens of journal articles on personal achievement and organizational culture and is a frequent speaker for

health care association conferences and hospital leadership programs. Prior to founding Values Coach in 1994, he was chief operating officer for a large community teaching hospital.

We are also pleased to have the following DPHHS staff presenting at this convention:

QUALITY ASSURANCE DIVISION—CERTIFICATION BUREAU

- **Todd Boucher, BS**, Bureau Chief
- **Tina Frenick, NHA**, LTC Health Facilities Surveyor Supervisor & RAI Coordinator
- **Tony Sanfilippo, CFI**, LSC, CLIA and Health Facilities Surveyor Supervisor
- **Tyler Smith, DC**, NLTC and Health Facilities Surveyor Supervisor & Complaint Coordinator

QUALITY ASSURANCE DIVISION—LICENSURE BUREAU

- **Leith Ann Holmes, RN, BSN**, Bureau Chief
- **Tara Wooten, LPN**, Health Care Facility Program Manager
- **Harry Dziak, MSW**, Health Care Facility Surveyor
- **Linda Egebjerg, RN, MA**, Health Care Facility Surveyor
- **Brett Christian**, Health Care Facility Surveyor
- **Brian Nelson**, Construction Consultant

SENIOR AND LONG TERM CARE DIVISION

- **Barbara Smith**, Administrator
- **Shaunda Hildebrand**, Nursing Facility Services Bureau Chief
- **Jill Sark**, Community Services Bureau Chief

HUMAN & COMMUNITY SERVICES DIVISION

- **April Staudinger**, Health Coverage Policy Specialist

About Our Education

Which Programs Are for Me?

Once again, our education programs feature national experts in fields of interest to long term care providers. Many of the programs are designed to be inter-disciplinary—of interest to all members of your team. Some programs are designed exclusively for nursing homes and some are designed exclusively for assisted living—many are of interest to both. The **NH AL** symbols following the program description indicate whether a program is for nursing homes, assisted living or both. The “intended for” line indicates the disciplines for which the program is designed, and ⚙ indicates nursing contact hours.

To fully benefit from conference educational sessions, please carefully review the following program descriptions and designations before making your selections on the registration page.

Monday, September 24

8:30 am – 12:00 noon

★ 1 All Hands On Deck

These are challenging times for long term care. There is a tsunami of baby boomers heading for retirement, and eventually nursing homes and assisted living facilities. Current shortages of nurses and other health care professionals are projected to become much worse in the next five years. The financial challenges we have always lived with will become even more severe. And LTC jobs are not going to become any easier. In today's world, every LTC organization needs to have a Culture of Ownership. In this keynote presentation, Joe will share practical and proven strategies for fostering an organizational culture where all staff take ownership for their work and for their outcomes – where the facility has all hands on deck.

NH AL

Intended for: All disciplines

Presented by: Joe Tye, MBA, CEO and Head Coach, Values Coach, Inc., Solon, Iowa

12:00 noon – 1:30 pm

Roundtable Discussions

Roundtable discussion sessions will be held for (1) nursing home administrators⚙, (2) directors of nursing and nurse executives⚙, (3) activity directors, (4) social services professionals and designers, and for (5) all assisted living disciplines⚙. Members will be surveyed prior to the convention to determine topics for discussion. These roundtables are designed to provide an opportunity to network, brainstorm and problem solve with your peers, as well as to develop recommendations and input for the MHCA Board of Directors about how MHCA can better serve your needs.

2:00 pm – 4:30 pm

★ 2 Being the Lion in Your Mirror

Have you seen the picture of the tabby cat looking into a mirror and seeing a lion looking back? In this breakout presentation, Joe will show you how to overcome negative self-talk and self-limiting beliefs, act with courage and determination, pursue

your most authentic dreams and goals, and become the person you were meant to be.

NH AL

Intended for: All disciplines

Presented by: Joe Tye, MBA, CEO and Head Coach, Values Coach, Inc., Solon, Iowa

★ 3 State Update: Survey and Certification

Staff from the Certification Bureau will present updates for the Bureau, CMS, and applicable regulations. Long term care topics will focus on the new Incident Reporting System, top two health care deficiencies, and any significant regulation changes noticed on survey. Life Safety Code topics will include a review of Top 10 LSC tags, generator requirements, and Emergency Preparedness.

