

ADVANCE CONFERENCE PROGRAM

LeadingAge®
Illinois

RECharge!

2018 ANNUAL MEETING & EXPO

Renaissance Schaumburg Convention Center

April 17-19, 2018 – Schaumburg, IL

LeadingAge®



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Key Deadlines

Early Registration Deadline	Monday, February 19, 2018
Registration deadline	Monday, March 19, 2018
Cancellation/refund deadline	Monday, March 19, 2018
No Fee Substitution	Wednesday, April 11, 2018
Hotel cut-off dates	Monday, March 26, 2018

Thank You

LeadingAge Illinois would like to thank the following members who so generously gave of their time to help develop the 2018 Annual Meeting's educational agenda.

- Jo Ellen Bleavins, Gardant Management Solutions
- Jon Dunker, Covenant Retirement Communities
- Jo Hilliard, Timberlake Senior Living
- Megan Letts, Monarch Landing
- Linda Johnson, Mercy Circle
- Rose Malcolm, Peace Memorial Manor
- Diana Naser, Fairhaven Christian Retirement Community
- Diane Oremovich, Peace Village
- Ellen Tierney, Riverside Senior Life Communities
- Jenn Timmer, HarborChase of Naperville
- Christy Utterback, St. Andrew's Resources for Seniors
- Jennifer Weininger, CJE SeniorLife - Weinberg
- Bernard Wheeler-Medley, Belmont Village
- Lynn Woods, Silverado Highland Park
- Jamie Zens, Riverside Senior Life Communities

Why Attend?

Renew. Reconnect. Recharge. Take time to re-energize your passion for adult life services, focus on the future of care, and take a step back to see the big picture. The 2018 LeadingAge Illinois Annual Meeting and Exhibition has advanced educational sessions led by nationally renowned speakers, opportunities to connect with old friends and network with new faces, and an Expo floor populated with solutions for your organization's most important needs.

Visit leadingageil.org to register

OPENING RECEPTION

Enjoy hors d'oeuvres, cash bar, networking, music ... and maybe a little dancing.

Schaumburg Convention Center, Ballroom Lobby | Tuesday, April 17, 5:00 – 6:30 p.m.

Win exciting prizes by participating in the Silent Disco!

What is the Silent Disco, you ask?

You've just walked into a party and everyone is dancing like crazy—but the room is totally silent. You think, "...has everyone gone insane?"

Actually, you've just entered your first silent disco and everyone is listening to the same music through wireless headphones! This year's Silent Disco Dance-Off is sponsored by Eversound, an organization that solves the problem of hearing loss at group programming.

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Annual Meeting and Exhibition Schedule

TUESDAY, APRIL 17

WEDNESDAY, APRIL 18

THURSDAY, APRIL 19

7:00 a.m.						
7:30 a.m.	Coffee (Breakfast items for sale) 7:30–8:00 a.m.		Coffee (Breakfast items for sale) 7:30–8:00 a.m.		Coffee (Breakfast items for sale) 7:30–8:00 a.m.	
8:00 a.m.		Breakout Session 8:00–9:30 a.m.		Breakout Session 8:00–9:30 a.m.		
8:30 a.m.						Breakout Session 8:00–9:30 a.m.
9:00 a.m.						
9:30 a.m.		General Session 9:45–11:15 a.m.		General Session 9:45–11:15 a.m.		
10:00 a.m.						Breakout Session 9:45–10:45 a.m.
10:30 a.m.						
11:00 a.m.	Expo Hall Open 11:00 a.m.– 1:30 p.m.		Expo Hall Open 11:00 a.m.– 1:30 p.m.		Breakout Session 11:00 a.m.– 12:00 p.m.	
11:30 a.m.						
12:00 p.m.	Lunch in Expo Hall 11:45 a.m.– 12:45 p.m.	Campfire Learning Sessions in Expo Hall 12:15–1:15 p.m.	Lunch in Expo Hall 11:45 a.m.– 12:45 p.m.	Campfire Learning Sessions in Expo Hall 12:15–1:15 p.m.		
12:30 p.m.						
1:00 p.m.						
1:30 p.m.		Breakout Session 1:30–2:30 p.m.		Breakout Session 1:30–2:30 p.m.		
2:00 p.m.						
2:30 p.m.						
3:00 p.m.		Breakout Session 2:45–3:45 p.m.		Breakout Session 2:45–3:45 p.m.		
3:30 p.m.						
4:00 p.m.		Breakout Session 4:00–5:00 p.m.		Breakout Session 4:00–5:00 p.m.		
4:30 p.m.						
5:00 p.m.	Reception for all attendees 5:00–6:30 p.m.					
5:30 p.m.						
6:00 p.m.						



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Keynote Address

Tuesday Keynote Speaker

Sponsored by  **Ziegler**
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Connecting Purpose, People and Community

We are living in a highly competitive environment and the “War for Talent” is being won by those who have a smart strategy and the trained leaders to execute it. Young people and other new entries into the workforce are said to have a different mindset; a different approach to how they see the world and how they expect the world to react to

them. Today’s discussion will center on better understanding of this mindset thru an increased Multi-Generational Intelligence (MGI). Increasing our MGI can result in more successful recruitment and retention strategies in an organization, higher productivity in the workplace and stronger leaders throughout the organization.

Participants will:

- Understand Multi-Generational Intelligence (MGI)
- Challenge Leaders to view their organizations through a Multi-Generational Lens
- Explore how MGI is used to improve Recruiting and Retention in Successful Organizations

James Pogue is more than a speaker... he is a Multi-Generational Expert, entrepreneur, national champion martial artist, a musician, and a Military Veteran. He ‘translates’ the words and actions of the generations into a common language we can all understand. His ability to weave together funny anecdotes and riveting tales will encourage audiences to strengthen their own leadership, drive change and question the status quo. James attended Grambling State University and paid his way through college using the GI Bill and marching with the World Famed Marching Band...he was even a Drum Major! He went on to receive a PhD at 29 from the University of Arizona and completed Post-Doctoral training at Harvard University. He has researched and presented on the integration into the workforce of Generation X, Millennials and now Generation Z.

Wednesday Keynote Speaker



Tired to Inspired!

We all come into the aging services field wanting to make a difference in the lives of others, but after a few years we find ourselves feeling more tired than inspired! Discover the astonishing underlying cause of fatigue that so often turns the most idealistic and well-intentioned staff into part of the problem. Find out how doing the right thing, in every sense of the word, will fill your community, build your reputation and have the hearts

of your staff brimming with the love and enthusiasm that led them into aging services in the first place. Take an exhilarating round- trip from tired to inspired and return to your workplace with new ideas and concepts, and a simple but amazingly effective system to raise and sustain everyone’s energy.

Participants will:

- Understand the importance of sustaining organizational changes that will improve the resident and staff experience
- Identify actionable steps to reduce the level of disengagement in their organization
- Discover what factors contribute to aging services staff losing their enthusiasm and pride after they enter the field

Denise Boudreau-Scott is President of Drive, a consulting company that helps aging service organizations improve the resident and team member experience, and the bottom-line, through more engaged leaders and employees. A former nursing home and assisted living administrator, Denise is a serial volunteer. She co-founded and is chairperson of the New Jersey Alliance for Culture Change, serves as vice-chair of NAB’s Member Relations Committee and is a member of NAB’s LNHA Exam Writing Committee. Denise has sat on the board for Pioneer Network and is a graduate of the LeadingAge Leadership Academy. She received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University, where she just completed a two-year program as a lecturer and Executive in Residence. She is proud to share that she started her work in senior living as a dietary aide and nursing assistant, and was inspired by her grandmother, for whom she was a caregiver.

Board of Directors/Trustee Program

LeadingAge Illinois member Trustees NOT employed by a provider or vendor can attend at no extra cost if employees from your organization are registered to attend the Annual Conference. Just include the Trustees' information on your organization's registration form and indicate "Board Member". CE credit not provided.

Sessions and conference activities that would be of greatest interest to those serving our members in volunteer leadership roles are listed below:

Tuesday, April 17, 2018

8:00AM – 9:30AM

C-Suite Executive/Trustee Event
(Invitation only)

GENERAL SESSION

9:45AM – 11:15AM

Connecting People, Purpose and Community

James H. Pogue, PhD

11:30AM – 1:30PM

C-Suite Executive/Trustee Event
(Invitation only)

2:30PM – 4:30PM

C-Suite Executive/Trustee Event
(Invitation only)

Wednesday, April 18, 2018

8:00AM – 9:30AM

Building Financial Strength and Securing Your Future, or What Keeps You Up at Night?

GENERAL SESSION

9:45AM – 11:15AM

Tired to Inspired

Denise Boudreau-Scott

1:30PM – 5:00PM

Senior Management and Board Leadership Forum

1:30PM – 2:30PM

IT Strategic Plan and How Clark-Lindsey Village Benefited

2:45PM – 3:45PM

Driving Outcomes for Managed Care: Building LTC Networks, or Optimizing Management Governance Relationships

4:00PM – 5:00PM

Market Feasibility Disrupted: Rethinking Industry Norms

Thursday, April 19, 2018

8:00AM – 9:30AM

Addressing Changes in Financial Reporting for Life Plan Communities, or To Affiliate, Merge, or Go It Alone

9:45AM – 10:45AM

Strategic Technology Roadmap for CCRCs, or The Reinvention of Strategic Planning

11:00AM – 12:00PM

Value of Assisted Living Network in ACOs



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Exclusive C-Suite Executive and Trustee Event

LeadingAge Illinois is pleased to offer an exclusive experience for C-level Executives and Trustees in conjunction with our 2018 Annual Meeting. The day's agenda has been developed with organizational leaders' interests in mind. Our faculty will provide thought-provoking content that will help you think strategically about approaches and solutions to your organization's greatest challenges.

Watch your mail for your invitation to this exclusive event scheduled for Tuesday, April 17, 2018.



148A DECISIONS, DECISIONS: Trends and Effective Leadership and Governance of Aging Services Organizations

Tuesday, April 17, 2018; 8:00am – 9:30am and 11:30am – 1:30pm

Both health care and aging services are in turmoil, and nowhere is the impact of that more apparent than in Illinois with its aggressive state-wide movement to Medicaid managed care. In his presentation, Jamie Orlikoff examines the challenging and conflicting trends buffeting U.S. health care, and unpacks their implications for aging services organizations. He will outline strategies for boards and leaders to maximize the effectiveness of their decision-making to help their organizations survive this risky time. Next, he will facilitate an interactive small group discussion session to allow leaders to consider implications to their organizations and to develop strategies to effectively respond.

Learning Objectives:

- Understand the macro pressures that are driving revolutionary change in the broad U.S. health care system, and in aging services organizations.
- Learn the characteristics of effective governance and board decision making to help your organization remain relevant to this rapidly changing environment.
- Develop and evaluate various strategic approaches for your organization to survive and thrive.

Jamie Orlikoff, *President, Orlikoff and Associates, Inc.*



James E. Orlikoff is president of Orlikoff & Associates, Inc., a consulting firm specializing in health care governance and leadership, strategy, quality, patient safety, and organizational development. He is the National Advisor on Governance and Leadership to the American Hospital Association and Health Forum. He was named one of the 100 most powerful people in healthcare in the inaugural list by Modern Healthcare magazine.

Mr. Orlikoff has been involved in leadership, quality, and strategy issues for over thirty years. He has consulted with hospitals and healthcare organizations in twelve countries, and since 1985 has worked with governing boards to strengthen their overall effectiveness and their oversight of strategy and quality. He has written fifteen books and over 100 articles and has served on hospital, college, and civic boards. He is currently the Vice Chair of the Virginia Mason Health System Board in Seattle, WA, and is chair of their Governance Committee.

He is an author of the book *Board Work: Governing Health Care Organizations*, which won the ACHE James A. Hamilton Book of the Year award for 2000. He is the primary author of *The Future of Health Care Governance: Redesigning Boards for a New Era*; the

primary author of the best-selling book *The Board's Role in Quality Care: A Practical Guide for Hospital Trustees*. He is the primary author of *Malpractice Prevention and Liability Control for Hospitals* Second edition. He is also the author of *Quality from the Top: Working with Hospital Governing Boards to Assure Quality Care*.

Mr. Orlikoff received his M.A. in social and organizational psychology from the University of Chicago, and his B.A. from Pitzer College in Claremont, CA.

149C Leadership Roundtable: The Workforce Challenge

Tuesday, April 17, 2018; 2:30pm – 4:30pm

More and more organizations are feeling squeezed like never before by the lack of quality staff. In this roundtable event, designed specifically for C-Suite Executives, we will discuss how recruitment, retention and team member engagement are impacted by organizational culture. Our time will be dedicated to exploring this critical topic and sharing best practices as well as common challenges. Learn new ideas from outside our field that will challenge you to move beyond what is typically acceptable in aging services. Discover actionable ideas that can be implemented in your unique setting. Our time together will allow for open, yet structured discussion on how our field can attract new talent and keep the talented people we already have, by creating places that people love to work!

Together let's tackle senior living's largest challenge: our worsening staffing shortage!

Denise Boudreau-Scott, *President, Drive*



Denise Boudreau-Scott is President of Drive, a consulting company that helps aging service organizations improve the resident and team member experience, and the bottom-line, through more engaged leaders and employees. A former nursing home and assisted living administrator, Denise is a serial volunteer. She co-founded and is chairperson of the New Jersey Alliance for Culture Change, serves as vice-chair of NAB's Member Relations Committee and is a member of NAB's LNHA Exam Writing Committee. Denise has sat on the board for Pioneer Network and is a graduate of the LeadingAge Leadership Academy. She received her Bachelor of Science in Gerontology from the University of Scranton and her Master in Health Administration from Cornell University where she just completed a two-year program as a lecturer and Executive in Residence. She is proud to share that she started her work in senior living as a dietary aide and nursing assistant, and was inspired by her grandmother for whom she was a caregiver.

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Student Program

LeadingAge Illinois is excited to offer full-time, undergraduate or graduate students enrolled in an accredited college or university the opportunity to fully participate in the 2018 LeadingAge Illinois Annual Meeting and Expo. Students must be at least 18 years-old.

The purpose of the program is to introduce students to the many career opportunities that exist within the aging services field. The students will also have the opportunity to dialogue with member leaders throughout the conference to have their questions answered and to hear about the career experiences of those currently working in the field.

The program is intended to introduce students to the aging services field. The program will include the following:

- Student orientation program
- Sharing and exchange sessions with aging services professionals
- Two general sessions
- 150+ Education sessions
- 200+ Product and service vendors in the Expo

Conference registration scholarships are available for a limited number of students to attend the 3-day event. To learn more, please contact info@leadingageil.org.

