

MAKING A DIFFERENCE

MHCA 2017 Annual Convention & Exposition

**Please
Join Us!**

September 17–20, 2017
DoubleTree by Hilton Billings Hotel
Billings, Montana





General Information

Montana Health Care Association 2017 Annual Convention and Exposition

September 17–20, 2017 • DoubleTree by Hilton Billings Hotel • Billings, Montana

Trade Show

Be sure to visit the exhibits at the MHCA Trade Show Monday from 4:30–7:30 PM. 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 \$100 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 \$100 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 25 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

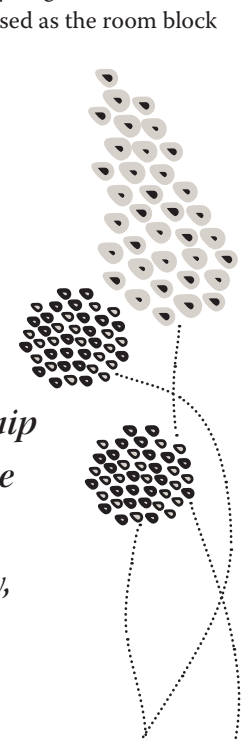
All requests for refunds must be addressed to MHCA in writing. Full refunds will be paid if written cancellation is received by August 25. Partial registration (all fees less \$50 per person administrative fee) will be refunded if written cancellation is received between August 26 and September 8. No refunds after September 8. 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 (800-877-0327 or 406-252-7400). A limited block of rooms at a special rate of \$119 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 28 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



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

Agenda at a Glance

■ Sunday, September 17

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 18

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 19

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 20

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



■ Patricia J. Boyer, MSM, RN, NHA

Ms. Boyer is a Health Care Director at Wipfli, LLP. She has more than 30 years of experience in long term care. Using her deep knowledge and understanding of the challenges LTC providers face, she helps clients with performance improvement and process development. She also helps them meet or exceed state and federal compliance standards. Pat founded Boyer

& Associates and provided consulting services for a number of years before merging with Wipfli in 2014. Prior to founding Boyer & Associates, Pat was an Operations Consultant for BDO Healthcare Group, LLC. Pat also worked for a national nursing home company, where her roles included director of nursing services, administrator, quality improvement specialist, and director of regulatory compliance. She has extensive experience in evaluating facility processes, documentation systems, and developing performance improvement plans to improve efficiency and effectiveness of facility systems. Pat is dedicated to helping long term care and senior living providers attain their strategic goals. Pat has been a speaker at many MHCA conventions and we welcome her back.



■ Molly Considine, JD

Ms. Considine is an Associate in the Commercial Department at Crowley Fleck PLLP. Molly graduated with honors in 2009 from the University of Montana, receiving a Bachelor of Science in Business Management. In 2014, she received her law degree, magna cum laude, from Hamline University School of Law (n/k/a Mitchell-Hamline School of Law) in St. Paul, Minnesota. Her

practice focuses on estate planning and administration, elder law, and income tax controversy.



■ Jared M. Le Fevre, JD, LLM

Mr. Le Fevre is a Partner in the Commercial Department and Tax Practice Group of Crowley Fleck, PLLP. He has advised nursing homes for more than a decade in areas of collections and Medicaid compliance and appeals. Jared has settled or litigated numerous Medicaid disputes on behalf of nursing homes against the Montana Department of Public Health and Human

Services. Jared graduated from the University of Utah School of Law and received his LL.M. in Taxation from the University of Alabama School of Law (Magna Cum Laude). He is licensed to practice Law in Montana, Wyoming, North Dakota, Idaho and Utah.



■ David C. Clukey, JD

Mr. Clukey is an Associate with Crowley Fleck PLLP. His practice focuses primarily on civil litigation including insurance bad faith, class actions, commercial, products liability, tax controversy, and oil and gas. David represents clients before agency tribunals and before state and federal courts. His litigation experience includes Medicaid SURS audits and appeals. David graduated

cum laude in 2014 from the Gonzaga University School of Law.

■ Pamela A. Longmire, RT, BAS, CDP, PAC

Ms. Longmire is the lead nursing home quality improvement specialist in Montana for Mountain-Pacific Quality Health. She has more than 30 years' experience in health care, is a Certified Positive Approach to Care (PAC) Trainer, Certified Dementia Practitioner and a Certified Alzheimer's Disease and Dementia Care Trainer.

