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2019 Annual Meeting & Expo

Renaissance Schaumburg Convention Center • Schaumburg, IL

April 2-4, 2019

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Key Deadlines

Early Registration Deadline	Monday, February 4, 2019
Registration deadline	Monday, March 4, 2019
Cancellation/refund deadline	Monday, March 4, 2019
No Fee Substitution	Wednesday, March 27, 2019
Hotel cut-off dates	Monday, March 11, 2019

Why Attend?

The 2019 LeadingAge Illinois Annual Meeting and Expo can help you reconnect.

- > **R**esearch solutions to your most pressing needs on the expo floor
- > **E**arn CE's
- > **C**oncentrate on your career
- > **O**btain information about best practices
- > **N**etwork with peers
- > **N**ote small improvements that you could easily make at your organization
- > **E**xpose yourself to trends in the field
- > **C**ollaborate to find innovative solutions
- > **T**ake some time for yourself

Visit leadingageil.org to register

Thank You

LeadingAge Illinois would like to thank the following members who so generously gave of their time to help develop the 2019 Annual Meeting's educational agenda.

- Istvan Abdai, The Garlands of Barrington
- Debra Adkins, Wesley Willows
- JoEllen Bleavins, Gardant Management Solutions
- Sarah Bradford, Sunrise Senior Living
- Deborah Buck, Franciscan Communities
- Lisa Clark, Saint Francis Woods
- Cindy DeGroot, Riverside Senior Life Communities
- Jon Dunker, Covenant Living Communities and Services
- Marie Gurnik, Brookdale Living Communities
- Jo Hilliard, Timberlake Senior Living
- Mary A. Jester, Presence Life Connections
- Andrew Kazmierczak, Lutheran Home
- Zina Kind, Covenant Living Communities and Services
- Nina Kuzniak, Mather Lifeways
- Alicia Leszko, The Garlands of Barrington
- Hannah Meyers, Covenant Living Communities and Services
- Diane Oremovich, Peace Village
- Matt Riehle, Westminster Village Inc.
- Bobbi Tapscott, Oakwood Estates Retirement Village
- Megan Tengerstrom, Providence Life Services
- Ellen Tierney, Riverside Senior Life Communities
- Jennifer Weininger, Weinberg Community For Senior Living
- Bernard Wheeler-Medley, Belmont Village

OPENING RECEPTION

Relax and unwind from your first day of sessions with hors d'oeuvres, cash bar, networking, giant party games, music, singing ... and maybe a little dancing.

Schaumburg Convention Center, Ballroom Lobby | Tuesday, April 2, 5:00 – 6:30 p.m.


Show off your mad vocal skills by choosing from thousands of songs and impress your work colleagues on our Karaoke Sound Stage!

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?" Back by popular demand, the silent disco includes everyone 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.



Annual Meeting and Expo Schedule

	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM
Monday, April 1				 Pre-Conference Workshop (10:00 AM – 5:00 PM)		
		Leadership Academy (8:30 AM – 4:00 PM)				
Tuesday, April 2	Coffee (Breakfast Items for sale) (7:30 AM – 8:00 AM)	Leadership Academy and Graduation (8:30 AM – 4:30 PM)			Exhibit Hall Open (11:00 AM – 1:30 PM)	
		Breakout Session (8:00 AM – 9:30 PM)		General Session (9:45 AM – 11:15 AM)	Lunch in Expo Hall (11:45 AM – 12:45 PM)	Campfire Learning Circle in Expo Hall (12:15 PM – 1:15 PM)
Wednesday, April 3	Coffee (Breakfast Items for sale) (7:30 AM – 8:00 AM)	Breakout Session (8:00 AM – 9:30 AM)		General Session and Honoring Excellence Awards (9:45 AM – 11:15 AM)	Exhibit Hall Open (11:00 AM – 1:30 PM)	
					Lunch in Expo Hall (11:45 AM – 12:45 PM)	Campfire Learning Circle in Expo Hall (12:15 PM – 1:15 PM)
Thursday, April 4	Coffee (Breakfast Items for sale) (7:30 AM – 8:00 AM)	Breakout Session (8:00 AM – 9:30 AM)		Breakout Session (9:45 AM – 10:45 AM)	Breakout Session (11:00 AM – 12:00 PM)	