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Campfire Learning Circle

Located in booth 644



Cozy up around the “fire” and hear experts discuss topics of interest. Speakers will provide a 10-minute interactive campfire session on solutions for your organization’s most challenging issues. Campfire sessions take place on Tuesday between 12:15 – 1:15 p.m. Check LeadingAge Illinois Mobile Event and our website for the complete list of Campfire Sessions. You won’t want to miss these!

Member Central Gateway

Check out our Member Central Gateway! As you enter the Expo Hall, stop by our Gateway exhibit to:

- Learn about the latest LeadingAge Illinois programs and member benefits
- Order the 2018 Salary Survey
- Find out about upcoming educational programs for 2018
- Ask questions and share ideas with LeadingAge Illinois Staff and Advocates
- Update your organization profile and make sure you are on our email list to receive important and time-sensitive updates from LeadingAge Illinois, LeadingAge and Argentum





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Value First, Inc. is a group purchasing organization (GPO) owned by LeadingAge and twenty-five of its affiliates, including LeadingAge Illinois. As a GPO that's committed to your mission, Value First leverages the buying power of LeadingAge members across the country to get the best pricing on a comprehensive selection of high-quality products and services.

Want FREE Conference Registration? Be a Hosted Buyer!



Are you a purchaser or influencer of purchasing within your Senior Living Community? If so, sign up to participate in our Hosted Buyer Program to receive FREE individual registration* to the 2018 Annual Meeting & Expo!

The Expo Floor can sometimes be overwhelming. To help make your time in the Expo Hall more efficient and valuable, LeadingAge Illinois is introducing the Hosted Buyer Program. Pre-arranged 15-minute meetings with vendors in your selected product/service categories are scheduled on your behalf during expo hours. In exchange for your commitment to meet with the vendors in your selected categories, LeadingAge Illinois will reimburse all or part of your individual conference registration fee based on the number of vendor meetings attended.

All or part of your individual conference registration fee to 2018 Annual Meeting and Expo – up to \$564 (regular member rate) may be reimbursed post-event*.

For more information or to apply for the Hosted Buyer Program, contact Brandi Beckley at bbeckley@leadingageil.org.

**See full terms and conditions for details.*



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of companies believe that online learning provides a **COMPETITIVE EDGE.**

Source: CertifyMe.net

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Source: IBM study

Online learning **increases retention rates 25% TO 60%.**

Source: The Research Institute of America



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Contact Deb or Stephanie



Contact Deb Martin
deb.martin@vgm.com
855.874.6930



Contact Stephanie Langan
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Continuing Education Credits

The Annual Meeting education program offers professionals in aging services the opportunity to earn continuing education (CE) credits toward their professional licensure and certification renewal.

Full/Daily provider and vendor registration categories are eligible to earn CE Credit for the following:

- Education Sessions up to 12.5 hours
- General Sessions 1.0 each day (in addition to the hours noted above)

Continuing Education Credit Policy

When offering CE credit, LeadingAge Illinois must abide by the rules and regulations of all applicable professional accrediting boards and agencies. As such; LeadingAge Illinois cannot provide CE credit to attendees who arrive late or leave prior to the conclusion of the session, including the Q&A and interactive components of a session, LeadingAge Illinois cannot provide partial credit for concurrent sessions, as attendees must be present for the entire duration of the session to receive full credit. Name badges must be scanned at each session in order to receive a certificate of attendance.

Please Note: To meet the needs of credentialing bodies, LeadingAge Illinois uses a bar coding system for tracking continuing education. Your badge will have a bar code that is unique to you. Please pay careful attention to the additional information required on the registration form. Be sure to scan your badge at each session at the Annual Meeting.

Continuing education certificates will be made available no later than 45 days from last day of the meeting.

CE Credit is Available for the Following:

Illinois Licensed Nursing Home Administrators

LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed nursing home administrators. License #139-000011

Illinois Licensed Clinical Social Workers/Licensed Social Workers

LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed clinical social workers/ licensed social workers. License #159-000161

Illinois Licensed Occupational Therapists and Occupational Therapy Assistants

LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed occupational therapists and occupational therapy assistants. License #224- 000020

Illinois Licensed Physical Therapists and Physical Therapy Assistants

LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for licensed physical therapists and physical therapy assistants. License #216-000036

Illinois Registered Public Accountants

LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for registered public accountants. License #158-000942

Illinois Licensed Nurses

LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for nurses. License #236-000019


Illinois Licensed Professional Counselors/Clinical Counselors


LeadingAge Illinois is an approved sponsor of continuing education credit through the Illinois Department of Financial and Professional Regulation for registered professional counselors/clinical counselors. License #197-000195

LeadingAge Illinois will be requesting CE credits for a variety of professional disciplines. A complete list will be posted on the website upon approval. Visit leadingageil.org for more information or email ewolkotte@leadingageil.org for questions.

See What They're Saying! #LAAIL18

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 linkedin.com/company/leadingage-illinois

 @LeadingAgeIL

 youtube.com/user/LifeServicesNet



Session Planner – Tuesday, April 17

	8:00 - 9:30 a.m.	1:30 - 2:30 p.m.	2:45 - 3:45 p.m.	4:00 - 5:00 p.m.
Care and Services	<p>1A Why 'Root Cause' is at the ROOT of Compliance</p> <p>2A Build Your ToolKit to Reduce Discharges in the AL/SLF Setting</p>	<p>3B New and Emerging Technologies to Support Older Adults: Research from the University of Illinois at Urbana-Champaign</p> <p>4B The Building Blocks of Seamless Transition Through the Continuum: It Takes a Village</p>	<p>5C Collaborative Opportunities for Illinois Providers and the University of Illinois at Urbana-Champaign</p> <p>6C Providing Person-Centered Care for the Short-Stay Client</p> <p>7C The Silent Epidemic: The Link Between Hearing Loss and Social Isolation</p>	<p>8D Technology Solutions: How to Measure for QAPI Success</p> <p>9D LTC Antibiotic Stewardship</p> <p>10D Medication Management in Senior Living</p>
Financial Management and Revenue Enhancement	<p>24A Building a Strong Annual Fund</p>	<p>25B Manage Your Revenue Cycle to Ensure a Healthy Bottom Line</p> <p>26B Enhancing Your Compliance and Quality Programs with PEPPER</p>	<p>27C Medicaid Cost Report and Capital Reports: Improve Your Bottom Line</p>	<p>28D Keeping Your Donors: Becoming a Donor-Centered Organization</p>
HCBS	<p>40A Affordable Housing Plus Services: Lessons from the Field</p>	<p>41B Developing Cross-Continuum Provider Networks in a Competitive, Performance-Driven Market</p>	<p>42C Shifting Gears - How Home and Community Based Programs and Their Allies are Becoming the New Legal Target in the Aging Services Industry</p>	<p>43D HCBS Policy Forum</p>
Life Enrichment and Wellness	<p>51A Getting to Know You</p>	<p>52B The Impact of Programming on Loneliness, Isolation & Depression</p>	<p>53C The Magic of Music and Art in Dementia Programming</p>	<p>54D Unlocking the Fountain of Youth: Biophilic Design in Senior Living</p>
Marketing, Sales & PR	<p>80A Rebranding a 120-Year-Old Non-Profit</p>	<p>81B Preparing for Unforeseen Crisis</p>	<p>82C Harnessing the Power of Story Branding: Creating an Authentic Message</p>	<p>83D Raising the Creative Bar - Stop Selling 'Old' Ideas to 'Older' Adults</p>
Memory Care	<p>92A The Memory Care Environment: Integrating Physical and Social Components</p>	<p>93B A Model to Determine Staffing Resources for Dementia Care</p>	<p>94C Effectively Coping with Challenging Behaviors in Dementia: Being a Detective</p>	<p>95D Resident-Driven Communities: A New Model of Memory Care</p>
Operational Excellence	<p>62A Emergency Preparedness and Compliance: The New CMS Standards</p> <p>63A FWRA: The Backbone of the Care You Provide!</p>	<p>62A Emergency Preparedness and Compliance: The New CMS Standards (cont.)</p> <p>64B Redesign and Reimage Long Term Care for the Future</p>	<p>62A Emergency Preparedness and Compliance: The New CMS Standards (cont.)</p> <p>65C Where and How to Renovate: Best Bang for your Buck!</p>	<p>62A Emergency Preparedness and Compliance: The New CMS Standards (cont.)</p> <p>66D IT Leadership for the Non-Technical Leader</p>
Public Policy and Legal Issues	<p>103A The Survey Process Under the Mega Rule</p>	<p>104B Defending the Wound Care Case</p> <p>105B Complaints from A-Z in AL</p>	<p>106C Everyday Headaches: Strategies for Dealing With Your Most Common Operational and Legal Issues</p>	<p>107D Long-Term Care Employee Turnover: Strategies for Mitigating Legal Risk</p>
Strategy and Business Growth	<p>117A Living With A Purpose: Serving The Next Generation of Seniors</p>	<p>118B Don't Let Competition Pass You By: Proactively Plan Your Development</p>	<p>119C CMS Data Complexity - Can You Manage It?</p> <p>120C Advancing Mission Through Financial Information</p>	<p>121D Moderately Priced Housing: An Industry Challenge</p> <p>122D Choosing Your Community's Path to Prosperity During Complex Times</p>
Workforce and Leadership Development	<p>134A Exceed Staff Retention & Resident Expectations Using Lean Principles</p> <p>135A Employee, Contractor, Intern, or Volunteer?</p>	<p>136B Building Bridges Between Generations</p>	<p>137C Hiring for Keeps: Strategies to Retain Staff</p>	<p>138D Creative Recruitment and Retention Strategies</p>

Session Planner – Wednesday, April 18

	8:00 - 9:30 a.m.	1:30 - 2:30 p.m.	2:45 - 3:45 p.m.	4:00 - 5:00 p.m.
Care and Services	<p>11E Serving Up Food, Nutrition, and Dining to Meet the Current Regulatory Requirements</p> <p>12E Taking Better C.A.R.E. of the Care Planning Process</p>	<p>13F The Business of Food Nutrition and Dining: Critical Components for Successful Outcomes with Aging</p> <p>14F The Harms of Alarms and How They Can be Deficient Practice per CMS Requirements (The New Deficient Practice Part 1)</p>	<p>15G Nutrition Best Practices to Reduce Hospital Re-Admissions</p> <p>16G Better Practices than Alarms to Reduce Falls (The New Deficient Practice Part 2)</p>	<p>17H Integrating Services with Technologies and Predictive Analytics</p> <p>18H Engaging Programming Utilizing the 5 Senses</p> <p>19H Moving from "Activities" to Engaging Residents with Real Life (The New Deficient Practice Part 3)</p>
Financial Management and Revenue Enhancement	<p>29E Building Financial Strength & Securing Your Future</p> <p>30E Using Data to Evaluate Operations and Drive Success</p> <p>31E From RUGS to RCS-1: Preparing for Payment Reform</p>	<p>32F Understand How Your Reimbursement Rates Are Calculated</p> <p>33F Benchmarking Life Plan Community Organization, Finance, and Operations</p>	<p>34G Moving to an Episodic Payment Model</p> <p>35G Fraud Alert: Therapy Coding and Documentation</p>	<p>36H Using Advanced Process Analytics to Improve Revenue Cycle Outcomes</p>
HCBS	<p>44E Integrated Service Delivery: LeadingAge's Vision for America's Aging Population</p>	<p>45F Navigating the Homecare Labor Force</p>	<p>46G Expanding Into Home and Community-Based Services</p>	<p>47H Creating a Business Plan: A Critical Component of New Ventures</p>
Life Enrichment and Wellness	<p>55E Bringing Purpose and Successful Aging Through Masterpiece Living</p>		<p>57G Boxing, Biking, and Ballet for Balance & Brain Benefits</p>	<p>58H Essential Spirituality: Nurturing the Unseen Resident Experience</p>
Marketing, Sales & PR	<p>84E Attract, Convert, Close, and Delight Your Prospects with Inbound Marketing</p>	<p>85F From CCRC to Life Plan Community</p>	<p>86G Aligning Outcomes to Gain Referrals and Build Census</p>	<p>87H SEM/SEO in Today's Senior Living Digital Landscape</p>
Memory Care	<p>96E Creating a Safe and Friendly Place for a Person With Dementia</p>	<p>97F Recognizing and Assessing Medical Emergencies When Dementia is Part of the Picture</p>	<p>98G Enhancing Mobility and Reducing Fall Risks for Dementia Clients</p>	<p>99H Eating and Nutritional Issues in Dementia Care</p>
Operational Excellence	<p>67E Best Practices for Post-Acute Care...A Pilot!</p>	<p>68F Benchmarking Reports: What They Can Tell You About Your Facility</p> <p>69F Resident Privacy Minimizing Risk of Identity Theft</p>	<p>70G The New Survey Process: An Update!</p> <p>71G The Power of Harnessing Hospitality in Your Community</p>	<p>72H Develop an Administrator-In-Training Program</p> <p>73H Medicare Denial Prevention and Management</p> <p>74H Construction Services and Capital Improvements - How Your GPO Can Save You \$\$\$</p>
Public Policy and Legal Issues	<p>108E New Enforcement Actions in Fair Housing</p>	<p>109F Survey Survival: "The New Survey Process and Rules of Participation" - Phase 2</p> <p>110F Managed Care Update</p>	<p>111G That Post Ruined My Day</p> <p>112G Supportive Living Program Update</p>	<p>113H Advocacy Town Hall</p>
Strategy and Business Growth	<p>123E What Keeps You Up at Night?</p>	<p>124F Senior Management & Board Leadership Forum</p> <p>125F IT Strategic Plan & How Clark-Lindsey Village Benefited</p>	<p>124F Senior Management & Board Leadership Forum (cont.)</p> <p>126G Driving Outcomes for Managed Care: Building Long-Term Care Networks to Focus on Quality and Value-Based Contracts</p> <p>127G Optimizing Management Governance Relationships: Leverage Touchpoints to Drive Organizational Strategy</p>	<p>124F Senior Management & Board Leadership Forum (cont.)</p> <p>128H Market Feasibility Disrupted: Rethinking Industry Norms</p>
Workforce and Leadership Development	<p>139E Building Relationships & Staff Retention</p>	<p>140F Secrets Your Employees Aren't Telling You</p> <p>141F 15 Invaluable Laws of Growth</p>	<p>142G Leading Through Empowerment</p>	<p>143H Attracting and Retaining New Talent in the Aging Profession</p>

Session Planner – Thursday, April 19

8:00 - 9:30 a.m.

9:45 - 10:45 a.m.

11:00 a.m. - 12:00 p.m.