Conference Faculty



change, educating and empowering staff, quality improvement, and sustainability.

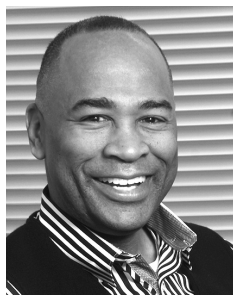
Pamela combines her training and experience with validation methods to bring internationally recognized skills to those in Montana who are providing care for residents living in long term care facilities and receiving home-based care. Having lost a father to dementia, Pamela has a strong personal interest in connecting with individuals with this disease. She is an avid proponent of person-centered care, culture



■ Michael E. Morlan

Mr. Morlan is an emergency management contractor/consultant, mentor, educator, entrepreneur, and the Founder and CEO of Two Rivers Emergency Management. Over the past decade, he has been a part of some of the largest Presidential Declarations including Hurricanes Sandy and Irene as well as local disasters throughout the United States. He brings a unique

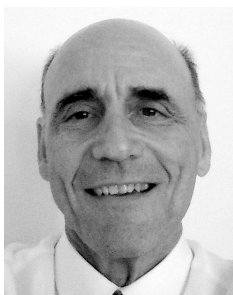
knowledge of the public and private sector through healthcare, city, county, and federal organizations. Fulfilling multiple positions throughout his career, Mr. Morlan has extensive experience within the emergency management field focusing on prevention, preparedness, response, recovery, and mitigation. Through his business approach, he promotes customized service, whole community focus, and embracing new technologies to ensure his company is redefining emergency management.



■ Christopher Ridenhour, BA

As Director of Workplace Culture for a Pennsylvania-based CCRC Management Company, Mr. Ridenhour develops and delivers high-impact staff education focused on *World Class Hospitality, Elevated Employee Engagement, Aspects of Inspired Leadership, and Total Team Commitment*, among other critical employee competencies. For the last 12

years, Christopher has traveled across North America and Canada keynoting and training for national aging associations including Argentum, LeadingAge, American College of Healthcare Administrators, American Health Care Association, Pioneer Network, National Center for Assisted Living, and the Ontario Association for Non-Profit Homes and Services for Seniors.



■ Steve Schmidt

Mr. Schmidt is the energetic President of Marketing With Care. He uses his unique blend of experience in marketing, management and customer service to help assisted living and senior care providers be found, followed, valued and chosen. His company provides services and systems that utilize "reality-based" marketing and its concept of "Strategic Care." This process increases

inquiries, tours and move-ins by combining actual evidence of superb care with marketing strategy, selling fundamentals, and the ability to communicate high value.



■ Mary Sharp

Ms. Sharp is a veteran educator. Her focus has always been on enhancing environments in ways that are alive with possibilities to create, explore and have fun. *Active Learning* is the phrase she has chosen to describe her current objective in dementia care. Whether caregivers have an afternoon (almost never) or only a few minutes, there are many ways to bring joy and interactive opportunities for those who have lost the ability to respond in "normal" ways. Mary has shown thousands how to make it happen and continues to travel the world doing so.



■ Grant Snell, JD

Mr. Snell is a Partner with Crowley Fleck PLLP. He has a broad-based practice with over eight years of experience serving individual and business clients with a variety of personal and commercial legal needs. His practice focuses on all aspects of business law, estate planning, trust and estate administration, guardianship and conservatorship, and real estate. He has spoken

frequently on the topics of estate planning and Medicaid eligibility. He has worked for Crowley Fleck since graduating from law school at Seattle University in 2008. Before law school, he worked for law firms in Chicago, Illinois and Austin, Texas and taught English to judges and business leaders in Spain. He received a BA in Economics and BBA in Finance from the University of Texas at Austin. He is a member of the National Academy of Elder Law Attorneys.

■ 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, LSC**, CLIA and Health Facilities Surveyor Supervisor

QUALITY ASSURANCE DIVISION—LICENSURE BUREAU

- **Leith Ann Holmes, RN, BSN**, Bureau Chief
- **Tara Popp, LPN**, Health Care Facility Program Manager
- **Harry Dziak, MSW**, Health Care Facility Surveyor
- **Linda Egebjerg, RN, MA**, Health Care Facility Surveyor

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

- **Katie Heath**, LTC Field Office Manager
- **Jean Perotta**, Medicaid Policy Specialist

Education Highlights



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 18

■ 8:30 am – 12:00 noon

★ 1 Customerpalooza!!!