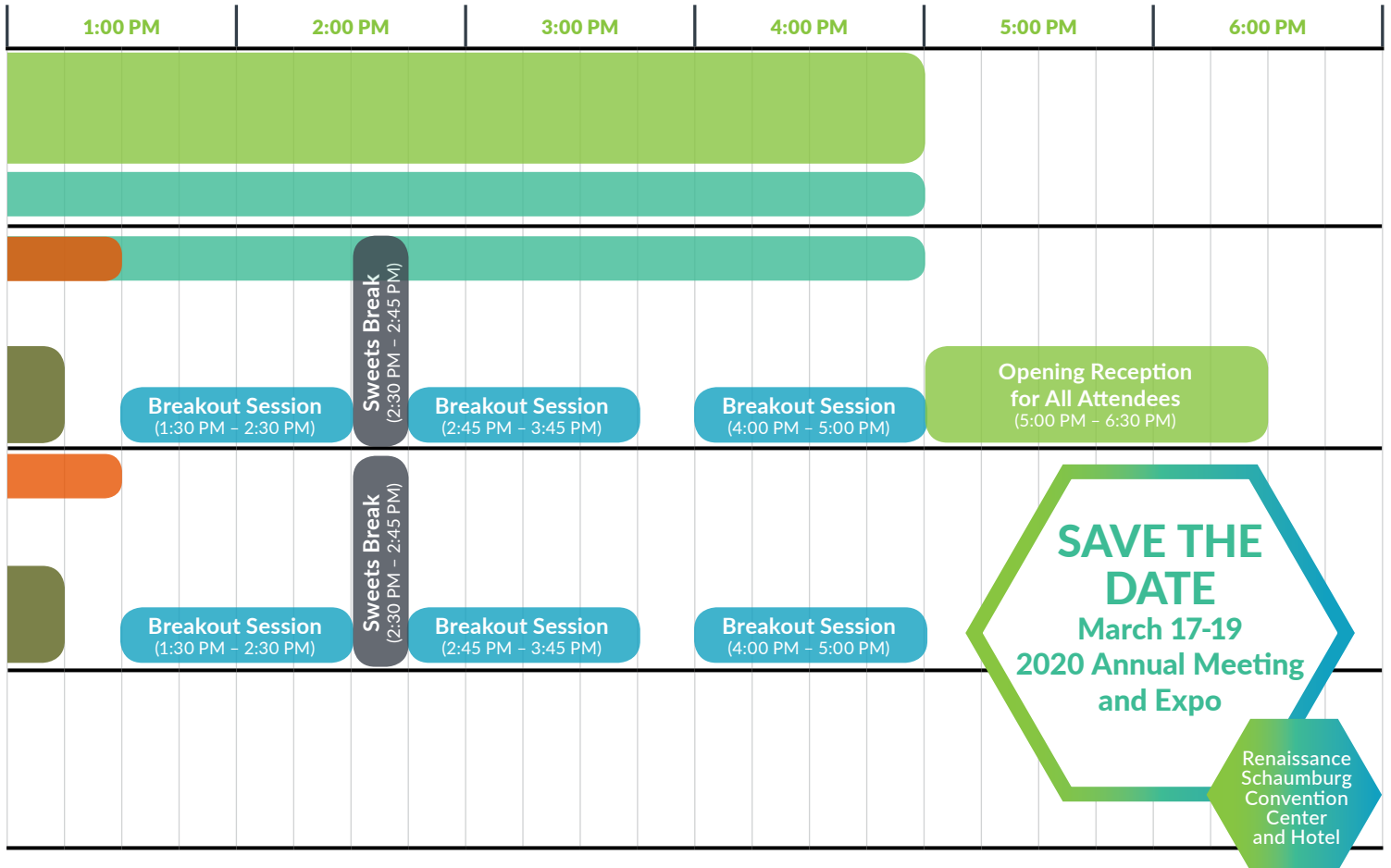
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Source: CertifyMe.net

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Source: IBM study

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Source: The Research Institute of America



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Keynote Address

Tuesday Keynote Speaker

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Healthcare on the Verge

From predicting when a person is likely to trip and fall to whether they are predisposed to opioid addiction, depression, or specific cancers, predictive analytics makes it possible to head off many health challenges *before* they occur.