NH

Intended for: All disciplines

Presented by: Todd Boucher, BS, Bureau Chief; Tina Frenick, NHA, Health Facilities Surveyor Supervisor, LTC Supervisor, RAI Coordinator; Tony Sanfilippo, CFI, Health Facilities Surveyor Supervisor, Life Safety Code & CLIA Supervisor; and Tyler Smith, DC, Health Facilities Surveyor Supervisor, NLTC Supervisor, Complaint Coordinator; DPHHS Quality Assurance Division Certification Bureau, Helena, Montana

★ 4 State Update: Assisted Living

Leigh Ann Holmes, Bureau Chief, and staff from the Licensure Bureau will present a dynamic session pertinent to the care of residents in assisted living facilities. In addition to providing an overview of the top ten deficiencies for all of FY 2018, staff will present on Category D rules progress, Powers of Attorney vs Guardians, and camera use in the assisted living setting.

AL

Intended for: All disciplines

Presented by: Leigh Ann Holmes, RN, BSN, Bureau Chief; Tara Wooten, LPN, Health Care Facility Program Manager; Health Care Facility Surveyors Harry Dziak, MSW, Linda Egebjerg, RN, MA, and Brett Christian; and Brian Nelson, Construction Consultant; DPHHS Quality Assurance Division Licensure Bureau, Helena, Montana

Tuesday, September 25

8:00 am – 11:30 am

★ 5 Understanding the Changes to the New SNF Survey Process and Requirements (Part I of II)

This fast paced learning experience for operational and clinical leaders in SNFs will review the content and focus of the new federal survey process. The new regulatory tag numbers and content will be discussed as well as survey tasks. The Entrance Conference has been changed as well as the focus on Infection Control, Abuse and Neglect, and Medication Management. This is a must do session for all the leadership of the facility management team. The new survey includes a staff competency regulation. Documentation of attendance at this session can be used to demonstrate staff competency related to the new regulatory process.

NH

Intended for: Administrators, operational managers, clinical staff and social workers

Presented by: Leah Klusch, RN, BSN, FACHCA, Executive Director, The Alliance Training Center, Inc., Alliance, Ohio

★ 6 Survey Focus on Activities (Part I of II)

The New Survey Process for the CMS Requirements of Participation (RoP) has now been in effect for approximately six months. We have heard "the stories"...surveys lasting two weeks and longer; Resident Council Interviews lasting two hours or more; and then there's the deficiencies...Level G and higher citations in activities; other departments' deficient practice causing citations in activities...The reports and "rumors" continue as survey findings mount. What is true and what is rumor? On which areas are surveyors actually focusing? Come and learn as Cat covers the CMS RoP, current survey trends, and citations in regard to activities. She will address the areas in which we are seeing the most activity and focus, as well as provide guidance and recommendations as to facility practice, programming, documentation, and process. If you want to learn how the surveyors are being instructed to evaluate activities in nursing homes, presented by a speaker who served on the CMS panel of experts responsible for the revision of the guidelines, this is the session to attend!

NH

Intended for: Activity/Recreation Professionals, Nursing

Presented by: Catherine R. Selman, BS, President, The Healthcare Communicators, Inc., Vonore, Tennessee

★ 7 Sales, Marketing and The Rules of 3 for a Great First Impression – It's Everyone's Job!

Yes, we know, but.... *"We can barely get our own work done."* *"Our staff members are caregivers and do not want to be in sales."* If you would like to learn how and why to overcome barriers to team based marketing efforts, then this is a great session for you! Don't miss the opportunity to work as a facility team to connect with your community and achieve your Census Goals. When your Sales and Marketing efforts are successful, your team will be excited to have "Admissions"...Right? Since Customers are the reason we are in business, we want the team on the field to be prepared and excited when the customer we worked so hard to get comes through the door. First impressions are important! Many of our customers are coming to us after hours and on weekends, so we must make certain we have great systems in place to assure a great first and lasting impression for each new admission! Join us as we learn how to excite and mobilize all of your staff in all roles to accept the Sales and Marketing challenge to find great customers! AND, how to make a great first impression when we admit them, by implementing "The Rules of 3" for a Great First Impression.

NH AL

Intended for: All disciplines

Presented by: Cheryl Boldt, RN, LNHA, Senior Consultant, Maun-Lemke Speaking and Consulting, Omaha, Nebraska

★ 8 On the Journey with Residents Living with Dementia – Understanding Dementia

This presentation will explore new ideas with real life examples for providing excellence for persons living with dementia using a philosophy of care and a collection of beliefs that shape the programs and services you offer. During this session, the speaker will explain the essential elements of a philosophy of care that is person centered and strength based and how that philosophy influences the quality of life for older adults and their families. Participants will also gain a deeper understanding of the five core dementias and how to truly differentiate your care approaches. The importance of using respectful language when communicating with those who have dementia and how this communication influences their response to what is shared will also be explored.