World Class Attitudes—World Class Service!

While our websites often paint perfect pictures of Teamwork and World Class Customer Care, does EVERYONE really appear as engaged as they do on the home page? Imagine the levels of success your facilities could experience if every team member “embraced change,” “owned problems,” and took “personal accountability” for their part in creating a world class culture of service! Great service is like a great relationship. Attention to detail helps everyone feel valued and cared about. And just like great relationships, EXCEPTIONAL customer care takes practice, motivation, and commitment to create moments characterized by WOW! This session will hit home with interactivity, tools for success, real-life challenges, celebration, and lots of belly laughs! All levels of staff will recognize their role in creating World Class Service experiences for internal and external customers.

NH AL

Intended for: All disciplines

Presented by: Christopher Ridenhour, BA, Director of Workplace Culture, SpiriTrust Lutheran, Maple Glen, Pennsylvania

■ 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 designees, 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 Music Breaches the Silence

Music can touch the very soul of a person. Different songs can inspire joy, energy, calmness, sadness, anger and more. Since the 1950's, studies have explored how music impacts the minds of people at all ages. This session focuses on how music affects individuals with dementia. By gaining a better understanding of dementia and its impact on the brain, care partners can find more satisfaction in their work while the residents they care for become more engaged and aware; have improved cognition, behavior, mobility and speech; and have reduced anxiety, depression, and pain. Learn how to tap into the power of music and help both your residents and yourself.

NH AL

Intended for: All disciplines

Presented by: Pamela Longmire, RT, BAS, CDP, PAC, Quality Improvement Specialist, Mountain-Pacific Quality Health, Helena, Montana

★ 3 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 FY2017, staff will present on writing plans of correction and disaster planning.

AL

Intended for: All disciplines

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

★ 4 Nursing Home Collection Concerns: How to Maximize Payments of Accounts Receivable through Successful Medicaid Eligibility Determinations, Probate Claims, and Medicaid SURS Audit and Appeals

This session will include practical and necessary information for nursing home administrators and office managers about how to improve and avoid collection issues and resolve Medicaid SURS Audit and appeals. The presenters will cover a wide range of topics, including (i) claims against probate estates, (ii) Medicaid eligibility issues for nursing home residents; (iii) tips to maximize prospects of getting paid for services through Medicaid, and (iv) issues that nursing homes may face involving Medicaid SURS audits and appeals. The presenters include a panel of attorneys with several decades of combined experience in advising nursing homes on admission, discharge, collection, and Medicaid issues. The presenters will address the many unique situations nursing homes face, including dealing with family members, powers of attorney, and government agencies.

NH

Intended for: SNF Administrators, Owners, CEOs, CFOs, Business Office Managers

Presented by: Jared Le Fevre, JD, LL.M.; Molly Considine, JD; and David Clukey, JD, Crowley Fleck PLLP, Billings; and Grant Snell, JD, Crowley Fleck PLLP, Kalispell, Montana

Education Highlights

Tuesday, September 19

■ 8:00 am – 11:30 am

★ **5 Creating an Environment That Exceeds the Needs of People Who Have Dementia**

Many amazing spaces are being created all over the world for those who have some form of dementia. In this presentation we will take a look at one of the most creative approaches we have ever seen to building an environment that is stimulating and causes residents to come out of introversion and into an Active Living place, where they can do things that not only feel good, but feel like home itself. The Dementia Villages in Amsterdam (now being built around the world and in the U.S.) are multi-million dollar facilities which cause anyone who has been a caregiver to say, "Oh, WOW!" Right behind that is, "We don't have the millions it would take to build a place like that." In most cases, you can create some or all of this with what you have now. The key to building such a "village" is understanding what brings comfort and dignity to people who have dementia. You'll walk away from this session saying, "We can do that!"