Fresh off her international book tour, acclaimed technology futurist, Rebecca

D. Costa offers an exciting look at advances in technology and science aimed at extending longevity, improving quality of life, and addressing the growing need for skilled personnel. From robotics and AI to nanosensors and microbiome research, Costa uses real-world examples to show how these breakthroughs make it possible to get the jump on previously unforeseen opportunities, while simultaneously eliminating costly problems before the fact – a strategy Costa calls “pre-daptation.”

Participants will:

- Discover an array of new technologies and scientific discoveries which are disrupting the way senior living and care facilities think and operate
- Identify practical steps for staying abreast of and adopting new technologies
- Learn about cost-effective, less labor-intensive methods for delivering significantly higher levels of care

Rebecca D. Costa is technology futurist, author and acclaimed sociobiologist. A world-renowned expert on “fast adaptation in complex environments”, she has received the prestigious Edward O. Wilson Biodiversity Technology Award. Her work has been featured in the *New York Times*, *Washington Post*, *USA Today*, *The Guardian*, and other leading publications.

Costa was the founder and CEO of one of the largest technology marketing firms in California, where she developed an extensive track record of introducing disruptive, leading-edge technologies. Her clients included industry innovators such as Hewlett-Packard, Apple Computer, Oracle, Siebel Systems, General Electric, 3M, and others. She has been on the forefront of technological and scientific innovation for over four decades.

Wednesday Keynote Speaker

Sponsored by



Disrupting Senior Care: Innovators at Work

Today’s older adults are living longer with conditions that require a lot of medicine, doctors, and too-frequent trips to the emergency room. Independent and assisted living facilities are struggling to keep up and adult children find themselves with too much responsibility. At the same time, the

Medicare program overspends on unnecessary hospitalizations and emergency room visits for these same older adults and is implementing payment systems in Skilled Nursing Facilities driven by patient characteristics.

Fortunately, some senior care organizations are at the forefront of a movement to change how health and long-term care are financed and delivered to their patients and residents. In this keynote address, Anne Tumlinson will share with you the top 5 investments the most innovative organizations are making, how they are paying for them, and the results they are achieving.

Participants will:

- Understand the latest updates on payment pressures post-acute providers must tackle in 2019
- Discover how some organizations are financing new programs by taking risk for healthcare spending
- Learn how innovators are attracting new residents and increasing length of stay

Anne Tumlinson is a national expert on the financing and delivery of care for frail older adults. She is also the founder of Daughterhood, a community for families navigating the health and elder care systems on behalf of their loved ones. Anne has testified before the House Energy and Commerce Committee and Senate Aging Committee and has appeared before the Congressional Long-Term Care Commission and the Bipartisan Policy Center. Through her consulting and research firm, Anne Tumlinson Innovations, she and her team support a wide range of provider, investor, and payer organizations working to change how we finance and deliver care to the frailest older adults. In support of this work, Anne researches, writes, and speaks about innovation in aging services, with blogs in *Health Affairs* and *McKnight's*.

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 the organization are registered to attend the Annual Conference. Just include the Trustees' information on the 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 2, 2019

8:00 AM – 9:30 AM

C-Suite Executive/Trustee Event
(Invitation only)

GENERAL SESSION

9:45 AM – 11:15 AM

Healthcare on the Verge
Rebecca D. Costa

12:00 PM – 1:30 PM

C-Suite Executive/Trustee Event
(Invitation only)

1:45 PM – 2:45 PM

C-Suite Trustee Event
Expo Hall

3:00 PM – 5:00 PM

C-Suite Executive/Trustee Event
(Invitation only)

5:00 PM – 6:30 PM

Opening Reception

Wednesday, April 3, 2019

8:00 AM – 9:30 AM

Successful Models for the Home and
Community-Based Services Market

GENERAL SESSION

9:45 AM – 11:15 AM

Disrupting Senior Care: Innovators at
Work
Anne Tumlinson

1:30 PM – 2:30 PM

A Better Process for Development:
Assemble the Right Team at the Right
Time

1:30 PM – 2:30 PM

Healthcare Risk: How Do You
Evaluate What Level is Right For Your
Organization?

2:45 PM – 3:45 PM; 4:00 PM – 5:00 PM

State of Senior Living 2019 and Beyond

Thursday, April 4, 2019

8:00 AM – 9:30 AM

Tales from the Front: Change, Crisis &
Opportunity

9:45 AM – 10:45 AM

M&A Market Update and Divestiture
Strategies for Non-Profit Organizations

9:45 AM – 10:45 AM

Top Ten Things to Consider in an
Affiliation or Merger

11:00 AM – 12:00 PM

A Study in Population Health: Integrated
Care Model

11:00 AM – 12:00 PM

Innovation in Senior Living:
How Technology is Shaping the Future
of the Industry

LeadingAge Illinois Annual Meeting and Expo

April 2 – 4, 2019 | Schaumburg Convention Center, Schaumburg IL

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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 the 2019 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 2, 2019.