Care and Services	20I Bundled Payments for Care Improvement: One Organization's Experience	21J Early Identification and Intervention for Sepsis: A Protocol for SNFs 22J Step into the Aging Experience with Virtual Reality Technology – A Tool for Healthcare Training	23K Person-Centered Dementia Care to Ensure CMS Rules of Participation
Financial Management and Revenue Enhancement	37I The For-Profit Push 38I Addressing Changes in Financial Reporting for Life Plan Communities: ASC 606 Income Recognition	39J FASB Accounting Update for Senior Living Organizations	
HCBS	48I National Best Practices in HCBS	49J Innovation in Home-Based Care	50K IDPH Home Care Licensure Program Update
Life Enrichment and Wellness	59I Best Practices & Innovation in the Enrichment World	60J Developing Dynamic Teams with Intention, Purpose, Mission & Spirit	61K Sharing Results of Pain Pilot Study Recently Conducted in Illinois
Marketing, Sales & PR	88I Living the Brand - How to Manage Culture Along with Perception	89J Why Content Marketing is Key to Sales 90J Digital Marketing: A Panel Discussion from Members on their Views Regarding the Do's & Don'ts	91K Marketing's Impact on Long-Term Planning
Memory Care	100I Alzheimer's Disease and Community: Walking Together, Sharing the Experience	101J Welcome to the Silver Spoon Dining Club!	102K Person-Centered Dementia Care: Creating a Culture of Well-Being
Operational Excellence	75I Bon Appetit: The New Senior Living Dining Experience	76J How You Can Protect Your Information at Work and at Home 77J Navigating the World of Medicare Advantage Billing	78K The OIG 2017 Work Plan and Focuses for SNFs 79K Nursing Home Quality Improvement: Is Your Medical Director Engaged?
Public Policy and Legal Issues	114I Web Site ADA Compliance - A Technical and Legal Exploration	115J Getting Out of Hot Water: Defending Your License	116K The Trouble with Resident Access to Medical Records
Strategy and Business Growth	129I To Affiliate, Merge, or Go It Alone: That is the Question	130J Strategic Technology Roadmap for CCRCs: Balancing Operational and Strategic Initiatives 131J The Reinvention of Strategic Planning	132K Value of Assisted Living Network in Accountable Care Organizations 133K Solutions for Middle Market Senior Housing
Workforce and Leadership Development	144I Creating a Culture of Retention: The Essential Elements of Quality Jobs 145I Mosaic Leadership: Strengths-Based Approach to Staff Cohesion and Integration	146J Communication in Long-Term Care Settings: A Problem with Solutions	147K Employee Recruitment and Retention: Labor Analysis Challenges and Options



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List of Exhibitors

The Expo Floor will be open on Tuesday and Wednesday from 11:00 am to 1:30 pm. Visit the most up-to-date exhibitor list and floor plan at <http://annualconference.leadingageil.org/exhibitor.cfm>. The interactive floor plan can also help you manage your time on the Expo Floor with options to contact exhibitors prior to the conference to request a meeting or simply create your own list of “must see” companies. The Expo Floor is also home to the Member Central Gateway and the Campfire Learning Circle.

Exhibitor List as of 12/14/17:

Accurate Biometrics	Fox Rehabilitation	Ovitsky Vision Care
AdvaCare Systems	Freedom Outdoor Furniture	PalCare
Aegis Therapies	Gentell	Parasol Alliance
AG Architecture, Inc.	Glynn Devins	Pathway Health Services
All Trust Home Care	Green Tree Pharmacy	Pelvip Respiratory Consulting
All-Stat Portable	Halik Healthcare Products	PFB Architects
Apollo Corporation	Hamilton CapTel	PharMerica Inc.
Arch Consultants	Harley Ellis Devereaux	Pioneer Solution Inc.
ArjoHuntleigh	HD Supply	Plante Moran, PLLC
ASSA ABLOY Hospitality	HealthPRO	Podiatry PLUS
Assurance Agency	Heart Technologies Inc.	PointClickCare
A’viands	Hekman Contract Furniture	PowerCare Health and Wellness
Balanced Environments, Inc.	Henry Bros. CO.	ProviNET Solutions
BB&T Capital Markets	Hoffman Planning, Design & Construction, Inc.	Rehab Care
Best Bath Systems	Holsag Canada	Remedi SeniorCare
Best Bus Sales	Infinity Rehab	RLPS Architects
Biocodex USA	Integra Healthcare Equipment	RSM US LLP
BKD, LLP	INVIACOM	Rxperts Pharmacy Chicago
BLDD Architects, Inc.	Ivy Marketing Group	Sawgrass Partners, LLC
C.C. Hodgson Architectural Group	Joerns Healthcare	Select Rehabilitation
Calmoseptine, Inc.	Joseph J. Duffy Construction Co.	SENIOR DENTAL CARE
CARDWATCH Inc.	Kronos Incorporated	Senior TV
Care Purchasing Services, Inc.	LeadingAge New York-Technology Solutions-Quality Apex	Shive-Hattery Architecture-Engineering
caremerge	Legacy Healthcare	Skender Construction
Cawley Company	LifeCare Home Health & In Home Services	Skil-Care Corp
CE Solutions	LifeShare Technologies	Smithereen Pest Management
Center for Applied Research in Dementia	Marcum	Sodexo
Central States Bus Sales	Martin Bros. Distributing	Sound Inc.
CliftonLarsonAllen LLP	MatrixCare	Southern Bus & Mobility
Community Physical Therapy + Associates, Ltd	McKesson Medical-Surgical	Symbria
Connection	Medical Express Ambulance	Tee Jay Service Company
Cononus Healthcare	Medication Management Partners LLC	Trinity Risk Solutions
Cornell Communications, Inc.	Medline Industries, Inc.	Unidine Corporation
Direct Supply	MedScript Long Term Care Pharmacy	UVANTA Pharmacy- Northern Illinois
EarlySense, Inc.	Mobilex USA	Value First
Elderwerks Educational Services	Moving Station	Vigil Health Solutions
Elite Ambulance	Netsmart	Walsh Construction Company
Farnsworth Group, Inc.	NFP	Weis Builders, Inc
First Quality	NICL Laboratories	Wipfli LLP
Fitzsimmons Hospital Services	OmniCare	XFINITY Communities
Forbo Flooring Systems	Oregon Healthcare Pharmacy Services, Inc.	Ziegler
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Education Sessions

Care and Services

1A Why 'Root Cause' is at the ROOT of Compliance

Tuesday, April 17; 8:00 - 9:30

- Learn the definition of and conceptual framework to identify Root Cause
- Review the relationship between and application of Root Cause Analysis to multiple areas of regulatory compliance
- Discuss examples related to F323/falls management and F309/F329 dementia, behaviors, and psychotropic medication management

FACULTY

Dorrie Seyfried, BS, MBA LNHA, RN, Vice President, Healthcare Risk Management Services, IPMG

2A Build Your ToolKit to Reduce Discharges in the AL/SLP Setting

Tuesday, April 17; 8:00 - 9:30

- Identify the type of data that will yield meaningful evaluation of discharge reasons
- Implement programs and strategies to manage population health and strengthen relationships with families through goal alignment
- Apply a sample toolkit of strategies to improve transparency, invite honest evaluation, and dive deep into the cause of discharges

FACULTY

Benjamin Berk, MD and MS from Stanford, CEO of Attuned Care

Stephen Harris, BSN, MBA, Director of Wellness Gardant Management Solutions

Teresa Wester-Peters, LCSW, MSW, NHA, Director of Operations, Gardant Management Solutions, Tom Kissane, Caremerge

3B New and Emerging Technologies to Support Older Adults: Research from the University of Illinois at Urbana-Champaign

Tuesday, April 17; 1:30 - 2:30

- Discover cutting edge research, from the University of Illinois at Urbana-Champaign, on technology development to support older adults
- Learn about the new University of Illinois at Urbana-Champaign research theme: Collaborations in Health, Aging, and Technology (CHART)
- Identify potential technology supports for older adults

FACULTY

Wendy Rogers, Ph.D., Khan Professor of Applied Health Sciences/Program Director, CHART: Collaborations in Health, Aging, Research, and Technology, University of Illinois at Urbana-Champaign

Wendy Bartlo, Ph.D., Proposal Development and Outreach Specialist, Center on Health, Aging, and Disability

4B The Building Blocks of Seamless Transition Through the Continuum: It Takes a Village

Tuesday, April 17; 1:30 - 2:30

- Describe key roles of inpatient and outpatient setting case managers, physicians, and MSW teams
- Review the role of a Transitional Care Coordinator and the importance of coordination among the acute and post acute settings
- Discuss proper hand off tools, importance and use of risk screening and data sharing that facilitates ongoing communication amongst the teams

FACULTY

Marcia Kissane, BSN, RN, VP of Clinical Programs and Partnerships, HRS Home Health Care

5C Collaborative Opportunities for Illinois Providers and the University of Illinois at Urbana-Champaign

Tuesday, April 17; 2:45 - 3:45

- Discover immediate opportunities to support older adults through technology use
- Learn about opportunities to partner with researchers and faculty at the University of Illinois at Urbana-Champaign
- Explore ideas for collaborations between universities and institutions to support older adults through technology use

FACULTY

Wendy Rogers, Ph.D., Khan Professor of Applied Health Sciences/Program Director, CHART: Collaborations in Health, Aging, Research, and Technology, University of Illinois at Urbana-Champaign

Wendy Bartlo, Ph.D., Proposal Development and Outreach Specialist, Center on Health, Aging, and Disability

6C Providing Person-Centered Care for the Short-Stay Client

Tuesday, April 17; 2:45 - 3:45

- Understand who the sub-acute elder is and how this effects the ability and desire to engage traditional nursing home life
- Share ideas on program development and engagement for the changing nursing home client
- Explore what person-centered care means for the sub-acute client

FACULTY

Lee Moriarty, Director of Consultation, Quality Therapy and Consultation

7C The Silent Epidemic: The Link Between Hearing Loss and Social Isolation

Tuesday, April 17; 2:45 - 3:45

- Build empathy for those with hearing loss
- Build awareness to healthy hearing practices
- Deliver actionable items to improve the quality of life of residents with hearing loss

FACULTY

Matt Reiners, Co-founder, Eversound

8D Technology Solutions: How to Measure for QAPI Success

Tuesday, April 17; 4:00 - 5:00

- Define QAPI
- Explain the meaning and use of data for QAPI
- Describe steps to performance improvement using analytic tools

FACULTY

Susan Chenail, RN, CCM, RAC-CT, Senior Quality Improvement Analyst LeadingAge New York

9D LTC Antibiotic Stewardship

Tuesday, April 17; 4:00 - 5:00

- List and discuss the CDC's core elements for antibiotic stewardship in nursing homes
- Explain the importance of process measures, antibiotic use measures, and antibiotic outcome measures to evaluate effectiveness of antibiotic stewardship programs
- Explain the need for antibiotic stewardship programs in long-term care

FACULTY

Stacy Strait, MSN, RN, CDP, Clinical Nurse Specialist, Oak Trace

10D Medication Management in Senior Living

Tuesday, April 17; 4:00 - 5:00

- Identify the components of a quality medication management program in Assisted Living
- Learn how to identify red-flags associated with a less than optimal medication management process in Assisted Living
- Identify stakeholders necessary to implement a successful medication management program in Assisted Living

FACULTY

Labinot Avdiu, CEO, Medication Management Partners

11E Serving Up Food, Nutrition, and Dining to Meet the Current Regulatory Requirements

Wednesday, April 18; 8:00 - 9:30

- Identify significant changes to the survey process
- Review F-tag renumbering for regulatory groupings
- Review new Dining Observation & Kitchen Observation requirements

FACULTY

Brenda Richardson, MA, RDN, LD, CD, FAND, LTC Nutrition Expert, President, Brenda Richardson, LLC

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Education Sessions

12E Taking Better C.A.R.E. of the Care Planning Process

Wednesday, April 18; 8:00 - 9:30

- Review the benefits of a Real Care Planning process
- Learn the components of an effective Care Plan
- Discuss examples applied to multiple clinical areas, including person-centered/ resident-specific and 48-hour base line care plan requirement

FACULTY

Dorrie Seyfried, BS, MBA LNHA, RN, Vice President, Healthcare Risk Management Services, IPMG

13F The Business of Food Nutrition and Dining: Critical Components for Successful Outcomes with Aging

Wednesday, April 18; 1:30 - 2:30

- Describe key facts about the aging population in the US
- Recognize current changes in Post-Acute Care and the importance of food, nutrition, and dining
- Identify the critical role of food, nutrition, and dining in aging

FACULTY

Brenda Richardson, MA, RDN, LD, CD, FAND, LTC Nutrition Expert, President, Brenda Richardson, LLC

14F The Harms of Alarms and How They Can be Deficient Practice per CMS Requirements (The New Deficient Practice Part 1)

Wednesday, April 18; 1:30 - 2:30

- List the many physical and psychological harms of alarms
- Learn the CMS requirements that alarm use now breaches
- Describe the research that shows alarms do not prevent falls and research that shows how elimination of alarms leads to fewer falls/falls with injury

FACULTY

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

15G Nutrition Best Practices to Reduce Hospital Re-Admissions

Wednesday, April 18; 2:45 - 3:45

- Discuss the background and focus of current "best practice" recommendations related to hospital re-admissions
- Explain the significance of effective nutritional management related to Value Based Purchasing and Quality Measures
- Illustrate practical application of nutrition "best practice" recommendations in daily practice

FACULTY

Brenda Richardson, MA, RDN, LD, CD, FAND, LTC Nutrition Expert, President, Brenda Richardson, LLC

16G Better Practices than Alarms to Reduce Falls (The New Deficient Practice Part 2)

Wednesday, April 18; 2:45 - 3:45

- Name practices other than alarms to reduce falls
- List ways to get residents to move more
- Describe how to get more staff, residents, volunteers and families to proactively check in with residents to anticipate needs and potentially prevent some falls

FACULTY

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

17H Integrating Services with Technologies and Predictive Analytics

Wednesday, April 18; 4:00 - 5:00

- Describe predictive analytics
- Learn how to integrate analytics into care
- Use analytics and services to drive value and decrease liability

FACULTY

Robert Mikulik, Founder and CSO, HRS Home Health Care

Chris Oltmans, VP Business Development, HRS Home Health Care

18H Engaging Programming Utilizing the 5 Senses

Wednesday, April 18; 4:00 - 5:00

- Receive actionable programming ideas that can be implemented tomorrow
- Experience interactive activities that can be used in developing an activity program
- Build awareness on unique programming ideas and methodology

FACULTY

Matt Reiners, Co-founder, Eversound

19H Moving from "Activities" to Engaging Residents with Real Life (The New Deficient Practice Part 3)

Wednesday, April 18; 4:00 - 5:00

- Define how engagement with real life offers strategies for eliminating alarms, reducing falls, and behavioral health
- Learn the CMS requirements and how each resident can attain or maintain his/her highest practicable level of well-being
- List the seven domains of well-being that CMS now requires of homes to create opportunities for growth, security, identity, autonomy, connectedness, meaning and joy

FACULTY

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

20I Bundled Payments for Care Improvement: One Organization's Experience

Thursday, April 19; 8:00 - 9:30

- Describe steps necessary in preparing for participation in a bundled payment program
- Identify roles and responsibilities of community staff and modifications to operations for program oversight
- Review bundled payment outcomes data opportunities for managing improvement in a bundled payment program

FACULTY

Cathy Krewer, RN, MS, LNHA, Vice President Clinical Program Development, Christian Horizons

Chad Buss, Care Transitions Manager, Christian Horizons

Tim Daley, VP, Partner Development, Remedy Partners

21J Early Identification and Intervention for Sepsis: A Protocol for SNFs

Thursday, April 19; 9:45 - 10:45

- Review relevant sepsis data: morbidity, mortality, hospital readmissions and financial impact in an episodic payment model
- Discuss ongoing collaborative efforts for development and refinement of a sepsis practice protocol
- Describe essential elements for one sepsis protocol, including evaluation information following implementation in several communities

FACULTY

Cathy Krewer, RN, MS, LNHA, Vice President Clinical Program Development, Christian Horizons

Jason Mangelsen, LNHA, Manager, Program Implementation, Remedy Partners

22J Step into the Aging Experience with Virtual Reality Technology - A Tool for Healthcare Training

Thursday, April 19; 9:45 - 10:45

- Understand the process of creating and implementing a virtual reality experience for long-term care staff training
- Understand how virtual reality technology can simulate the first-person perspective of conditions including macular degeneration, hearing loss, and Alzheimer's disease through viewing an in-session a live demo
- Learn how virtual reality technology has been used to improve patient-centered care

FACULTY

Bill Lowe, CEO/President, Chicago Methodist, Senior Services

Carrie Shaw, MS, CEO & Medical Illustrator, Embodied Labs, Inc.