NH AL

Intended for: All disciplines

Presented by: Mary Sharp, Founder, The Edcon Group, Kansas City, Missouri

★ **6 The New Requirement of Participation Made Easy (Part I of II): Phase 1 and Phase 2**

Phase 1 of the requirements was implemented on November 28, 2016. Phase 2 rollout of the affectionately called Mega Rule is November 28, 2017. There are areas that were partially implemented in Phase 1, or will have more to implement in Phase 3. This session will break down what the requirements will be and how facilities can prepare themselves, including behavioral health services, QAPI, infection control and compliance, and ethics.

NH

Intended for: Administrators, Assistant Administrators, Owners, Directors of Nursing, Clinical Staff, Department Managers

Presented by: Patricia J. Boyer, MSM, RN, NHA, Health Care Director, Wipfli LLP, Milwaukee, Wisconsin

★ **7 CMS Emergency Preparedness Rule**

This session provides an overview of the CMS Emergency Preparedness Rule requirements and how your organization can ensure compliance. Provided the groundwork and knowledge on the planning, training, and exercise requirements, you as an organization will be sure to know where to start in this process or how to continue to move forward. In addition, the speaker will discuss how your organization can sustain these requirements on an annual basis.

NH

Intended for: Administrators and executive level staff dealing with emergency preparedness compliance

Presented by: Michael D. Morlan, Founder and CEO, Two Rivers Emergency Management, San Antonio, Texas

★ **8 Making Your Assisted Living Facility FEEL Better**

How you make people feel about themselves, their situations, your facility and your staff is what generates sales in assisted living. Don't leave it to chance! This session focuses on what people should see, hear, smell, feel and encounter when visiting your facility. It addresses first impressions, the lobby's "attitude," creating a buying atmosphere, how to introduce people, how to include guests and staff in conversations, making people feel special, creating and using "Tour Stops" and pre-conditioning—preparing visitors to notice your strengths. Added together, these elements help staff improve their communication and social skills. Then, when combined with a marketing strategy, they magnify the efforts to earn new residents.

AL

Intended for: All disciplines

Presented by: Steve Schmidt, President, Marketing With Care, Seal Beach, California

■ 1:00 pm – 4:30 pm

★ **Continued: The New Requirement of Participation Made Easy (Part II of II): Phase 2 "Phase In" and Phase 3 Requirements**

What does the "limited enforcement remedies" for Phase 2 mean for your facility? How is Five Star affected? We will discuss these issues. As Phase I and Phase 2 are implemented, facilities also need to think ahead to implementation of Phase 3 on November 28, 2019. This session introduces Phase 3 and will help facilities plan for the future.

NH

Intended for: Administrators, Assistant Administrators, Owners, Directors of Nursing, Clinical Staff, Department Managers

Presented by: Patricia J. Boyer, MSM, RN, NHA, Health Care Director, Wipfli LLP, Milwaukee, Wisconsin

★ **9 Getting to Know You. Getting to Know All About You.**

Been to too many programs where a good book or some knitting was your best hope for surviving 3+ hours of something you have heard before and (in your opinion) has little or no value to your daily work of caring for residents with dementia? Then you'll be pleasantly surprised by this program. "At a Glance" is a deceptively easy series of steps that make it possible for everyone who comes in contact with residents (nurses, housekeeping, maintenance, laundry, etc.) to have meaningful short "I care about you" conversations to enhance every resident's day. Learn how to produce a simple "one side of one page" collection of pieces of important information about every resident. With help from family members, it costs virtually nothing and has worked across the U.S. and Canada. This session is hands on. You will take home a sample you create. You'll agree with the most frequent comment from others who have attended this workshop..."What a delightfully simple, doable idea. I can do this."

NH AL

Intended for: All disciplines

Presented by: Mary Sharp, Founder, The Edcon Group, Kansas City, Missouri

Education Highlights

★ 10 State Update: Survey and Certification

Staff from the Certification Bureau will present updates for the Bureau, CMS, and applicable regulations. Health care topics will include new long term care regulations, Top 10 health tags and reason for deficiencies, Plan of Correction guidelines, and Quality Assurance Meetings. Life Safety Code topics will include a review of newer LSC code updates, their impact, and Top 10 LSC tags and reason for deficiency. An introduction to the new emergency preparedness requirements effective November 2017 will also be presented.