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155A The Changing Payment Landscape: Embracing New Opportunities

Tuesday, April 2, 2019; 8:00 AM – 9:30 AM

Since the passage of the Affordable Care Act and the creation of the Center for Medicare and Medicaid Innovation, public and private payers have embarked on testing a variety of alternative payment and service delivery models that seek to improve outcomes and lower the total cost of care. In addition, enrollment in Medicare and Medicaid managed care has continued to grow and has similar goals for impacting the delivery of care. In 2018, LeadingAge conducted a survey of its members about their level of participation in these various models and other innovative approaches. This was followed up with in-depth interviews resulting in profiles of 10 member organizations from around the country and detailed their initiatives. This session will provide an overview of new policy changes that continue to alter how providers are paid and services are delivered to older adults and will share what LeadingAge members are engaged in today that is preparing us for the transition to new models.

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



Nicole joined LeadingAge in 2016 and brings more than 25 years of extensive and diverse health policy experience to this role working across sites of service, populations and payment sources. In 2017, she authored LeadingAge's white paper entitled "Integrated Service Delivery: A LeadingAge Vision for America's Aging Population." Nicole is currently leading the formation of LeadingAge's new Center for Managed Care Solutions & Innovations, which launched in 2018.

156B How to Create and Sustain an Innovative Culture

Tuesday, April 2, 2019; 12:00 PM – 1:30 PM

Discover six steps for evaluating, funding, and adopting new technology. During this interactive breakout session, learn the techniques venture capitalists use to assess and finance leading-edge innovations as well as the secret to staying ahead of disruptive changes in the senior living and care industry. Costa will show how "moonshot" innovations differ from "market-driven" advances and how to build separate and repetitive processes for adopting both. In addition to outlining how to overcome "institutional resistance" to change and how to allocate resources and people to different categories of innovation, she will uncover the secrets of successful innovation reconnaissance teams.

Rebecca D. Costa, Author,
Technology Futurist, Sociobiologist



Rebecca is a technology futurist, author, and acclaimed sociobiologist. She is a world-renowned

expert on "fast adaptation in complex environments" and the recipient of the prestigious Edward O. Wilson Biodiversity Technology Award. Her work has been featured in the *New York Times*, *Washington Post*, *USA Today*, *The Guardian*, and other leading publications. Costa spent six years researching and writing the international bestseller *The Watchman's Rattle: A Radical New Theory of Collapse*. Her follow-up book, *On the Verge*, was introduced in 2017 to critical acclaim, shooting to the top of Amazon's #1 New Business Releases.

Includes Networking Break & Dessert in the Expo Hall

1:45 PM - 2:45 PM

157C Change Has Changed: The Customer Imperative

Tuesday, April 2, 2019; 3:00 PM – 5:00 PM

More than ever, executives must be highly creative and adaptive when meeting customer's needs. Today, buyers are more informed, empowered, and less inclined to rely on brand recognition. As a result, a company's survival is predicated not only on giving customers what they want, but also on giving them something better. Yet most organizations are struggling to build the culture of trust, commitment, and cooperation among front line managers to meet these demands.

Jason Hunter will illustrate how to create a wake-up call for change, crisply assess and communicate an "as is" strategy, and help attendees to empower and align their teams to begin creating new blue oceans. This breakout will include a keynote, interactive lecture, and facilitated group work utilizing tools from Blue Ocean Strategy.

Jason Hunter, Senior Global Consultant, Blue Ocean Strategy Network



In his role as Senior Global Consultant for the Blue Ocean Strategy Network, Jason

has led successful blue ocean strategy initiatives to some of the world's most recognizable organizations including General Electric, L'Oréal, Pfizer, Toshiba, Samsung, SAP, and Danone. Recently he led a White House initiative focused on developing breakthrough strategies for American higher education.

As an INSEAD Executive Fellow, Jason taught strategy, innovation and leadership to executives globally. Since 2001 Jason has worked closely with Professors W. Chan Kim & Renée Mauborgne in the development of the family of practical tools and methodologies behind Blue Ocean Strategy & Value Innovation.