NH AL

Intended for: All disciplines

Presented by: Jayne Clairmont, Care Consultant, English Rose Suites, Edina, Minnesota

1:00 pm – 4:30 pm

★ CONTINUED: Understanding the Changes to the New SNF Survey Process and Requirements (Part II of II)

NH

Intended for: Administrators, operational managers, clinical staff and social workers

Presented by: Leah Klusch, RN, BSN, FACHCA, Executive Director, The Alliance Training Center, Inc., Alliance, Ohio

★ CONTINUED: Survey Focus on Activities (Part II of II)

NH

Intended for: Activity/Recreation Professionals, Nursing

Presented by: Catherine R. Selman, BS, President, The Healthcare Communicators, Inc., Vonore, Tennessee

★ 9 Finders Keepers – The Absolutes of Finding and Keeping Great Employees

Is it disappointing to hear, "Look who THEY hired now!" on a new employee's first day at work? Are "Call Offs" getting you down and eroding morale? Do you have a sneaking suspicion that "Wolves are eating the young"? Are you tired of your recruitment efforts looking like you are desperate...Wanted...Hundreds RNs, LPNs, CNAs, no experience necessary? If the answer to any of the questions above is "YES", then this is the session for you! The person "in charge" of hiring will frequently not meet the expectations of front line team members. If we are "working short," the team expects "someone" to make sure we hurry up and hire. After you hire an employee, there is criticism of who you hire. One way to help resolve this dilemma is to involve TALENTED Front Line Team Members in the implementation of proven Retention, Selection, and Recruitment strategies. If great team members help find them, pick them, and train them...then they will also help keep them! Once we know we can hire right, then it is critical we have team based systems and strategies in place to KEEP the great people we are working with. We call these Systems and Strategies the "Retention, Selection, Recruitment ABSOLUTES." Join us as we explore the wonderful world of Front Line Team Member involvement in FINDING, but more importantly, KEEPING team members in Skilled Nursing Facility and Assisted Living Settings.

NH AL

Intended for: Administrators and department leaders

Presented by: Cheryl Boldt, RN, LNHA, Senior Consultant, Maun-Lemke Speaking and Consulting, Omaha, Nebraska

★ 10 Creating and Finding Joy Each Day for Persons Living with Dementia

As senior care professionals, we are given the opportunity each day to care for and about residents living with dementia. By strengthening our caregiver relationship with a much deeper understanding of our residents' "loves", unique personalities, work life and other interests, we can help create tremendous JOY in their lives and the lives of their friends and family. During this session, participants will examine specific ways that the quality of the relationship between caregivers and residents with dementia changes the landscape and provides well-being. Alternative approaches including essential oils, touch, light therapy, music therapy, and other therapies will be discussed, as well as the role of meaningful and purposeful engagement in creating and supporting a core operating philosophy which empowers staff so they can love their residents.

NH AL

Intended for: All disciplines

Presented by: Jayne Clairmont, Care Consultant, English Rose Suites, Edina, Minnesota

Wednesday, September 26

8:00 am – 11:30 am

★ **11** Current MDS 3.0 Coding and Regulatory Update!

CMS has changed many parts of the MDS process and has added new items to the MDS 3.0 data set. This session will identify the new items and the manual instructions to collect and report the data. Some of the areas with new coding instructions include Sections GG, I, M, N, O and P. We will discuss the training process to assist the team to complete the new document and its requirements. The Code of Federal Regulations and F-Tag content have changed with the New Long Term Care Survey Process, implemented by CMS December 1, 2017. This session will review the new assessment tags and related regulations. MDS Nurses and Clinical Managers need to know the questions surveyors will ask about the assessment process, documentation policies and procedures. Surveyor interview questions for staff will be discussed and included in handout materials. Database content is very important for regulatory and quality reporting processes! The handout will include the Track Changes for October 2018 and coding instructions for new and current data set items.