Education Sessions

23K Person-Centered Dementia Care to Assure CMS Rules of Participation

Thursday, April 19; 11:00 - 12:00

- State the proposed changes to CMS rules for skilled nursing facilities
- Describe how person-centered care is incorporated as a key principle in the Rules of Participation
- Identify strategies to meet the challenges for implementation of the phases of Rules of Participation, particularly related to individuals diagnosed with dementia

FACULTY

Lisa Milliken, Director of Education, Select Rehabilitation

Financial Management and Revenue Enhancement

24A Building a Strong Annual Fund

Tuesday, April 17; 8:00 - 9:30

- Establish gift levels which will encourage donors to move up to higher levels of giving over time
- Understand the importance of key constituencies and how to set appropriate goals for each group
- Create a timeline for the annual fund, know how to utilize board and staff for support, and make use of already established relationships

FACULTY

Lana Paris, Chief Advancement Officer, Wesley Willows

25B Manage Your Revenue Cycle to Ensure a Healthy Bottom Line

Tuesday, April 17; 1:30 - 2:30

- Determine admission processes that ensure adequate information is documented prior to and upon admission
- Review current clinical processes that ensure complete and compliant medical records are being created
- Provide processes to monitor receivables on a regular basis to limit lost revenue

FACULTY

Amanda Springborn, RSM US LLP
Joan McCarthy, MJ, LNHA, RAC-Cert, Reimbursement and Operations Consultant, RSM US LLP
Stephanie Berkey, LMHA, Senior Health Care Consulting RSM US LLP

26B Enhancing Your Compliance and Quality Programs with PEPPER

Tuesday, April 17; 1:30 - 2:30

- Evaluate a SNF PEPPER to identify areas for further analysis
- Determine which outliers are risk areas for a SNF
- Apply the findings from the PEPPER review to a compliance and quality program

FACULTY

Janet Potter, CPA, MAS, Senior Manager, Marcum LLP

27C Medicaid Cost Report and Capital Reports: Improve Your Bottom Line

Tuesday, April 17; 2:45 - 3:45

- Analyze an Illinois Medicaid Cost Report
- Learn the requirements and due dates for filing an Illinois Medicaid Capital Report
- Examine documentation to know what will qualify as proper documentation for the audit

FACULTY

Joshua Banach, CPA, Senior Manager, Marcum LLP
Rick Meeske, Senior, Advisory Services, Marcum LLP

28D Keeping Your Donors: Becoming a Donor-Centered Organization

Tuesday, April 17; 4:00 - 5:00

- Create a donor-centered organization: donor interests, emotional triggers, and donor-centered communications
- Develop meaningful relationships: Donor research, genuine conversation, cultivation strategies, and comprehensive plans
- Learn what to measure in relationship building and how to think differently about results

FACULTY

Lana Paris, Chief Advancement Officer, Wesley Willows

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Education Sessions

29E Building Financial Strength & Securing Your Future

Wednesday, April 18; 8:00 - 9:30

- Examine case studies to improve operating margin and avoid financial challenges
- Identify industry benchmarks to measure and strengthen operating performance
- Consider strategies for securing external resources through joint ventures, partnerships and affiliations

FACULTY

Stephen Johnson, Managing Director, Ziegler
Michael Toohey, CEO, Norwood Crossing
Julie Boggess, CEO (retired), Bethesda Senior Care
Nadia Geigler, Executive Director, The Admiral at the Lake

30E Using Data to Evaluate Operations and Drive Success

Wednesday, April 18; 8:00 - 9:30

- Learn what data should be gathered and tracked for success
- Understand how to use data to determine strengths, weaknesses, and opportunities for four key areas: hospital integration, 5 Star, workforce recruitment and retention, and improved operations
- Learn how to integrate this data into everyday operations

FACULTY

Chris Joos, CPA, Partner, Plante Moran
Cyndi Taplin, RN, Director of Consulting, LeaderStat

31E From RUGS to RCS-1: Preparing for Payment Reform

Wednesday, April 18; 8:00 - 9:30

- Understand the necessary means to prepare and plan strategies for an Illinois facility, including coding and clinical opportunities and projected impact
- Learn strategies to enhance potential reimbursements for specific settings and outcome goals and understand the building blocks in an RCS-1 Payment Methodology
- Be confident in knowing inherent risks and opportunities by preparing today to optimize a successful transition

FACULTY

Elisa Bovee, MS, OTR/L, Vice President of Clinical Strategies, HealthPRO Heritage
Deb Reardanz, CPA, LNHA, President and CEO, Clark Lindsey

32F Understand How Your Reimbursement Rates Are Calculated

Wednesday, April 18; 1:30 - 2:30

- Understand how HFS calculates the nursing, support, and capital components of the Illinois Medicaid reimbursement rate
- Understand how CMS calculates the Medicare RUG rates by analyzing each component that comprises final reimbursement amounts, including the therapy and functional components
- Analyze how these rates may change from one period to the next, determine which factors are controllable by a facility, and how the facility can accomplish this

FACULTY

Jesus Fung, Supervisor, Marcum LLP
Joshua Banach, CPA, Senior Manager, Marcum LLP

33F Benchmarking Life Plan Community Organization, Finance, and Operations

Wednesday, April 18; 1:30 - 2:30

- Explore a variety of the latest financial and operational benchmarks related to life plan communities
- Understand the power of dashboards to increase engagement and confidence among team members with varying levels of financial expertise
- Review opportunities and characteristics that may be highlighted through benchmarking to focus improvement efforts

FACULTY

Michael Peer, CPA, Principal, CliftonLarsonAllen, LLP
Carl Moellenkamp, CPA, Director, CliftonLarsonAllen, LLP

34G Moving to an Episodic Payment Model

Wednesday, April 18; 2:45 - 3:45

- Utilize live data for LOS, functional outcomes, and readmissions to make informed decisions
- Identify how to negotiate with managed care payers to create strong partnerships
- Deploy best practices for tracking progress with new KPI's

FACULTY

Anthony Laflen, Director of Consulting and Data Analytics, Consonus Healthcare

35G Fraud Alert: Therapy Coding and Documentation

Wednesday, April 18; 2:45 - 3:45

- Describe coding and documentation issues surrounding the new PT and OT evaluation codes
- Coordinate the therapy department, nursing, and billing office to improve efficiencies and minimize risk
- Evaluate an outside therapy vendor contract to determine if it will protect from risk

FACULTY

Amy McCracken, BSN, JD, Attorney, Duane Morris LLP

36H Using Advanced Process Analytics to Improve Revenue Cycle Outcomes

Wednesday, April 18; 4:00 - 5:00

- Understand the basics of data visualization techniques
- Learn how process analytics are different than other approaches
- Learn how data visualization can be used to improve performance

FACULTY

Michael Duke, Principal, Healthcare Consulting Practice, Baker Tilly

37I The For-Profit Push

Thursday, April 19; 8:00 - 9:30

- Dissect the research and development strategies of for-profit senior living companies
- Contrast the marketing and sales approach to that of non-profit senior living organizations
- Compare financial and operational performance between for-profits and non-profits and balance the competitive impact and the collaborative opportunities of both worlds

FACULTY

Beverly Asper, Senior Manager, Baker Tilly
Brian Gabriel, CPA, Partner, Baker Tilly
Jessica Kraft, EVP Account Services, Bluespire Senior Living

38I Addressing Changes in Financial Reporting for Life Plan Communities: ASC 606 Income Recognition

Thursday, April 19; 8:00 - 9:30

- Understand the rationale and mechanics of how ASC 606 may affect monthly fee and entrance fee revenue recognition and identify what types of contracts will be affected
- Discuss actuarial considerations related to the implementation of ASC 606
- Identify and discuss questions that may be raised by Board members, residents, and other stakeholders on the impacts of ASC 606 on a LPC's financial status

FACULTY

Will Carney, Managing Director, Ziegler
Ed Slack, Partner, Plante Moran
Dan Churchill, CFO, The Admiral at the Lake

39J FASB Accounting Update for Senior Living Organizations

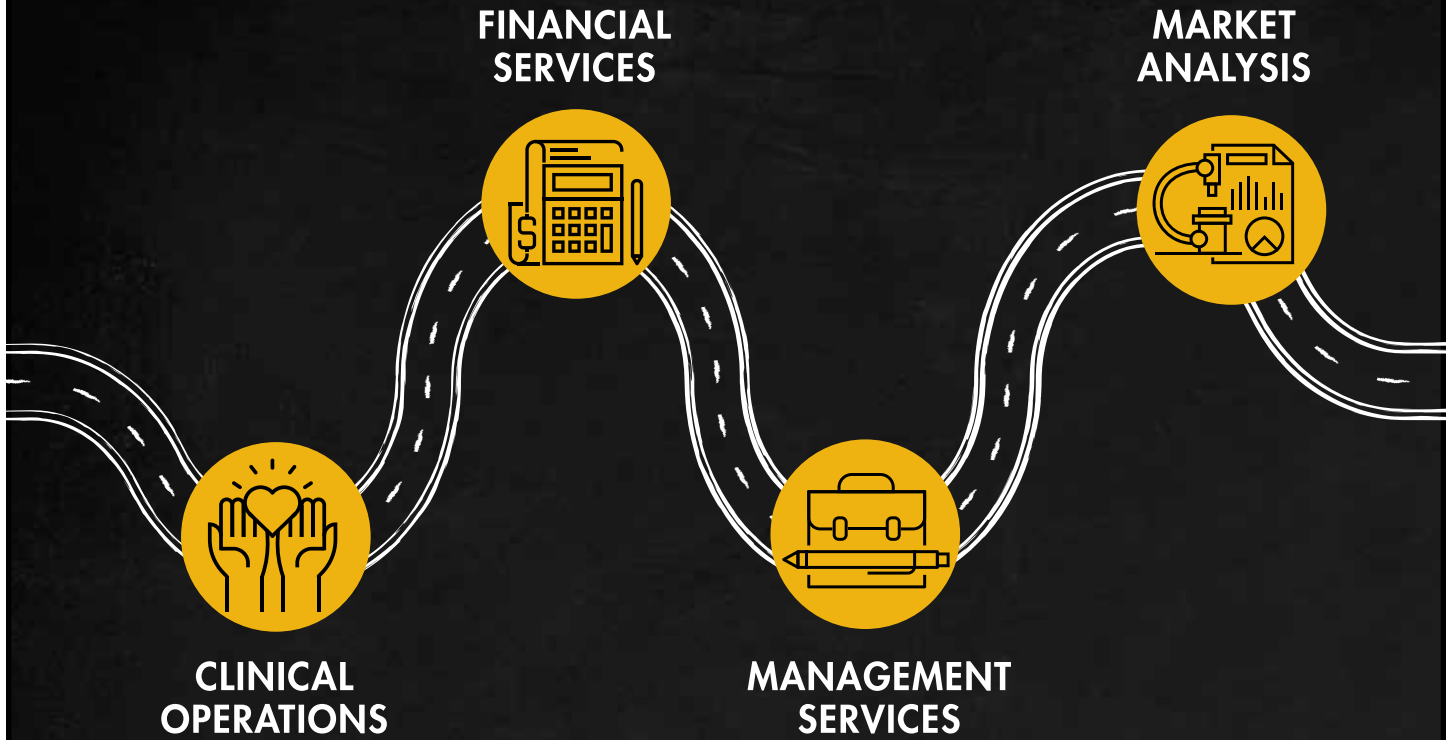
Thursday, April 19; 9:45 - 10:45

- Understand how the new revenue recognition standard will impact financial statements and disclosures
- Understand the specifics of the updated non-profit reporting model as it relates to non-profit health care organizations
- Learn how to be prepared for the new lease standard

FACULTY

Jay Adkisson, CPA, Partner, RSM US LLP

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Mike Edwin, MBA, Director
medwin@wipfli.com

MILWAUKEE

Pat Boyer, MSM, RN, NHA, Director
pboyer@wipfli.com

Rob Schlicht, Director
rschlicht@wipfli.com

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Education Sessions

HCBS

40A Affordable Housing Plus Services: Lessons from the Field

Tuesday, April 17; 8:00 - 9:30

- Receive updates regarding affordable housing plus services demonstrations, pilots and initiatives taking place across the country
- Gain insights from a variety of partnerships and collaborations with health and supportive service providers to bring needed services to affordable housing residents
- Discuss key facilitators and challenges to implementing and sustaining housing plus services strategies

FACULTY

Alisha Sanders, Housing & Services Policy Research, LeadingAge

41B Developing Cross-Continuum Provider Networks in a Competitive, Performance-Driven Market

Tuesday, April 17; 1:30 - 2:30

- Identify the most impactful metrics that healthcare reform conveners are assessing and how to assess prospective partners when creating a longitudinal care network to achieve success across the care continuum
- Develop a clear understanding of the challenges posed by operationalizing the specific requirements for success
- Embrace efforts to boost community services and interweave those relations, new technology, and performance-driven outcomes into direct and positive impacts on financial performance