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Campfire Learning Circle

Located in the 500 Aisle of the Expo Hall



Join us at the Campfire Learning Circle, now bigger with expanded seating! Cozy up around the "fire", bring your lunch, and hear experts discuss topics of interest. Speakers will provide a 15-minute interactive campfire session on solutions for your organization's most challenging issues. Campfire sessions take place on Tuesday and Wednesday between 12:15 - 1:15 p.m. Check the LeadingAge Illinois Mobile Event App and website for the complete list of Campfire Sessions. You won't want to miss these!

1.0 continuing education credit may be earned each day with full participation (all four sessions) and documented attendance and may be applied to Illinois Nursing Home Administrators, Illinois Nurses, Advanced Practice Nurses, Registered Nurses and Licensed Practical Nurses, Clinical Social Workers/Social Workers, Registered and Certified Public Accountants, Physical Therapists/Physical Therapy Assistants, Occupational Therapists/Occupational Therapy Assistants, and Professional Counselor/Clinical Counselor.

LeadingAge
Illinois

2019 HONORING EXCELLENCE AWARDS

The Honoring Excellence Award program honors and recognizes staff employed by LeadingAge Illinois **member organizations** who put quality first, deliver excellence and inspire others to do the same. The program also recognizes one organization for an outstanding community impact program.

The award categories include Heart & Hands, Strive & Thrive, Rising Star, Leadership in Action, and Community Impact. Each LeadingAge Illinois member organization is limited to one frontline staff nomination and one management staff nomination. Winners will be recognized during the General Session at the **2019 Annual Meeting & Expo**.

Nominations are due December 21!

For full guidelines and to submit your nomination, visit www.LeadingAgeIL.org

**SUBMIT YOUR
NOMINATION
TODAY!!!**

Continuing Education Credits

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)
- Campfire Learning Circle: 1.0 hour each day the exhibit hall is open (Tuesday and Wednesday). Session must be attended for the full hour to receive credit.

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 (CPE) 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
- **Activity Professionals**
LeadingAge Illinois will apply for continuing education through the National Certification Council of Activity Professionals.
- **Certified Aging Services Professionals (CASP)**
Graduates of the Certified Aging Services Professionals (CASP) Program may use continuing education credits earned at this meeting towards their CASP recertification.

- **Certified Dietary Managers (ANFP)**
LeadingAge Illinois will apply for general hours and show hours through the Certifying Board for Dietary Managers.
- **National Association of Boards of Examiners of Long-Term Care Administrators (NAB) License Held Outside Illinois**
LeadingAge Illinois will apply for Continuing Education clock hours from NAB/NCERS. Only sessions in the following tracks will be submitted for credit:
 - Financial Management and Revenue Enhancement
 - Management and Operations
 - Public Policy and Legal Issues
 - Strategy and Business Growth.
 - Workforce and Leadership Development
- **New NAB CE Registry Requirements**
To have attendance reported to NAB, provide your NAB CE Registry ID to LeadingAge Illinois within 7 days of the conference (LeadingAge Illinois will no longer report attendance to state boards). LeadingAge cannot report attendance for individuals who do not have a NAB Registry ID at the time of registration. Visit <https://www.nabweb.org/ceregistry> to sign up with the NAB Registry to obtain a NAB ID.
- **Human Resource Professionals**
LeadingAge Illinois will apply (General) recertification credit hours toward a PHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRI™ and SPHRI™ recertification through HR Certification Institute® (HRCI®). Please check the LeadingAge Illinois conference website for sessions submitted for HRCI credit. Only the sessions submitted will be approved for HRCI credit.
- **Other Professional Groups**
All other professionals are encouraged to submit detailed information on the sessions attended (LeadingAge Illinois brochure and handout materials) along with a copy of the Certificate of Attendance to a professional organization for consideration of continuing education credit. Due to the large number of credentialing bodies and professional organizations, it is impossible for LeadingAge Illinois to obtain prior approval of conference programs from each of them.

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. Attendees must be present for the entire duration of the session to receive full credit. **Name badges must be scanned at each session attended in order to receive a certificate of attendance.**

Please Note: Badges will have a bar code that is unique to each registrant. Registrants should scan their badge at each session at the Annual Meeting. Badge sharing is not allowed.