NH

Intended for: MDS Coordinators, clinical staff, social workers, administrators and operational managers

Presented by: Leah Klusch, RN, BSN, FACHCA, Executive Director, The Alliance Training Center, Inc., Alliance, Ohio

8:00 am – 9:30 am

12 Medicaid Reimbursement Issues – Nursing Homes and Community Services

The Senior and Long Term Care Division will provide updates on issues of interest to nursing homes and assisted living facilities, including the new incident reporting system, the executive planning process, and legislation being considered leading up to the 2019 legislative session. The Human and Community Services Division will provide an update on the LTC Field Unit, Service First, and any changes that are occurring in the area of Medicaid LTC policy and the business process related to Medicaid eligibility.

NH AL

Intended for: Administrators

Presented by: Barb Smith, Administrator; Shaunda Hildebrand, Nursing Facility Services Bureau Chief; and Jill Sark, Community Services Bureau Chief, DPHHS Senior and Long Term Care Division; and April Staudinger, Health Coverage Policy Specialist, DPHHS Human and Community Services Division, Helena, Montana

★ **13** I've Heard That Story Before – The Common Sense Approach to Reminiscence

Reminiscence, or remembering the past, is an essential human need. How many times have you looked at someone in your life and started a sentence with, "Remember when we..." or "I remember when..." What if every time you said those words, someone said, "You already told me that..." How would it make you feel? And would you eventually just stop saying anything to anyone? The positive ability (to recall good things, be prepared for death, and be able to solve problems) and negative ability (to reminisce about sad and profound events) are both significantly associated with psychosocial well-being among the elderly. Reminiscence can result in improvement of one's comprehension skills, enhancement of self-esteem, and ease the feeling of depression and hopelessness. It can add to the sense of "belonging." In this session, Cat will discuss the types of reminiscence and their utilization/implementation with our elders. From structured, topic-specific

reminiscence sessions to spontaneous, "for the fun of it" individual conversations, participants will learn the correct process and benefit of this wonderful technique. Every person, from the licensed and degreed professional to the front-line direct caregiver, should attend this session.

NH AL

Intended for: Activities, social work, nursing, CNAs

Presented by: Catherine R. Selman, BS, President, The Healthcare Communicators, Inc., Vonore, Tennessee

14 Zero to Hero – Principles of a Deficiency Free Survey

This presentation is targeted to every Dietary Manager who is sick and tired of not having control over their survey but need to take back control over the survey outcome. Chef Landry will show every Dietary Manager how to create a Wow factor in your kitchen that no surveyor can deny. Participants will also learn proven skills and strategies that will prepare you for your next survey and empower you and your staff to overcome the impossible and make a zero-deficiency survey more likely.

NH

Intended for: Dietary Managers, Dietary Staff, Administrators

Presented by: Reynold Landry, CDM/CFPP, Executive Chef, Elite Healthcare Solutions, Kaplan, Louisiana

10:00 am – 11:30 am

★ **15** She's Not a Resident...She's My Mother!

Approximately six years ago, Cat's mother was diagnosed with Alzheimer's Disease. She lived in a nursing home for over one year before her death in 2013. Having conducted dementia training for thousands of professionals throughout the United States for over 30 years, and considered a top expert in the field, one would think that Cat was the most prepared individual to deal with this situation. However, you would be wrong! It has been one eye-popping, eye-opening event after another. Come and learn as Cat shares some very personal experiences of lessons learned, skills reaffirmed, and techniques validated. Perspectives from both the family member and the professional will have you laughing (and crying) as we discuss techniques that will improve the care we provide our elders who have dementia, while making their world more comforting with less anxiety. This is one special session that should not be missed!

NH AL

Intended for: All disciplines

Presented by: Catherine R. Selman, BS, President, The Healthcare Communicators, Inc., Vonore, Tennessee

16 Restaurant Style Dining – The Facts of the Matter

Strategies from this presentation will give participants knowledge and tips to create a true restaurant style culture in their facility. To provide good restaurant style dining, you must first learn what true restaurant dining is. In this session, you will learn what it is and how to change the culture of your facility's dining practices. You will learn 10 successful keys to implementing and maintaining restaurant style culture that will give you a highly competitive marketing edge in your industry.

NH AL

Intended for: Dietary Managers, Dietary Staff, Administrators

Presented by: Reynold Landry, CDM/CFPP, Executive Chef, Elite Healthcare Solutions, Kaplan, Louisiana



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ASSOCIATION

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MHCA . . .
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leadership and
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and support to
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September 23 – 26, 2018 • DoubleTree by Hilton Hotel Billings

Name of Facility/Organization _____

Facility/Organization Contact Person _____

Address/City/State/Zip _____

Phone _____ Fax _____ E-mail _____

■ Attendee Information (Job Codes and Registration Codes are listed below.)