FACULTY

Hilary Forman, HealthPro

42C Shifting Gears - How Home and Community Based Programs and Their Allies are Becoming the New Legal Target in the Aging Services Industry

Tuesday, April 17; 2:45 - 3:45

- Identify most recent regulatory changes impacting the industry, including recent State and Administrative changes
- Learn what all facilities that refer to homecare providers must know to avoid liability
- Describe best practices for maintaining a compliant Homecare agency/division

FACULTY

Adam Guetzow, Partner, Hinshaw & Culbertson LLP
David Alfini, Partner, Hinshaw & Culbertson LLP

43D HCBS Policy Forum

Tuesday, April 17; 4:00 - 5:00

- Review regulatory changes that will impact reimbursement, quality measurement, and access to home-care and community-based services, including Medicare home health, hospice and Advantage coverage, quality-based payments, and managed care
- Learn about possible priorities for the new Congress and the administration that will impact long-term services and supports
- Understand the new priorities for the new Congress and administration that will impact long-term services and supports

FACULTY

Peter Notarstefano, Director of Community & Home-Based Services, LeadingAge

44E Integrated Service Delivery: LeadingAge's Vision for America's Aging Population

Wednesday, April 18; 8:00 - 9:30

- Understand the key elements of a new integrated service framework designed to address the needs of all older adults through a comprehensive and coordinated set of services delivered at the community level
- Learn about existing models that have embraced the concept of integration and their results to date
- Discuss the practical application of the framework concepts and identify the risks and opportunities for LeadingAge members

FACULTY

Nicole Fallon, VP, Health Policy & Integrated Services, LeadingAge

45F Navigating the Homecare Labor Force

Wednesday, April 18; 1:30 - 2:30

- Learn best practices for updating employee handbooks and procedures
- Understanding legal risks for common wage and hour claims in the homecare setting
- Utilize best practices for completing homecare and employee reviews and disciplinary documentation

FACULTY

Aimee Delaney, Partner, Hinshaw & Culbertson LLP

46G Expanding Into Home and Community-Based Services

Wednesday, April 18; 2:45 - 3:45

- Identify the strategic considerations for operating home health, home care, hospice and adult day services
- Understand how home- and community-based services can be integrated into a life plan community
- Examine how to decide when to diversify into different types of HCBS to compliment the service options available to seniors in the community

FACULTY

Peter Notarstefano, Director of Community & Home-Based Services, LeadingAge

47H Creating a Business Plan: A Critical Component of New Ventures

Wednesday, April 18; 4:00 - 5:00

- Create a dynamic case for building a vision and launching it
- Learn how to transform the vision into a concise plan
- Identify the attributes of a dynamic business plan

FACULTY

Joe Haughney, CEO, Haughney & Associates

48I National Best Practices in HCBS

Thursday, April 19; 8:00 - 9:30

- Explore the organizational best practices that lead to successful adult day services, home care, home health, and assisted living models
- Discover how Lyft is partnering with senior living communities to provide 'on-demand' transportation for residents and employees
- Understand how changes in funding, regulations, and consumer preferences impact the growth of community-based services

FACULTY

Joe Haughney, CEO, Haughney and Associates

Laura Shaw deBruin, MSW, Executive Director, Norwood Seniors Network

Matt Feucht, Executive Director, Apostolic Christian Skyline

Brandee Cowley, RN, Director of Home Care Services, Apostolic Christian Skyline

Tommy Hayes, Project Partnership Manager, Lyft

49J Innovation in Home-Based Care

Thursday, April 19; 9:45 - 10:45

- Understand the challenges facing the standard home-based care model
- Learn about an innovative model of extending care in an efficient and cost effective process
- Learn about the technology applications used in the process

FACULTY

John Larson, CEO, Cantata

50K IDPH Home Care Licensure Program Update

Thursday, April 19; 11:00 - 12:00

- Receive an update from IDPH on the Homecare Licensure Program
- Understand the latest changes to the program
- Learn about the most common survey deficiencies

FACULTY

Karen Senger, RN, BSN, Division Chief, Health Care Facilities and Programs, Illinois Department of Public Health

Education Sessions

Life Enrichment and Wellness

51A Getting to Know You

Tuesday, April 17, 8:00 - 9:30

- Experience three getting-to-know-you activities
- Learn appropriate self-disclosure boundaries
- Explore traditional and modern models of self-disclosure

FACULTY

Shawn Kafader, Chaplain and Clinical Counseling Supervisor, Friendship Village of Schaumburg

52B The Impact of Programming on Loneliness, Isolation & Depression

Tuesday, April 17; 1:30 - 2:30

- Describe the risk behaviors of a resident who is feeling isolated or lonely
- Describe the components of Companion Listening to engage and support a resident who may be at risk
- List, describe and perform at least three interventions that can be used by community staff

FACULTY

Carolyn Lookabill, Brand Ambassador, American Senior Magazine

53C The Magic of Music and Art in Dementia Programming

Tuesday, April 17; 2:45 - 3:45

- Understand the therapeutic benefits of art- and music- focused programming
- Describe techniques to involve & motivate clients utilizing art, music, rhythm, & vibrations
- Plan effective art- and music-related programs and develop resources for diverse populations, especially those with dementia/Alzheimer's

FACULTY

Anita Martin, MA, LPC, Art Therapist, Plymouth Place Senior Living

Rita Lopienski, MA, RMT, AC-BC, ADC, Director of Life Enrichment, Plymouth Place Senior Living

54D Unlocking the Fountain of Youth: Biophilic Design in Senior Living

Tuesday, April 17; 4:00 - 5:00

- Understand principles of Biophilic Design and learn how to speak scientifically about Biophilic Design
- Learn how to recognize common experiences that exhibit principles of Biophilia
- Learn tools to apply these principles in practical applications in a community

FACULTY

Hillary DeGroff, IIDA, LEED AP ID+C, Associate, Perkins Eastman

Rikki Brady, RN, BSN, LNHA, Vice President, Health Services / Administrator, Clark-Lindsey Village

55E Bringing Purpose and Successful Aging Through Masterpiece Living

Wednesday, April 18; 8:00 - 9:30

- Describe the research-based significance of purpose
- Recall 3 examples of lifestyle changes that have been proven to increase quality of life and to decrease effects of aging
- List 3 examples of intellectual challenges that are suggested to increase purpose with successful aging

FACULTY

Lisa Milliken, Director of Education, Select Rehabilitation

57G Boxing, Biking, and Ballet for Balance & Brain Benefits

Wednesday, April 18; 2:45 - 3:45

- Learn about new fitness tools and techniques used with Parkinson's clients
- Understand the basic concepts of Rock Steady Boxing, Delay the Disease, Ballet Projects and Aqua for those with Parkinson's
- Demonstrate techniques used in boxing, biking, and dance movement that benefit clients with Parkinson's and other similar symptoms

FACULTY

Camilla Saban, AFAA Group Certified, NPTI Certified Personal Trainer, Wellness/Fitness Manager, Plymouth Place Senior Living

Jeff Salamone, BS, SCW, Group Fitness, SCW Personal Training, Life Enrichment Fitness Coordinator, Plymouth Place Senior Living

Rita Lopienski, MA, RMT, AC-BC, ADC, Director of Life Enrichment, Plymouth Place Senior Living

58H Essential Spirituality: Nurturing the Unseen Resident Experience

Wednesday, April 18; 4:00 - 5:00

- Increase awareness about spirituality's impact on residents' well-being
- Identify methods to assess an organization's capability to meet residents' spiritual needs
- Develop a better understanding of the importance of holistic spirituality

FACULTY

Clark Beckley, Founder and President, Your Story Counseling, P.C.

59I Best Practices & Innovation in the Enrichment World

Thursday, April 19; 8:00 - 9:30

- List at least 3 new ideas to enhance calendar offerings
- Learn how to utilize benchmarks to compare against others around the US
- Identify one new process to grow as an enrichment professional

FACULTY

Meagan Rohan, Director of Sales, Care Merge
Rachelle Blough, CTRS, CADDCT, CDP, CT, Owner - consultant, Rachelle Blough LTD

60J Developing Dynamic Teams with Intention, Purpose, Mission & Spirit

Thursday, April 19; 9:45 - 10:45

- Examine a model of a creative team that is highly motivated, can cross-over to different levels of care, and allows room for advancement and growth
- Understand the basic concepts of motivation and identify strategies to increase participation for both residents and employees
- Learn about unique engagement techniques to use with residents and staff who can be challenging

FACULTY

Camilla Saban, AFAA Group Certified, NPTI Certified Personal Trainer, Wellness/Fitness Manager, Plymouth Place Senior Living

Chris Lucnik, Life Enrichment Coordinator of Memory Care, Plymouth Place Senior Living

Christina Vosteen, Rev., RN, MS, MA, MDiv, Chaplain of Independent Living, Plymouth Place Senior Living

Ruby Carmona, Plymouth Place Senior Living

Rita Lopienski, MA, RMT, AC-BC, ADC, Director of Life Enrichment, Plymouth Place Senior Living

Anita Martin, MA, LPC, Art Therapist, Plymouth Place Senior Living

Doreen Sterba DeZur, MDiv, MA, Chaplain, Plymouth Place Senior Living

61K Sharing Results of Pain Pilot Study Recently Conducted in Illinois

Thursday, April 19; 11:00 - 12:00

- Discuss the common non-medication interventions utilized by elder residents from the study findings
- Discuss the advantages of research for problem solving in long-term care settings
- Discuss the significance of local research projects and how they may better serve populations

FACULTY

Michele Shropshire, Assistant Professor, Mennonite College of Nursing at Illinois State University

Marketing, Sales & PR

80A Rebranding a 120-Year-Old Non-Profit

Tuesday, April 17; 8:00 - 9:30

- Understand the importance of a solid brand platform
- Learn why a new or updated brand isn't as simple as designing a logo
- Understand the benefit of a clear implementation plan

FACULTY

Mande Mischler, MBA, Account Director, Simple Truth
Scott Gunderson, Senior Designer Simple Truth
Sian Stevens, Vice President of Marketing and Development, Chicago Methodist Senior Services

Education Sessions

81B Preparing for Unforeseen Crisis Tuesday, April 17; 1:30 - 2:30

- Understand how to develop crisis communication materials and support messages for distribution through all appropriate channels of communication
- Discover how to turn negatives into positives by using a crisis as an opportunity to reach out to users/prospects and connect with them in a positive manner
- Create crisis plans that outline infrastructure for information to be mobilized internally and allow decisions to be made by the right people within an organization

FACULTY
Steve Wujek, Director, Public Relations, GlynnDevins

82C Harnessing the Power of Story Branding: Creating an Authentic Message Tuesday, April 17; 2:45 - 3:45

- Understand what it takes to get an entire team on board to update brand messaging
- Learn how one facility developed its authentic voice by engaging its team in examining and outlining its core values and competitive advantages
- Learn how to take messaging to market from the launch phase to ongoing improvements

FACULTY
Dan Gartlan, President, Stevens & Tate Marketing

83D Raising the Creative Bar - Stop Selling 'Old' Ideas to 'Older' Adults Tuesday, April 17; 4:00 - 5:00

- Understand future trends in senior living messaging
- Learn the smartest and most cost-effective ways to invest in a community's message
- Learn tips and insights to connect with consumers on a deeper, more emotional level

FACULTY
Jeremy Johnson, Vice President, Creative, GlynnDevins

84E Attract, Convert, Close, and Delight Your Prospects with Inbound Marketing Wednesday, April 18; 8:00 - 9:30

- Learn how to draw visitors to a website and convert them into qualified sales leads
- Understand how to use social media to strengthen a brand from a prospect's perspective and remain on the decision-making list
- Describe how to nurture prospects and continue conversations and engagement through their buying journey right up to their decision-making point

FACULTY
Nicole Wagner, Internet Marketing Director, Stevens & Tate Marketing

85F From CCRC to Life Plan Community Wednesday, April 18; 1:30 - 2:30

- Examine the challenges of marketing today's CCRC product to consumers
- Recognize the importance of repositioning the CCRC brand to broaden its appeal and visibility in the marketplace
- Understand the rationale behind the name change and how to introduce "Life Plan Community" to prospective residents and the general public

FACULTY
Steve Maag, Director, Residential Communities, LeadingAge

86G Aligning Outcomes to Gain Referrals and Build Census Wednesday, April 18; 2:45 - 3:45

- Understand the myriad sources of data that, with the appropriate analytical approach, can yield actionable guidance
- Learn which areas ACO's and healthcare systems are focused on choosing preferred providers
- Customize a roadmap to achieving and sustaining the right levels of the right metrics to gain competitive advantage

FACULTY
Jill Krueger, President and CEO, Symbria Inc.
Rajeev Kumar, MD, CMD, Chief Medical Officer, Symbria Inc.
Aaron Hagopian, Director of Data Analytics, Symbria Inc.
John Glover, Chief Operating Officer, Franciscan Ministries



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Education Sessions

87H SEM/SEO in Today's Senior Living Digital Landscape

Wednesday, April 18; 4:00 - 5:00

- Learn about SEM/SEO
- Learn why SEM/SEO's are important in today's marketing landscape
- Speak to the value an agency can provide to clients surrounding SEM/SEO

FACULTY

Brian Bothamley, SEM/SEO, Analytical Services Manager, Walker Marketing, Inc.

88I Living the Brand - How to Manage Culture Along with Perception

Thursday, April 19; 8:00 - 9:30

- Understand the importance of extending brand to incorporate a distinct brand promise and brand message specifically designed for employees
- Learn how the employee brand and the overall brand work in tandem, and the process for developing a distinct and compelling employee brand
- Discover how technology has changed the way both employers and employees approach the matching process

FACULTY

Molly White, Vice President, Brand Strategy, GlynnDevins

89J Why Content Marketing is Key to Sales

Thursday, April 19; 9:45 - 10:45

- Learn what is involved in a strong, successful content marketing program
- Recognize the impact of an organized, strategic approach to content marketing used at a Life Plan Community
- Learn helpful tips to use to establish a content marketing strategy

FACULTY

Debra Sheridan, President, IVY Marketing Group, Inc.

90J Digital Marketing: A Panel Discussion from Members on their Views Regarding the Do's & Don'ts

Thursday, April 19 9:45 - 10:45

- Discuss the driving force behind the value of digital marketing
- Describe the challenges inherent in a digital marketing program and how they are being overcome
- Learn what panel members have learned from their digital marketing program to improve on their results

FACULTY

Patty Cisco, President, Creative Catalyst, Marketing Essentials

91K Marketing's Impact on Long-Term Planning

Thursday, April 19; 11:00 - 12:00

- Identify and analyze key marketing and financial data to optimize the community's long-term financial performance
- Determine which marketing metrics to establish and track to most accurately identify future marketing needs and opportunities
- Learn the mistakes to avoid and be able to implement best practices in developing long-term marketing plans and community strategic plans

FACULTY

Tim Bracken, Vice-President, Relationship Development, Love & Company

Sue Dolton, Vice President, Sales Services, Love & Company

GOING UP?