Continuing education certificates will be made available no later than 45 days from last day of the meeting and can be found on the LeadingAge Illinois website at www.leadingageil.org.

Session Planner – Tuesday, April 2

	8:00 - 9:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
Care and Services	<p>1A Current Food/Nutrition and Dining Standards Related to Person Centered Care</p> <p>2A Fall Management: Establishing a Company-Wide Program</p>	<p>3B Pain Management vs. Medication Seekers: Understanding the Difference</p> <p>4B New Diabetes Standards</p>	<p>6C Advancements in MDS</p>	<p>7D Make Nutrition Your Mission</p>
Financial Management and Revenue Enhancement	<p>23A Patient-Driven Payment Model (PDPM): Does the New Reimbursement Rule Really Reduce Complexity?</p>	<p>24B Understand How your Reimbursement Rates are Calculated</p>	<p>25C Tax Reform: Significant Changes for Tax-Exempt Senior Living Organizations</p>	<p>26D ICD-10 Again?</p>
HCBS	<p>35A Reimbursement Changes in Medicare Advantage for Adult Day and Home & Community Based Services</p>	<p>36B Legal Implications from New Technology in the Homecare Setting</p>	<p>37C Environmental Strategies for Staying at Home</p>	<p>38D HCBS Policy Forum</p>
Life Enrichment and Wellness	<p>46A Aged to Perfection: Older Adults as Instructors in University Course on Aging</p> <p>47A The Future is So Bright - The Intersection of Technology and Aging</p>	<p>48B Techie Seniors: Using Technology to Advance Your Life Enrichment Program</p>	<p>49C Improving Aging in Place with Wellness</p>	<p>50D Investing in Resident Wellness: Designing Cutting-Edge Programs Using the Dimensions of Wellness</p>
Marketing, Sales & PR	<p>60A Make Your Marque: Holistic Branding Strategies for Senior Living Communities</p>	<p>61B Census Turnaround: Tested Strategies to Successfully Build Skilled Nursing, Rehab, and Assisted Living</p>	<p>62C Inside (& Outside) the Box Marketing Ideas</p>	<p>63D Four Actionable Strategies to Improve Marketing Results</p>
Memory Care	<p>71A Engagement Throughout the Memory Care System: Residents, Direct Care and Supervisory Staff</p>	<p>72B Using the Environment to Support Effective Communication in Residents with Dementia</p>	<p>73C The Role of Nutrition, Prevention, and Management of Dementia</p> <p>74C Alzheimer's Association Dementia Care Practice Recommendations for Long-Term Care and Community Based Providers</p>	<p>75D Mindfulness Training for and by Residents with Dementia</p>
Operational Excellence	<p>84A A Comprehensive QAPI Approach to Managing Hospital Readmissions</p>	<p>85B Keeping Unnecessary Costs Down: Minimizing Workplace Injuries and Creating a Positive Employee Culture</p>	<p>86C Eliminate Pain, Improve Experience: Creating a Culture of Innovation Through Customer Journey Mapping</p>	<p>87D Acronym Anarchy! Impact of MIPS, MACRA, APMs, VBP and PDPM on PALTIC</p>
Public Policy and Legal Issues	<p>100A Difficult Conversations: Proactive Strategies For Minimizing Legal Risk During Conflicts with Resident Family Members</p>	<p>101B Supportive Living Program Update</p> <p>102B Crisis Response: What to do When Media, Law Enforcement, and Regulatory Agencies are at the Door</p>	<p>103C Charting: What to Chart and When from a Legal Perspective</p> <p>104C Assisted Living Policy Forum</p>	<p>105D Fact or Fiction? Exploring the Legalities of Senior Marketing Beyond Anecdotal Horror Stories</p> <p>106D Joint Employers, Misclassification and Other Trending Risks for the Long-Term Care Employer</p>
Strategy and Business Growth	<p>119A The Wave of the Future: Urban Senior Housing Opportunities</p> <p>120A Innovation and Implementation: Beyond Failure to Launch</p>	<p>121B Exploring Best Practices for Technology Implementation</p>	<p>122C Appealing to the Aging Population: Complexities of a High Rise Renovation</p>	<p>123D Medicare Advantage ISNPs: Considerations for a Provider-Led Frontier</p> <p>124D Wait! Don't Roll That Out</p>
Workforce and Leadership Development	<p>137A Strategies for Becoming a M.A.G.N.E.T. Employer</p>	<p>138B Who Does That?! Behaviors of Different Personalities & Yourself</p> <p>139B Generation Z in Workforce 2020: From College to Corporate Life</p>	<p>140C Staffing to Win: Strategies to Recruit and Retain Today's Workforce</p>	<p>141D Why Won't They Come? Why Won't They Stay? Registered Nurses in Long-Term Care</p>