Name	Nickname for Badge	Job Code	Registration Code	Amount
1. _____	_____	_____	_____	_____
2. _____	_____	_____	_____	_____
3. _____	_____	_____	_____	_____
4. _____	_____	_____	_____	_____
5. _____	_____	_____	_____	_____
6. _____	_____	_____	_____	_____

Amount enclosed for Registration \$ _____
Note: No refunds after September 14

■ MHCA Scholarship Foundation Donation (The Foundation is incorporated for educational and charitable purposes within the meaning of Section 501(c)(3) of the Internal Revenue Code. Donations are tax deductible.)

Scholarship Foundation Donation

Donor Name: _____

TOTAL AMOUNT ENCLOSED

■ Job Codes

- | | | | |
|--|---|---|--|
| <input type="checkbox"/> A Administrator/CEO/ED/Pres. | <input type="checkbox"/> CO Corporate | <input type="checkbox"/> G Guest/Spouse | <input type="checkbox"/> LPN Licensed Practical Nurse |
| <input type="checkbox"/> AS Administrative Support | <input type="checkbox"/> D Dietary/Food Service | <input type="checkbox"/> MR Medical Records | <input type="checkbox"/> CNA Nurse Assistant |
| <input type="checkbox"/> AC Activities | <input type="checkbox"/> DN Director of Nursing | <input type="checkbox"/> SS Social Services | <input type="checkbox"/> NS Nursing Student* |
| <input type="checkbox"/> C Consultant | <input type="checkbox"/> E Environmental/Maintenance | <input type="checkbox"/> RN Registered Nurse | <input type="checkbox"/> O Other (please list) _____ |

■ Registration Codes and Fees

Registration Code	Early Bird—Postmarked by August 31	Late—Postmarked after August 31
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Full Registration: Includes ALL convention activities. There are no additional costs.

- | | | |
|--|-------|-------|
| <input type="checkbox"/> A First FULL member registration | \$395 | \$445 |
| <input type="checkbox"/> B Each additional member registration | \$245 | \$295 |
| <input type="checkbox"/> C Each additional member CNA registration | \$125 | \$125 |
| <input type="checkbox"/> D Each additional member nursing student* registration | \$125 | \$125 |
| <input type="checkbox"/> E First FULL non-member registration | \$725 | \$775 |
| <input type="checkbox"/> F Each additional non-member registration | \$425 | \$475 |
| <input type="checkbox"/> G Associate member/consultant registration | \$395 | \$445 |
| <input type="checkbox"/> H Corporate office staff | \$245 | \$295 |

Additional Single Day Facility Staff Registration: Available after purchase of first full registration.

- | | | |
|--|-------|-------|
| <input type="checkbox"/> I Monday only—member (includes luncheon) | \$150 | \$190 |
| <input type="checkbox"/> J Monday only—member nursing student* (includes luncheon) | \$50 | \$50 |
| <input type="checkbox"/> K Monday only—non-member (includes luncheon) | \$250 | \$290 |
| <input type="checkbox"/> L Tuesday only—member (includes luncheon) | \$175 | \$215 |
| <input type="checkbox"/> M Tuesday only—member nursing student* (includes luncheon) | \$50 | \$50 |
| <input type="checkbox"/> N Tuesday only—non-member (includes luncheon) | \$275 | \$315 |
| <input type="checkbox"/> O Wednesday only—member | \$125 | \$165 |
| <input type="checkbox"/> P Wednesday only—member nursing student* | \$50 | \$50 |
| <input type="checkbox"/> Q Wednesday only—non-member | \$175 | \$215 |

*Student ID or other proof of student status must accompany registration form.

Spouse/Guest Registration: Includes admission to all social and meal functions. Educational sessions not included.

- | | | |
|---|------|-------|
| <input type="checkbox"/> R Spouse/Guest registration | \$75 | \$100 |
|---|------|-------|

Additional Event Tickets may be purchased on site.

Please Note: If payment is being sent from a corporation or county office, please mail or fax the registration indicating the check is being processed.