US Skilled Nursing Average Five Star Ratings by EHR

EHR	Five Star Rating
All EHRs	3.28
AHT/CPSI	3.08
PointClickCare	3.18
MatrixCare	3.45

GOING DOWN?

US Skilled Nursing Readmission Rates by EHR

EHR	Readmission Rate
All EHRs	21.2%
AHT/CPSI	21.8%
PointClickCare	21.5%
MatrixCare	18.8%

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Sources: CMS July 2017; CMS Nursing Home Compare 2015Q1-2016Q2. Potentially Preventable 30-Day Post-Discharge Measure, MatrixCare Elite Package

Education Sessions

Memory Care

92A The Memory Care Environment: Integrating Physical and Social Components

Tuesday, April 17; 8:00 - 9:30

- Describe at least 3 examples illustrating how environment acts as treatment in memory care
- Learn at least 5 key elements of a Montessori-based physical environment designed to support and integrate with the social environment
- Describe the connections between a resident's room, neighborhood, campus, and external community

FACULTY

Chas Schreckenberger, AIA, Principal, BRAUN & STEIDL ARCHITECTS, Inc.

Cameron Camp, Director of Research and Development, Center for Applied Research in Dementia

93B A Model to Determine Staffing Resources for Dementia Care

Tuesday, April 17; 1:30 - 2:30

- Describe a methodology to determine staffing needs
- Describe the application of this methodology to the nursing home care setting
- Describe the potential application of this methodology to dementia care in assisted-living

FACULTY

Sandra Simmons, PhD, Associate Professor of Medicine, Vanderbilt University Medical Center, Center for Quality Aging

94C Effectively Coping with Challenging Behaviors in Dementia: Being a Detective

Tuesday, April 17; 2:45 - 3:45

- Apply a systematic approach to determine why challenging behaviors in persons with dementia are taking place
- Learn how to use activity as optimal stimulation and intervention for persons with dementia
- Describe how new learning in persons with dementia can be initiated as intervention

FACULTY

Cameron Camp, Director of Research and Development, Center for Applied Research in Dementia

95D Resident-Driven Communities: A New Model of Memory Care

Tuesday, April 17; 4:00 - 5:00

- Describe how to enable residents to be given and to make choices throughout the day
- Describe at least 3 different resident committees, their function in creating a sense of community, and how to manage committee meetings
- Describe at least 3 different ways to enable residents to be connected with their large social community, including the use of intergenerational programming

FACULTY

Cameron Camp, Director of Research and Development, Center for Applied Research in Dementia

96E Creating a Safe and Friendly Place for a Person With Dementia

Wednesday, April 18; 8:00 - 9:30

- Identify key components in the physical environment for someone living with dementia
- Recognize the importance of the social environment in care outcomes for someone living with dementia
- Describe supportive aspects of the physical environment throughout the disease process of dementia

FACULTY

Teepa Snow, MS, OTR/L, FAOTA, CEO, Owner, Positive Approach, LLC

97F Recognizing and Assessing Medical Emergencies When Dementia is Part of the Picture

Wednesday, April 18; 1:30 - 2:30

- Identify common signals or signs that people with dementia exhibit when 'something' is wrong versus when they are having a 'bad' day
- Describe common screening maneuvers that can and should be used to rule out common problems that can occur when a person has dementia
- Discuss some of the most common causes for acute changes in function, behavior, or alertness/distress

FACULTY

Teepa Snow, MS, OTR/L, FAOTA, CEO, Owner Positive Approach, LLC

98G Enhancing Mobility and Reducing Fall Risks for Dementia Clients

Wednesday, April 18; 2:45 - 3:45

- Describe typical client behaviors and skills that affect mobility needs and issues
- Describe familiar activities that can be used to promote desired movement patterns with minimal verbal directions
- Demonstrate use of different types of cues and prompts to facilitate function based on client's ability to interpret input

FACULTY

Teepa Snow, MS, OTR/L, FAOTA, CEO, Owner, Positive Approach, LLC

99H Eating and Nutritional Issues in Dementia Care

Wednesday, April 18; 4:00 - 5:00

- Understand aspects of dementia that affect nutrition and oral intake
- Match common issues at each level of dementia to interventions that address nutritional or oral intake concerns
- Determine whether nutrition and eating support is being optimized at each level based on the person's abilities, needs, and disease status

FACULTY

Teepa Snow, MS, OTR/L, FAOTA, CEO, Owner, Positive Approach, LLC

100I Alzheimer's Disease and Community: Walking Together, Sharing the Experience

Thursday, April 19; 8:00 - 9:30

- Explain the experience of living with Alzheimer's disease
- Understand the role of Dementia Friendly in Illinois
- Learn how to make a community dementia-friendly

FACULTY

Susan Frick, MSW, LSW, Social Worker/ Education and Recruitment Coordinator, Rush Alzheimer's Disease Center

101J Welcome to the Silver Spoon Dining Club!

Thursday, April 19; 9:45 - 10:45

- Appraise dining experiences of residents with dementia and staff in current work environment
- Explore how to launch and sustain a unique resident feeding assistance program with volunteer staff
- Identify anticipated and unanticipated benefits from implementing the Silver Spoon Dining Club for residents with dementia, staff and Silver Spoon members

FACULTY

Gail Henderson, Marketing and Admission Counselor, Central Baptist Village/Morrison Community Living
Jeannine Forrest, Ph.D., R.N., President and CEO Through the Forrest, LLC

Melissa Cosentino, MSW, CDP, Director of Social Services, Central Baptist Village/Morrison Community Living

Stacy Kosman, Nutrition Care Manager, Central Baptist Village/Morrison Community Living

Nicole Randa, Director of Culinary Services, Central Baptist Village/Morrison Community Living

102K Person-Centered Dementia Care: Creating a Culture of Well-Being

Thursday, April 19; 11:00 - 12:00

- Review the concept of personhood and core psychological needs
- Discuss the elements of well-being and ill-being and apply to cases of persons living with dementia

FACULTY

Anna Ortigara, RN, MS, FAAN, Organizational Change Consultant, PHI



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Education Sessions

Operational Excellence

62A Emergency Preparedness and Compliance: The New CMS Standards

Tuesday, April 17; 8:00 - 9:30; 1:30 - 2:30; 2:45 - 3:45; 4:00 - 5:00

- Identify the four key areas of the new CMS standards: planning, policies and procedures, communications, and training and testing
- Explain the concept of a Hazard Vulnerability Assessment (HVA) and the CMS requirements for having one as part of the new Emergency Preparedness requirement
- Identify and explain the role and responsibility of each position of the Command portion of the Nursing Home Incident Command System

FACULTY

Steve Wilder, BA, CHSP, STS, Member and COO, Sorensen, Wilder, & Associates

63A FWRA: The Backbone of the Care You Provide!

Tuesday, April 17; 8:00 - 9:30

- Recognize the key concepts of the new facility-wide resource assessment and the new regulations for skilled-nursing facilities
- Describe the required elements of the facility-wide resource assessment
- Summarize 3 leadership strategies for operational success

Leah Killian-Smith, BA, NHA, RHIA, Director, Pathway Health Services, Inc.

64B Redesign and Reimage Long Term Care for the Future

Tuesday, April 17; 1:30 - 2:30

- Understand the key initiatives affecting post-acute care operations
- Review the current market shift to new payment and collaborative models
- Discuss a system-by-system approach, including key leadership strategies to redesign operational process to align with the new health care environment

FACULTY

Lisa Thomson, LNHA, CIMT, Chief Marketing & Strategy Officer, Pathway Health Services, Inc.

65C Where and How to Renovate: Best Bang for your Buck!

Tuesday, April 17; 2:45 - 3:45

- Prioritize renovation goals for maximum impact
- Understand the renovation process, budgeting, phasing and scheduling
- Identify areas of potential transformation in communities

FACULTY

Chris Lee, Senior Living Designer, BLDD Architects, Inc.
Scott Likins, Principal & Director of Senior Living Design, BLDD Architects

66D IT Leadership for the Non-Technical Leader

Tuesday, April 17; 4:00 - 5:00

- Learn effective communication strategies for technical staff
- Learn what questions to ask to aid in technical decision making
- Learn coaching and mentoring resources to aid in the leadership of technical staff

FACULTY

Joe Velderman, MCP, Director of Consulting Services, ProviNET Solutions

67E Best Practices for Post-Acute Care...A Pilot!

Wednesday, April 18; 8:00 - 9:30

- Understand what areas of care/operations in the post-acute setting are most responsive to a best-practices approach
- Learn how best practices were implemented in the provider sites
- Identify what best practices might best benefit an organization

FACULTY

Rajeev Kumar, MD, CMD, Chief Medical Officer, Symbria Inc.

Jay Mandra, PharmD, Director of Pharmacy, Symbria Rx Services

Aaron Hagopian, Director of Information Technology, Symbria Inc.

68F Benchmarking Reports: What They Can Tell You About Your Facility

Wednesday, April 18; 1:30 - 2:30

- Understand how to read the data on the benchmarking report
- Determine how to compare one facility to another within an area, by type and by size of facility
- Learn how to use this data to make business decisions

FACULTY

Robert Schlicht, CEO, Wipfli LLP

Patricia Boyer, Director of Clinical Services, Wipfli LLP

69F Resident Privacy: Minimizing Risk of Identity Theft

Wednesday, April 18; 1:30 - 2:30

- Identify risks of identity theft in the residential care facility of which management may not be aware
- Learn best practices, policies and procedures to protect residents from being victims of identity theft
- Learn about different types of insurance coverage and legal coverage issues involved with identity theft risk

FACULTY

Michael Airdo, Partner, Kopon Airdo, LLC

Mollie Werwas, JD, Partner, Kopon Airdo, LLC

70G The New Survey Process: An Update!

Wednesday, April 18; 2:45 - 3:45

- Describe how the new survey process has been implemented
- Discuss the Illinois-specific trends in the new survey process
- Evaluate internal systems readiness to meet new regulatory interpretations

FACULTY

Patricia Boyer, MSM, RN, NHA, Director of Clinical Services, Wipfli LLP

71G The Power of Harnessing Hospitality in Your Community

Wednesday, April 18; 2:45 - 3:45

- Understand and define hospitality for each department in the community
- Understand the role of service recovery in creating a hospitality environment
- Engage community teams in creating consistent service recovery solutions

FACULTY

David Koelling, President, Strategic Dining Services

72H Develop an Administrator-In-Training Program

Wednesday, April 18; 4:00 - 5:00

- Identify qualities and traits of a successful AIT candidate through the application and interview process
- Develop a program that meets the needs of the organization and develops and maintains its rising stars
- Develop a methodology to determine how to compensate the AIT in a manner that is cost effective to the organization and productive in succession planning

FACULTY

Debra Adkins, LNHA, Chief Operating Officer, Wesley Willows

Erica Figurin, Certified Dementia Care Specialist, Life Enrichment Director, Memory Support Director and Administrator in Training, Wesley Willows

73H Medicare Denial Prevention and Management

Wednesday, April 18; 4:00 - 5:00

- Use the verification of benefits process prior to admission and the triple-check process after providing services and prior to billing claims as tools to proactively reduce Medicare denials
- Assemble an ADR team at the facility to manage the process of responding to ADRs and medical review
- Establish internal processes and protocols for reviewing denials, RTP claims, and rejections to determine the appropriate follow up actions and tracking

FACULTY

Janet Potter, CPA, MAS, Senior Manager, Marcum LLP

Education Sessions

74H Construction Services and Capital Improvements - How Your GPO Can Save You \$\$\$

Wednesday, April 18; 4:00 - 5:00

- Understand how to leverage group purchasing organizations to lower everyday operating costs
- Discover how group purchasing organizations can help with a construction project or capital improvement initiative
- Learn and understand the basic principles, terminology, and foundation of excellent project development as you consider improvement projects for your organization

FACULTY

Brian Smidt, Director of Construction Services, Value First

75I Bon Appetit: The New Senior Living Dining Experience

Thursday, April 19; 8:00 - 9:30

- Learn how current consumer insights and evolving dining trends can be used to design innovative dining offerings
- Gain insight into the impact the physical environment has on dining programs and design considerations when creating new or renovated dining experiences
- Learn how to differentiate between off-trend and on-trend dining operating practices and how dining trends and technology can be incorporated into dining programs through case study discussion

FACULTY

Andrey Teleguz, FCSI, Principal, SCOPOS Hospitality Group

Chris Linkey, AIA, NCARB, Partner, RLPS Architects

David Stoltzfus, CEC, Undefeated three time Iron Chef of Pennsylvania, Corporate Executive Chef, Flik Lifestyles

76J How You Can Protect Your Information at Work and at Home

Thursday, April 19; 9:45 - 10:45

- Identify the types of attacks on data
- Learn how to spot illegitimate requests for information and what to do if data is released or a virus is uploaded
- Develop best practices to implement at work and at home

FACULTY

Jon DeFiore, IT Field Technician, Provinet

77J Navigating the World of Medicare Advantage Billing

Thursday, April 19; 9:45 - 10:45

- Discuss the different open enrollment periods for Medicare Advantage plans
- Improve your Medicare Advantage admissions and benefit verification process
- Develop better policies and procedures for working with Medicare Advantage plans

FACULTY

Janet Potter, CPA, MAS, Senior Manger, Marcum LLP

78K The OIG 2017 Work Plan and Focuses for SNFs

Thursday, April 19; 11:00 - 12:00

- Understand the basic structure and purpose of the 2017 Work Plan
- Know how various providers are affected by the OIG Work Plan and specific targets that will be reviewed in 2017
- Determine steps to avoid future OIG investigations

FACULTY

Christine Hanover, CPA, Partner, RSM US LLP

Joan McCarthy, MJ, LNHA, RAC-Cert, Reimbursement and Operations Consultant, RSM US LLP

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Education Sessions

79K Nursing Home Quality Improvement: Is Your Medical Director Engaged?