NH

Intended for: All disciplines

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

★ 11 Assisted Living—Strategic Care

“So what makes you special?” In one form or another, this is a simple question asked of every management and staff member in assisted living. It’s also one of the many questions people in this industry struggle to answer. Conveying what you do and how you are different from the competition is critical to the success of marketing, advertising, tours and referral development. And the consistency and accuracy of your communications are critical to the operation staff’s belief, support and fulfillment of your promises to the consumer. *What you say (or don’t say) matters... big time!!!* Whether coming from the corporate boardroom or the frontline employee, communications affect the census. In this session, we will take a look at what the industry is telling the public and discover how you can reach the consumer more effectively. Plus, learn to use communications to motivate and train your staff while building the trust of the consumer at the same time.

AL

Intended for: All disciplines

Presented by: Steve Schmidt, President, Marketing With Care, Seal Beach, California

Services Bureau Chief, DPHHS Senior and Long Term Care Division; and Katie Heath, LTC Field Office Manager; and Jean Perrotta, Medicaid Policy Specialist, DPHHS Human and Community Services Division, Helena, Montana

■ 8:00 am – 11:30 am

★ 13 Finding Joy and How to Pass It Along to People with Dementia

This presentation is based on *The Book of Joy* by friends, The Dalai Lama and Archbishop Desmond Tutu. Very different men, both Nobel Peace Prize Laureates, spiritual giants, with hugely different life experiences, they wrote this book together as a gift to others. The book includes eight very identifiable things that create joy and can be used to bring joy to those who have dementia and live with sadness and confusion many hours of most days. The book also lists thirteen things that become obstacles to adding joy to our lives. In this session, we will focus on perception and compassion which bring joy and stress and frustration which impede joy. We will share what the authors’ almost 150 years of combined learning has taught them about how people arrive (and leave) work happy and full of joy.

NH AL

Intended for: All disciplines

Presented by: Mary Sharp, Founder, The Edcon Group, Kansas City, Missouri

★ 14 Positive Approach to Care

This training provides techniques and tools for caring for residents with dementia. Learn how to focus on residents’ abilities and strengths instead of their limitations or weaknesses, how to better communicate with residents with dementia, and how to use the Hand-Under-Hand™ technique to connect with and guide residents in a comforting and nonthreatening way. This training is interactive, so come prepared to engage in hands-on learning. There will be no “death by PowerPoint” here!

NH AL

Intended for: All disciplines

Presented by: Pamela Longmire, RT, BAS, CDP, PAC, Quality Improvement Specialist, Mountain-Pacific Quality Health, Helena, Montana

Wednesday, September 20

■ 8:00 am – 10:00 am

12 Medicaid Reimbursement Issues—Nursing Homes and Community Services

The Administrator and staff from the Senior and Long Term Care Division will provide updates on administrative rule and reimbursement changes, direct care wage funding and common billing challenges. Staff from 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: Barbara Smith, Administrator; Shaunda Hildebrand, Nursing Facility Services Bureau Chief; and Jill Sark, Community

★ 15 The New Survey Process: Get Ready!

We have waited since last year for the new survey process. It is here! This new process begins on November 28, 2017, and will change the way surveyors are looking at your residents. This workshop will include structure of the new survey process, sample selection, new interpretive guidelines, and what to expect from surveyors during the process. States who have not yet transitioned to the Quality Indicator Survey, including Montana, will see a much different process than they have in the past. Get ready to prepare your facility and staff by attending this important presentation.

NH

Intended for: Administrators, Assistant Administrators, Owners, Directors of Nursing, Clinical Staff, Department Managers

Presented by: Patricia J. Boyer, MSM, RN, NHA, Health Care Director, Wipfli LLP, Milwaukee, Wisconsin

2017 Annual CONVENTION & Exposition Registration

September 17–20, 2017 • DoubleTree by Hilton Billings Hotel • Billings, Montana

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 8

\$ _____

■ **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

☐ **A** Administrator/CEO/ED/Pres.

☐ **CO** Corporate

☐ **G** Guest/Spouse

☐ **LPN** Licensed Practical Nurse

☐ **AS** Administrative Support

☐ **D** Dietary/Food Service

☐ **MR** Medical Records

☐ **CNA** Nurse Assistant

☐ **AC** Activities

☐ **DN** Director of Nursing

☐ **SS** Social Services

☐ **NS** Nursing Student*

☐ **C** Consultant

☐ **E** Environmental/Maintenance

☐ **RN** Registered Nurse

☐ **O** Other (please list) _____

■ Registration Codes and Fees

Registration Code

**Early Bird—Postmarked
by August 25**

**Late—Postmarked
after August 25**

Full Registration: Includes **ALL** convention activities. There are no additional costs.