Please make checks payable to Montana Health Care Association

and return a copy of both sides of this form to MHCA at:
36 S. Last Chance Gulch, Suite A, Helena, MT 59601

Phone: 406 443 2876 • **Fax:** 406 443 4614 • **E-mail:** skopec@rmsmanagement.com • **Website:** www.mthealthcare.org

Cancellation and Refund Policy: All requests for refunds must be addressed to MHCA in writing. Full refunds will be paid if written cancellation is received by **August 31, 2018**. Partial refunds (all fees less \$50 per person administration fee) will be paid if written cancellation is received between **September 1 and September 14, 2018**. **No refunds after September 14, 2018. Replacements are always welcomed and no-shows will be billed.**

For MHCA Use Only

Date Rec'd _____

Check # _____

Amount Paid _____

Date Billed _____

Invoice # _____

Amount Due _____

Due to space limitations and to be assured of a place in the seminars of your choice, please complete the seminar registration form on the reverse side.

2018 Annual SEMINAR Registration

Name of Facility/Organization _____

Contact Person _____

Because space is limited, we request that convention participants indicate which program(s) will be attended. Please indicate the number of people from your facility or organization who will attend each session. Sessions are open to all convention participants. Please be sure all attendees are listed on the registration form. Return form to MHCA office.

Monday

Monday, September 24

No. Attending

- | | | | |
|----------------|-------|--|-------|
| 8:30 am – Noon | NH AL | 1 All Hands on Deck ★ | _____ |
| 2:00 – 4:30 pm | NH AL | 2 Being the Lion in Your Mirror ★ | _____ |
| | NH | 3 State Update: Survey and Certification ★ | _____ |
| | AL | 4 State Update: Assisted Living ★ | _____ |
| 4:30 – 7:30 pm | | Trade Show | _____ |

Tuesday

Tuesday, September 25

No. Attending

- | | | | |
|-----------------|-------|---|-------|
| 8:00 – 11:30 am | NH | 5 Understanding the Changes to the New SNF Survey Process and Requirements (Part I of II) ★ | _____ |
| | NH | 6 Survey Focus on Activities (Part I of II) ★ | _____ |
| | NH AL | 7 Sales, Marketing and the Rules of 3 for a Great First Impression – It's Everyone's Job! ★ | _____ |
| | NH AL | 8 On the Journey with Residents Living with Dementia – Understanding Dementia ★ | _____ |
| 1:00 – 4:30 pm | NH | Continued: Understanding the Changes to the New SNF Survey Process and Requirements (Part II of II) ★ | _____ |
| | NH | Continued: Survey Focus on Activities (Part II of II) ★ | _____ |
| | NH AL | 9 Finders Keepers – The Absolutes of Finding and Keeping Great Employees ★ | _____ |
| | NH AL | 10 Creating and Finding Joy Each Day for Persons Living with Dementia ★ | _____ |

Wednesday

Wednesday, September 26

No. Attending

- | | | | |
|------------------|-------|---|-------|
| 8:00 – 11:30 am | NH | 11 Current MDS 3.0 Coding and Regulatory Update! ★ | _____ |
| 8:00 – 9:30 am | NH AL | 12 Medicaid Reimbursement Issues–Nursing Homes and Community Services | _____ |
| | NH AL | 13 I've Heard That Story Before...The Common Sense Approach to Reminiscence ★ | _____ |
| | NH | 14 Zero to Hero – Principles of a Deficiency Free Survey | _____ |
| 10:00 – 11:30 am | NH AL | 15 She's Not a Resident...She's My Mother! ★ | _____ |
| | NH AL | 16 Restaurant Style Dining – The Facts of the Matter | _____ |

★ Indicates Nursing Contact Hours

Not an MHCA member? Join now!

Name of Facility _____

Address of Facility _____ City/State/Zip _____

Mailing Address (if different) _____ City/State/Zip _____

Facility Telephone _____ Facility Fax _____

Facility E-mail _____ Facility Website _____

Administrator _____ Home Telephone _____

■ **Type of Facility** (Check all that apply): ☐ Proprietary ☐ Government ☐ Nonprofit (other) ☐ Freestanding ☐ Hospital Based

■ **Number of Licensed Long-Term Care Beds** (Insert number of beds): ☐ Nursing Facility _____ ☐ Assisted Living _____

■ **Membership Dues:** ☐ Nursing Facility (\$55 per licensed bed) \$ _____ ☐ Assisted Living (\$27.50 per licensed bed) \$ _____

Thank you!

Please make check payable and return a copy of this application to:

Montana Health Care Association

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

Phone: 406 443 2876 • **Fax:** 406 443 4614

E-mail: rosehughes@rmsmanagement.com

Website: www.mthealthcare.org



MHCA . . . providing leadership and empowerment within the long term care continuum through education, advocacy, information and support to our members.

Membership Application