Thursday, April 19; 11:00 - 12:00

- Discuss medical directors' roles in the New Rules
- Explore definitions for medical director engagement
- Apply best practices developed through in-session collaboration to your workplace

FACULTY

Paul Mulhausen, M.D., M.H.S., F.A.C.P., Chief Medical Officer, Telligen

Nell Griffin, EdM, Sr. Quality Improvement Facilitator, Telligen

Public Policy and Legal Issues

103A The Survey Process Under the Mega Rule

Tuesday, April 17; 8:00 - 9:30

- Understand how the shift to observation-based citations will drive and affect the survey process
- Understand how CMS's new guidance on CMPs is driving up the amount of Civil Money Penalties and what providers can do to mitigate them
- Understand how to best address new requirements like QAPI and facility assessment without creating additional liability

FACULTY

Meredith Duncan, Attorney, Polsinelli

Jason Lundy, Attorney, Polsinelli

104B Defending the Wound Care Case

Tuesday, April 17; 1:30 - 2:30

- Understand and recognize why and how skin breakdown and wound care treatment result in significant legal exposure for facilities and individual nurses
- Learn best practices for documenting wound care treatment to minimize the risk of litigation in the future
- Learn practical information for managing risk during patient care and for defense of an action if and when litigation arises

FACULTY

Mollie Werwas, JD, Partner, Kopon Airdo, LLC

105B Complaints from A-Z in AL

Tuesday, April 17; 1:30 - 2:30

- Understand key areas to prepare for an AL survey
- Examine the most current survey and compliance issues with IDPH staff
- Review real case scenarios and identify best practices to ensure regulatory compliance

FACULTY

Lynda Kovarik, Division Chief, Illinois Department of Public Health, Division of Assisted Living

Rose Hanley, Assisted Living Surveyor, Illinois Department of Public Health

106C Everyday Headaches: Strategies for Dealing With Your Most Common Operational and Legal Issues

Tuesday, April 17; 2:45 - 3:45

- Understand limitations and obligations regarding the use of recording equipment
- Develop strategies for dealing with disruptive families
- Identify key risk areas under HIPAA and how to solve them

FACULTY

Jason Lundy, Attorney, Polsinelli

Sara Pugh, Attorney, Polsinelli

107D Long-Term Care Employee Turnover: Strategies for Mitigating Legal Risk

Tuesday, April 17; 4:00 - 5:00

- Have a better understanding of training that can be employed to prepare employees for what their expectations and legal requirements may be following departure
- Learn effective strategies for minimizing risk by use of comprehensive exit interviews
- Have a better understanding of documentation policies that can be implemented to help prevent employee risk following termination or departure

FACULTY

Aimee Delaney, JD, Partner and Labor and Employment Practice Group Leader, Hinshaw & Culbertson LLP

David Alfani, JD, Partner, Hinshaw & Culbertson LLP

Adam Guetzow, JD, Partner, Hinshaw & Culbertson LLP



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Tom O'Brien, Vice President, Project Development

Phone: 708.658.0234 Email: tobrien@henrybros.com www.henrybros.com

Education Sessions

108E New Enforcement Actions in Fair Housing

Wednesday, April 18; 8:00 - 9:30

- Identify key risk areas in dining policies
- Identify key risk areas in admissions policies
- Identify key risk areas in resident review process

FACULTY
 Matt Murer, Attorney, Polsinelli
 Sara Pugh, Attorney, Polsinelli
 Jason Lundy, Attorney, Polsinelli

109F Survey Survival: "The New Survey Process and Rules of Participation" - Phase 2

Wednesday, April 18; 1:30 - 2:30

- Increase knowledge of basic survey process
- Recall current information related to tags cited
- Explain issues related to non-compliance

FACULTY
 IDPH Staff TBD

110F Managed Care Update

Wednesday, April 18; 1:30 - 2:30

- Review a status update on Managed Care in Illinois
- Discuss how to best maximize the relationships with the MCOs serving residents
- Understand the contractual responsibilities of the MCOs as they relate to managed care

FACULTY
 Matt Werner, Owner, Werner Consulting
 Kirk Riva, VP of Public Policy, LeadingAge Illinois

111G That Post Ruined My Day

Wednesday, April 18; 2:45 - 3:45

- Draft a social media/phone use policy that complies with applicable labor and employment law and that appropriately addresses HIPAA and privacy
- Develop a response plan to implement if social media is inappropriately used
- Effectively train staff on social media and HIPAA issues

FACULTY
 Matt Murer, Attorney, Polsinelli
 Katie Kenney, Attorney, Polsinelli

112G Supportive Living Program Update

Wednesday, April 18; 2:45 - 3:45

- Become familiar with administrative rule changes and the Department's expectations for compliance
- Recall updates on training and implementation for the Long Term Care Assessment (LTCA)
- Gain information regarding the expansion of the Program's dementia care settings

FACULTY
 Kara Helton, SLP Coordinator, Department of Healthcare & Family Services, Bureau of Long Term Care
 Sara Reardon, SLP Coordinator, Department of Healthcare & Family Services, Bureau of Long Term Care

113H Advocacy Town Hall

Wednesday, April 18; 4:00 - 5:00

- Learn about the latest legislative and regulatory issues impacting providers
- Engage in a dialogue about policy and advocacy considerations relevant to provider concerns
- Gain greater clarity and insight on the aging services policy priorities from both a state and national perspective

FACULTY
 Steve Maag, Director, Residential Communities, LeadingAge
 Nicole Fallon, VP, Health Policy & Integrated Services, LeadingAge
 Peter Notarstefano, Director of Community & Home-Based Services, LeadingAge
 Kirk Riva, VP of Public Policy, LeadingAge Illinois

114I Web Site ADA Compliance - A Technical and Legal Exploration

Thursday, April 19; 8:00 - 9:30

- Understand the technical specifications and requirements for a website to meet various levels of the American Disabilities Act certification
- Review legal case precedent that involves a current court case in which a senior living organization has been cited for not being ADA compliant
- Learn how to mitigate the risks of being targeted for settlements

FACULTY
 David Erikson, JD, Senior Vice President and General Counsel, Covenant Retirement Communities

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Education Sessions

115J Getting Out of Hot Water: Defending Your License

Thursday, April 19; 9:45 - 10:45

- Identify high-risk scenarios that could endanger a license
- Identify key documentation strategies that will enhance the ability to defend a license
- Outline strategies for responding to high-risk scenarios

FACULTY

Meredith Duncan, Attorney, Polsinelli
Dayna LaPlante, Associate, Polsinelli

116K The Trouble with Resident Access to Medical Records

Thursday, April 19; 11:00 - 12:00

- Understand HIPAA's resident right to access medical records, including 2016 HHS Access guidance
- Identify the do's and don'ts of charging residents for copies of their medical record
- Understand the impact of an Electronic Health Record on access rights

FACULTY

Deanna Peterson, VP of Health Consulting, First Class Solutions, Inc.

Strategy and Business Growth

117A Living With A Purpose: Serving The Next Generation of Seniors

Tuesday, April 17; 8:00 - 9:30

- Learn what consumers around the country desire for housing preferences and amenities within a senior housing community
- Discover the research findings and determine the priorities placed on a community's location, size, wellness and dining options and other factors
- Understand how retirement housing will need to be redefined to meet new resident demands while ensuring successful positioning for the future

FACULTY

Tim Mueller, AIA, LEED AP, President, SFCS Architects
Vernon Feather, AIA, Senior Vice President, SFCS Architects
Jay Hibbard, Senior VP Sales, Marketing & Communications, Covenant Retirement Communities

118B Don't Let Competition Pass You By: Proactively Plan Your Development

Tuesday, April 17; 1:30 - 2:30

- Discover ways to simplify the project development process by embracing a collaborative TEAM approach
- Identify ways to minimize risk, financial resources, time, energy, and manpower to achieve a better project
- Learn to develop collaborative partnership where each member of the project development TEAM has skin in the game

FACULTY

Dana Wollschlager, Principal, Plante Moran Living Forward
Jamie Timoteo, Vice President, Plante Moran Living Forward
Joe Hassel, Principal, Perkins Eastman

119C CMS Data Complexity - Can You Manage It?

Tuesday, April 17; 2:45 - 3:45

- Better understand the increasing data requirements from CMS
- Better understand how CMS will use data submitted and how it is scored
- Develop priorities related to management of CMS data for provider benefit

FACULTY

Carl Moellenkamp, Director, CliftonLarsonAllen
Michael Peer, Principal, CliftonLarsonAllen

120C Advancing Mission Through Financial Information

Tuesday, April 17; 2:45 - 3:45

- Explore the use of financial information to align organizational stakeholders towards a common goal
- Understand the power of dashboards to increase engagement and confidence among stakeholders with varying levels of financial expertise
- Evaluate the use of financial information as a means to achieve results, track impact, enable an active and informed governance structure, and secure resources to plan for the future

FACULTY

Amanda Tinney Vallero, CPA, Principal, CliftonLarsonAllen
Jeff Heitgerd, Principal, CliftonLarsonAllen

121D Moderately Priced Housing: An Industry Challenge

Tuesday, April 17; 4:00 - 5:00

- Summarize the growing need for affordable and middle-income housing in Illinois
- Understand the recent data around demographic changes
- Understand the financing options for products to fill that need

FACULTY

Brendan Malone, Senior Vice President, BB&T Capital Markets
Braden Russell Young, CPA, Senior Consultant, Plante Moran

122D Choosing Your Community's Path to Prosperity During Complex Times

Tuesday, April 17; 4:00 - 5:00

- Explore the options available to not-for-profit Life Plan Communities during uncertain times, including self-managing, hiring a professional manager, affiliating, or selling
- Learn the operational and financial indicators to examine and monitor to maintain a community's prosperity
- Understand the process to determine the course of action, including the pros and cons of each option

FACULTY

Earl Wade, VP/Sr. Director of Business Development, LCS

123E What Keeps You Up at Night?

Wednesday, April 18; 8:00 - 9:30

- Learn what issues keep providers and consultants up at night, and how they are creatively addressing them
- Listen to the panel of experts share their visions for addressing these key issues, their innovative thoughts and strategies for implementation, and how programming and design can offer solutions
- Develop takeaways for communities through an interactive workshop sharing ideas and strategies to combat these challenges

FACULTY

Joseph Hassel, Principal, Perkins Eastman
Dana Wollschlager, Principal, Plante Moran Living Forward
Dawn Mondschein, Executive Director, Central Baptist Village
Gigi Walker, CFO, Clare Oaks

124F Senior Management & Board Leadership Forum

Wednesday, April 18; 1:30 - 2:30; 2:45 - 3:45; 4:00 - 5:00pm

- Explore 2018 senior living research findings and identify critical sector trends for both single-site and multi-site providers
- Detail the most important industry innovations in technology, marketing and sales, provider networks, operating efficiencies, campus redevelopment, home- and community-based services
- Apply learnings from case study examinations from around the country in governance, corporate structures, joint ventures, partnerships, affiliations and sponsorship transitions

FACULTY

Stephen Johnson, Managing Director, Ziegler
Additional faculty TBD

125F IT Strategic Plan & How Clark-Lindsey Village Benefited

Wednesday, April 18; 1:30 - 2:30

- Define a Three-Year IT Strategic Plan
- Identify and assess staff needs through an interview process
- Create, implement and execute IT strategic goals, such as infrastructure, customer service, and comprehensive business systems, and complete HIPAA assessments to identify risks and resident technology needs and prioritize resources

FACULTY

Amber Redmann, CEO, MBA, PMP, CEO, Parasol Alliance
Deb Reardanz, CEO, BS, MBA, President and CEO Clark-Lindsey Village



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Ed Slack
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Education Sessions

126G Driving Outcomes for Managed Care: Building Long-Term Care Networks to Focus on Quality and Value-Based Contracts

Wednesday, April 18; 2:45 - 3:45

- Learn about the changing long-term care, managed care, and volume to value health care landscape
- Learn about provider networks to leverage quality and network coverage to negotiate better reimbursement rates, contract terms, and value-based contracts
- Discuss the benefits of participating in the networks, including administrative, revenue, and quality program benefits

FACULTY

Steve Wermuth, Partner, Strategic Health Care

127G Optimizing Management Governance Relationships: Leverage Touchpoints to Drive Organizational Strategy

Wednesday, April 18; 2:45 - 3:45

- Learn how to optimize interactions between management and governance to drive organizational strategies
- Build stronger trust and collaboration between management and governance
- Hold yourself accountable to the organization's strategy

FACULTY

Betsy Rust, Partner, Plante Moran

Ed Slack, CPA, Partner, Health and Human Services Plante Moran

Terri Cunliffe, President & CEO, Covenant Retirement Communities

128H Market Feasibility Disrupted: Rethinking Industry Norms

Wednesday, April 18; 4:00 - 5:00

- Examine supply and demand, penetration rates, and age cohort metrics to understand how they can be misinterpreted, potentially obscuring their true impact on a senior housing project's success
- Interpret the non-income asset data used in market studies to understand what that data means to unit potential and demand
- Analyze a new project's probability of success by reviewing the labor statistics in the specific market area, factoring in the caregiver shortage, the data and reasons behind high employee turnover, and labor's impact on a project's bottom line

FACULTY

Brendan Malone, Senior Vice President, BB&T Capital Markets

Dana Wollschlager, Principal, Plante Moran Living Forward

Jamie Timoteo, Vice President, Plante Moran Living Forward

129I To Affiliate, Merge, or Go It Alone: That is the Question

Thursday, April 19; 8:00 - 9:30

- Analyze the various options available to non-profit senior living organizations in today's challenging environment including affiliation, merger, acquisition, and others
- Define the crucial questions that must be weighed when contemplating consolidation
- Understand the process that CEOs and Boards must undertake to assess the opportunity for consolidation and the process needed to close such a transaction

FACULTY

Andrew Tescon, President, Chuhak & Tescon, P.C.

Kimberly Boike, Principal, Chuhak & Tescon, P.C.

Julie Boggess, CEO (retired), Bethesda Senior Care

130J Strategic Technology Roadmap for CCRCs: Balancing Operational and Strategic Initiatives

Thursday, April 19; 9:45 - 10:45

- Understand the importance of balancing strategic and operational technology needs within CCRCs
- Develop a blueprint for how to go about tackling and designing a Strategic Technology Roadmap
- Design an IT organization (team) that supports short-term and long-term technology needs

FACULTY

John Couture, BA, MS, Vice President of Information Technology, Lifespace Communities

131J The Reinvention of Strategic Planning

Thursday, April 19; 9:45 - 10:45

- Learn an innovative methodology for strategic planning
- Weigh the intersection of charitable mission with organizational repositioning
- Compare for-profit and non-profit metrics, development trends, and strategies

FACULTY

Beverly Asper, Senior Manager, Baker Tilly

Brian Gabriel, CPA, Partner, Baker Tilly

Sophie Campbell, MSN, RN, CRRN, RAC-CT, CNDLTC, Director, Clinical Advisory Services, Baker Tilly

132K Value of Assisted Living Network in Accountable Care Organizations

Thursday, April 19; 11:00 - 12:00

- Identify how an ACO functions
- Recognize benefits of a narrow network
- Identify ways to improve communication with hospitals and health systems

FACULTY

Patricia Odea-Evans, MS, BSN, RN, LCPC, CCM,

Director Post Acute Network, Advocate HealthCare

133K Solutions for Middle Market Senior Housing

Thursday, April 19; 11:00 - 12:00

- Gain an understanding of which financing methods and capital structures are best suited to develop moderately priced housing for seniors
- Learn how changes to traditional business models are helping to reduce development costs and manage operating expenses
- Learn how different building design initiatives can reduce upfront project costs

FACULTY

Beverly Asper, Senior Manager, Baker Tilly

Chris Linkey, AIA, NCARB, Partner, RLPS Architects

Lynn Daly, Managing Director, BB&T Capital Markets

Workforce and Leadership Development

134A Exceed Staff Retention & Resident Expectations Using Lean Principles

Tuesday, April 17; 8:00 - 9:30

- Strengthen team engagement by focusing on the most valuable parts of responsibilities
- Improve staff efficiency by removing waste in their daily processes
- Make the business case to ensure management buy-in

FACULTY

Mordechai Finkel, Director of Human Resources, Greek American Rehabilitation & Care Centre

135A Employee, Contractor, Intern, or Volunteer?