<input type="checkbox"/> A First FULL member registration.....	\$385.....	\$435
<input type="checkbox"/> B Each additional member registration.....	\$225.....	\$260
<input type="checkbox"/> C Each additional member CNA registration.....	\$100.....	\$100
<input type="checkbox"/> D Each additional member nursing student* registration.....	\$100.....	\$100
<input type="checkbox"/> E First FULL non-member registration.....	\$695.....	\$745
<input type="checkbox"/> F Each additional non-member registration.....	\$385.....	\$420
<input type="checkbox"/> G Associate member/consultant registration.....	\$385.....	\$435
<input type="checkbox"/> H Corporate office staff.....	\$225.....	\$260

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

<input type="checkbox"/> I Monday only— member (includes luncheon).....	\$135.....	\$170
<input type="checkbox"/> J Monday only— member nursing student* (includes luncheon).....	\$50.....	\$50
<input type="checkbox"/> K Monday only— non-member (includes luncheon).....	\$210.....	\$245
<input type="checkbox"/> L Tuesday only— member (includes luncheon).....	\$145.....	\$180
<input type="checkbox"/> M Tuesday only— member nursing student* (includes luncheon).....	\$50.....	\$50
<input type="checkbox"/> N Tuesday only— non-member (includes luncheon).....	\$225.....	\$260
<input type="checkbox"/> O Wednesday only— member	\$85.....	\$120
<input type="checkbox"/> P Wednesday only— member nursing student*	\$50.....	\$50
<input type="checkbox"/> Q Wednesday only— non-member	\$120.....	\$155

*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
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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 25, 2017**. Partial refunds (all fees less \$50 per person administration fee) will be paid if written cancellation is received between **August 26 and September 8, 2017**. **No refunds after September 8, 2017**. Replacements are always welcomed and no-shows will be billed.



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.

For MHCA Use Only

Date Rec'd _____

Check # _____

Amount Paid _____

Date Billed _____

Invoice # _____

Amount Due _____

Facility and Attendee Information
Please Print

Job
Codes

Registration Codes and Fees

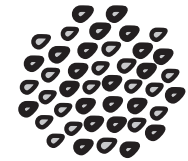
Payment

2017 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 18

8:30 am – Noon **NH AL**

2:00 – 4:30 pm **NH AL**

NH

1 Customerpalooza!!! World Class Attitudes—World Class Service! ☆

2 Music Breaches the Silence ☆

3 State Update: Assisted Living ☆

4 Nursing Home Collection Concerns:
How to Maximize Payments of Accounts Receivable through
Successful Medicaid Eligibility Determinations, Probate Claims,
and Medicaid SURS Audit and Appeals ☆

No. Attending

Tuesday

Tuesday, September 19

8:00 – 11:30 am **NH AL**

NH

NH

AL

1:00 – 4:30 pm **NH**

NH AL

NH

AL

5 Creating an Environment That Exceeds the Needs of People
Who Have Dementia ☆

6 The New Requirements of Participation Made Easy (Part I of II):
Phase 1 and Phase 2 ☆

7 CMS Emergency Preparedness Rule ☆

8 Making Your Assisted Living Facility FEEL Better ☆

Continued: The New Requirements for Participation (Part II of II):
Phase 2 “Phase In” and Phase 3 Requirements ☆

9 Getting to Know You. Getting to Know All About You ☆

10 State Update: Survey and Certification ☆

11 Assisted Living—Strategic Care ☆

No. Attending

Wednesday

Wednesday, September 20

8:00 – 10:00 am **NH AL**

8:00 – 11:30 am **NH AL**

NH AL

NH

12 Medicaid Reimbursement Issues—
Nursing Homes and Community Services

13 Finding Joy and How to Pass It Along to People with Dementia ☆

14 Positive Approach to Care ☆

15 New Survey Process: Get Ready! ☆

No. Attending

☆ 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 (\$52 per licensed bed) \$ _____ ☐ Assisted Living (\$26 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