Tuesday, April 17; 8:00 - 9:30

- Learn how to properly identify when a worker can be an independent contractor vs. an employee
- Examine how to utilize volunteers
- Explore whether utilizing an unpaid intern will actually benefit the organization

FACULTY

Kathryn O'Connor, PHR, SHRM-CP, CCP, GRP, Director, Compensation Services, Management Association

136B Building Bridges Between Generations

Tuesday, April 17; 1:30 - 2:30

- Introduce tools to increase engagement between generational groups
- Provide specific MGI Leadership Strategies to increase recruiting, retention, and productivity
- Make the connection between MGI strategies and challenges related to staffing and leadership

FACULTY

James Pogue, Ph.D., CEO, James Pogue Enterprises

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Education Sessions

137C Hiring for Keeps: Strategies to Retain Staff

Tuesday, April 17; 2:45 - 3:45

- Describe the mindset and preferences of potential employees and how these relate to an organization's operations
- Explore new staffing methods that make the most of current staff
- Discover how to improve an organization's culture to engage and keep top talent

FACULTY

Jim Rubadue, Chief Customer Officer, OnShift

138D Creative Recruitment and Retention Strategies

Tuesday, April 17; 4:00 - 5:00

- Identify new ways to reach candidates
- Overcome obstacles to nursing recruitment
- Learn how to keep employees engaged and excited about the work they do every day

FACULTY

Jennifer O'Brien, Director of Human Resources, Wesley Willows

*Erica Figurin, Certified Dementia Care Specialist
Life Enrichment Director, Memory Support Director
and Administrator in Training, Wesley Willows*

139E Building Relationships & Staff Retention

Wednesday, April 18; 8:00 - 9:30

- Describe the importance of being well-known and ways to know each other well
- List ways to build relationship
- Define the positive outcomes of relationship

FACULTY

Carmen Bowmen, MHS, BSW, CEO, Edu-Catering

140F Secrets Your Employees Aren't Telling You

Wednesday, April 18; 1:30 - 2:30

- Identify the importance of engaged employees to the organization's key metrics
- Discover the most common bright spots and drawbacks in organizations as identified by thousands of employees and residents
- Apply actionable recommendations shared by the presenters and fellow attendees in their own organization

FACULTY

Denise Boudreau-Scott, President, Drive

141F 15 Invaluable Laws of Growth

Wednesday, April 18; 1:30 - 2:30

- Identify and qualify value to behavior
- Develop behavior and growth
- Use effective strategies to lead others and generate results

FACULTY

Cyndi Taplin, RN, Director of Consulting, LeaderStat

142G Leading Through Empowerment

Wednesday, April 18; 2:45 - 3:45

- Recruit and develop leaders for long-term organizational success
- Drive performance through empowerment and critical-thinking techniques
- Create organizational teams that enhance the overall resident experience and create a competitive advantage

FACULTY

Blaire Goldstein, Area Executive Director, Oak Trace, a Lifespace Community

Joe Chambers, VP Sales and Marketing, Lifespace Communities

Trish Kellow, Director of Talent Acquisition, Lifespace Communities

143H Attracting and Retaining New Talent in the Aging Profession

Wednesday, April 18; 4:00 - 5:00

- Explore how to develop professional development programs for growing and enhancing existing talent
- Explore new talent acquisition tools and processes
- Explore how to cultivate stronger community partnerships with academic institutions to cultivate student interest in careers

FACULTY

Barbara Prosser, NHA, Executive Vice President, The Apartment Community of Our Lady of the Snows

Rachel Luge, MSG, VP of Development & Strategic Initiatives, The Apartment Community of Our Lady of the Snows



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Education Sessions

144I Creating a Culture of Retention: The Essential Elements of Quality Jobs
Thursday, April 19; 8:00 - 9:30

- Explore the current demographics of LTC workforce
- Discuss the framework of opportunity, support and compensation as the infrastructure of a sustainable, quality workforce
- Review a values-based recruitment and hiring process

FACULTY
Anna Ortigara, RN, MS, FAAN, Organizational Change Consultant, PHI

145I Mosaic Leadership: Strengths-Based Approach to Staff Cohesion and Integration
Thursday, April 19; 8:00 - 9:30

- Apply a strengths-based approach to understanding team and staff dynamics
- Evaluate and identify unique characteristics within a team to enhance the team's purpose, effectiveness, and resident experience
- Develop better team composition and purpose based on employees' unique experiences

FACULTY
Clark Beckley, Founder and President, Your Story Counseling, P.C.

146J Communication in Long-Term Care Settings: A Problem with Solutions
Thursday, April 19; 9:45 - 10:45

- Discuss communication in new regulations
- Explain Team STEPPS Long-Term Care Version
- Explore implementation options

FACULTY
Lisa Bridwell, Program Specialist, Telligen
Stacy Gordon, Sr. Quality Improvement Facilitator, Telligen
Nell Griffin, Sr. Quality Improvement Facilitator, Telligen

147K Employee Recruitment and Retention: Labor Analysis Challenges and Options
Thursday, April 19; 11:00 - 12:00

- Better define a market strategy specifically for staff recruitment and retention
- Develop ideas to help staff view a career path
- Apply learnings from market studies discussions to your current workplace

FACULTY
Ed Slack, CPA, Partner, Health and Human Services Plante Moran
Greg Belback, Chief Talent Officer, Franciscan Ministries
Jamie Timoteo, Vice President, Plante Moran Living Forward

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Rates

LeadingAge Illinois Member Rates (Non-vendor)

Rates include employees from any provider (non-vendor) members. Employees can be from ANY site within the same organization.

Deadlines:

Early Registration Deadline **Monday, February 19, 2018**

Registration deadline Monday, March 19, 2018

Provider Member Individual Full Conference Rate	Early Rate	Standard Rate
Per person for Tuesday, Wednesday, and Thursday	\$549 pp	\$564 pp

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Provider Member Individual Daily Rates are available.

Tuesday, April 17	\$249 pp	\$264 pp
Wednesday, April 18	\$249 pp	\$264 pp
Thursday, April 19	\$129 pp	\$144 pp

Non-Member Rates (Non-vendor)

Individual Full Conference Rate (Per person for Tuesday, Wednesday and Thursday)	\$749 pp	\$799 pp
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Individual Daily Rate Non-Member (Non-vendor)

Tuesday, April 17	\$299 pp	\$349 pp
Wednesday, April 18	\$299 pp	\$349 pp
Thursday, April 19	\$199 pp	\$249 pp

Non-Exhibiting Business Member (Vendor)

Individual Full Conference Rate (Per person for Tuesday, Wednesday and Thursday)	\$849 pp	\$899 pp
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Individual Daily Rate Business Member (Vendor)

Tuesday, April 17	\$349 pp	\$399 pp
Wednesday, April 18	\$349 pp	\$399 pp
Thursday, April 19	\$249 pp	\$299 pp

Non-Exhibiting Non-Member (Vendor)

Individual Full Conference Rate (Per person for Tuesday, Wednesday and Thursday)	\$1,099 pp	\$1,149 pp
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Individual Daily Rate Non-Member (Vendor)

Tuesday, April 17	\$449 pp	\$499 pp
Wednesday, April 18	\$449 pp	\$499 pp
Thursday, April 19	\$299 pp	\$349 pp

Additional Rates

Resident/Retired Administrator/ Spouse Rate

\$199 pp

***Retired Administrators** – A cover letter stating the year you retired and the organization from which you retired MUST be attached to your registration form.

***Resident/Spouse Rate** The above categories include attendance at ONLY educational sessions throughout the Annual Meeting. Tickets to social events and Expo floor lunches are not included, but may be purchased on-site.

Expo floor lunch prices	\$30 pp
Reception	\$40 pp

∞ *Full-Time Student* – Please contact us at info@leadingageil.org to request to be considered for a scholarship to cover registration fees.

∞ *Board Members and trustees NOT employed by a provider or vendor can attend at no extra cost if employees from your organization are registered to attend. Just register under your organization's registration and indicate "Board Member". CE credit not provided.*

∞ *Non-exhibiting Business Member & non-exhibiting Non-Member Vendor Rates – Suppliers to the eldercare industry who are not exhibiting may choose a daily rate or full Annual Meeting rate. Please note that suit-casing on the expo floor is not permitted and will be escorted from the building.*

Registration

What's Included?

Full Annual Meeting rates cover all educational sessions, Annual Meeting materials, morning coffee, lunches and the Tuesday Night Reception.

Concurrent Educational Sessions

Please register all attendees for concurrent sessions and food functions to avoid overcrowding and ensure adequate supply of on-site materials. Session numbers are listed by the program title and description in the brochure and should be indicated for each participant on the registration form.

Special Instructions for ONLINE and FAXED Registrations

We are unable to process registration forms received without payment. You may pay your registration fees by check or credit card.

Register at www.leadingageil.org or send your registration form to:

Registration Offices
Northern Illinois University (NIU) Outreach Registration
Swen Parson Hall, Room 140 DeKalb, IL 60115
Phone: 815.753.7922 Fax: 815.753.6900
outreachregistration@niu.edu

Registrations will not be accepted over the phone.

Please do not mail the original form if you previously faxed your registration or registered online. This results in a duplicate charge to your credit card, which is refunded following the meeting.

Checks should be made payable to NIU.

Registration Deadline

Registration forms must be received by Monday, March 19, 2018. If you are unable to register by March 19, you must register on-site. An additional \$25.00 per person will be charged for on-site registrations. All attendees who register on or before March 19 will receive a conference badge in the mail.

Substitutions

There is no charge for substitutions if changes are received by Wednesday, April 11. All substitutions must be made in writing. Any substitutions made after April 11 must be made on-site and will be charged an administrative fee of \$25.00 per substitution.

Fax changes to 815.753.6900 or email outreachregistration@niu.edu.

Cancellation/Refund Policy

No refunds will be made after Monday, March 19, 2018. Cancellations received on or prior to March 19 will receive a full refund. All cancellation requests must be made in writing by fax – 815.753.6900 or email outreachregistration@niu.edu.

Confirmation Policy

All pre-registered attendees will receive a confirmation by email. If an email address was not provided, then a confirmation letter will be mailed. If you do not receive a confirmation, do not assume you are pre-registered. Contact NIU at outreachregistration@niu.edu if you did not receive a confirmation letter.

If there are mistakes on your confirmation, please make the changes on the confirmation letter and fax the changes to 815.753.6900 or scan and e-mail to outreachregistration@niu.edu. This will eliminate the need for you to make changes on-site. Please pay special attention to your confirmation. It contains valuable information including directions, parking information and any schedule changes! For additional conference information, visit the LeadingAge Illinois website at www.leadingageil.org.

Email Address Required for Each Attendee

Be sure to provide email addresses for each person attending. Registered attendees will receive important conference information and updates via email.

Badges

Split/Share Registration Policy

Splitting or sharing a registration is not permitted. A registration must be used by the same person for each day or days that the person is registered even if the person is able to attend only part of the program or annual meeting.

Special Services

If you require special services or assistance, please describe your needs in writing and send via email to meetingservices@leadingageil.org. Additionally, for those with dietary restrictions, please check the "dietary restriction" lunch option on the registration form. You must check the box on the registration form to receive a lunch ticket for an alternate meal.

Registration Questions

Questions regarding registration should be directed to Northern Illinois University at 815-753-7922 or emailed to outreachregistration@niu.edu. Please reference LeadingAge Illinois registration in the subject line. All other meeting questions should be directed to meetingservices@leadingageil.org or by calling LeadingAge Illinois at 630.325.6170.

Support Your Association – Book Your Stay With LeadingAge Illinois!

Making your hotel reservation within the LeadingAge Illinois hotel room block allows the association to keep your registration costs low and continue to negotiate competitive hotel room rates for future Annual Meetings. Due to hotel policies, associations are now held financially responsible for hotel rooms reserved but not actually occupied. To save LeadingAge Illinois from penalty fees, it is imperative that our attendees reserve hotel rooms realistically and cancel with as much notice as possible.

Hotel Accommodations

Renaissance Schaumburg Convention Hotel

1551 N. Thoreau Dr.
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847-303-4100

Our Schaumburg hotel accommodations boast stylish design and luxurious comfort. Located in an accessible hub with a sophisticated collection of retail and culinary options such as Sam & Harry's, IKEA and Woodfield Mall, this Schaumburg, Illinois hotel serves as an indigenous ambassador for entire Chicagoland area...and a gateway for the entire Midwest. Experience refined style at the Renaissance Hotel in Schaumburg where stunning design blends seamlessly with impeccable service.

Rates:

- Single/Double: \$179.00
- Triple/Quad: \$199.00

Ways to reserve a sleeping room:

- Reserve on-line at <https://aws.passkey.com/go/LEAN18>
- Call reservations at 800-468-3571 or 847-303-4100. When making a reservation mention you are with the LeadingAge Illinois Annual Meeting & Exhibition.

Rooms at the Renaissance Schaumburg will be held until Monday, March 26, 2018, or until the block sells out. Once the room block has been sold out or the cut-off date has passed, group rates may not apply. All rates are per room, per night and are subject to the current 15% sleeping room tax. All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card.

Important: LeadingAge Illinois does not contract with any outside provider to solicit your credit card or financial information to secure hotel reservations. Please beware of anyone contacting you for this information.

Parking:

Renaissance Schaumburg Convention Center offers complimentary on-site open lot parking.

Renaissance Schaumburg Maps and Directions:

<http://www.marriott.com/hotels/maps/travel/chirs-renaissance-schaumburg-convention-center-hotel/>

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STEPHEN JOHNSON
MANAGING DIRECTOR
sjohnson@ziegler.com
312 596 1512

WILL CARNEY
MANAGING DIRECTOR
wcarney@ziegler.com
312 596 1535



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