Session Planner – Wednesday, April 3

8:00 - 9:30 AM

1:30 - 2:30 PM

2:45 - 3:45 PM

4:00 - 5:00 PM

Care and Services	8E	Nursing Professional Development: Taking In-Services to a Whole New Level	10F	Creating Clinical Competency as Resident Acuity Increases in Assisted Living	12G	The 21st Century Community Re-Imagined with Smart Technologies	15H	Phase 3: The Final Rule Will Be Final
	9E	Innovations in Fall Management Programs	11F	Bringing Infection Surveillance in Long-Term Care Facilities to the Next Level	13G	Resident Engagement in QAPI and Infection Control: Why, What and How?	16H	Medication Related Falls: Prevention Strategies
Financial Management and Revenue Enhancement	27E	The Impact of Data on Upcoming SNF Reimbursement Funding Changes	29F	Provider Networks: Driving Outcomes for Managed Care	30G	Show Me the Money! Tips and Strategies for Managing and Recovering A/R	32H	Nursing Home Care Act Succeeds in Encouraging Liability Claims: Enough Already?
	28E	Managing Healthcare Reimbursement and Regulation Related to MDS, PDPM, QRP, VBP, PBJ			31G	Top Ways You May be Miscoding the MDS		
HCBS	39E	Successful Models for the Home and Community-Based Services Market	40F	Exploring Innovation in Aging - Thriving!	41G	Establishing Partnerships and Best Practices in Assisted Living	42H	Technology Trends with Community Based Organizations
Life Enrichment and Wellness	51E	Arrive and Revive! Embracing the Hospitality Experience	53F	Wellness at Any Age and Stage: Balancing Care and Operations	54G	Assisted Living: How Increasing Resident Needs are Challenging Person-Centered Care	55H	Celebrating Diversity: How to Meet the Needs of the Clients, Staff and Community Using Creative Arts
	52E	Uncommon Commons: Creating Experiences, Engaging Life						
Marketing, Sales & PR	64E	Selling (No, Not Marketing) Senior Living Services	65F	Can You Really Get Inside the Minds of Seniors? 30 Years of Research Says Yes	66G	Congratulations! You've Launched a New Website - Now What?	67H	Face Your Fears: The Importance of Monitoring, Managing, and Responding to Your Reputation Online
Memory Care	76E	Environmental Design's Impact on People Living with Dementia	77F	Keeping Love Alive as Memories Fade: The Five Love Languages and the Alzheimer's Journey	79G	Enabling Persons with Memory Impairment to Learn New Procedures	80H	Multidisciplinary Insights Gleaned from a 24-Hour Dementia Simulation
			78F	Using Post-Occupancy Evaluations to Improve Settings for Dementia				
Operational Excellence	88E	Need it? Plan it. Execute it. A Strategic Approach for a Successful IT Partnership	89F	POCs: Are Yours Really Working? IDRs: Do They Ever Really Work?	91G	QAPI Made Easy: Data Analytics to the Rescue!	93H	Purchasing Strategies and Impacts to Budgets
			90F	Bridging the Gap: Developing Brand Standards for Efficiency While Celebrating Localized Design	92G	Enterprise Risk Management for Senior Living Communities	94H	Protecting Your Business and Residents Against Cybercrime
Public Policy and Legal Issues	107E	Advocacy Town Hall	110F	Nursing Home Policy Forum	112G	Survive the Survey	113H	Legislative Trends in Senior Living: What's Going on in Other States?
	108E	LGBTQ Residents and Employees in Long-Term Care: Challenges and Opportunities	111F	Moving Through the Continuum: Sticking Points and Nudges at a CCRC	115G	National Affordable Housing Update	114H	Who is in Charge? Understanding the Law and Requirements of Advanced Directives
	109E	Above and Beyond Preventing Litigation						
Strategy and Business Growth	125E	Preparing for PDPM: Assessing and Enhancing Your Facility's Clinical Capability	126F	Healthcare Risk: How Do You Evaluate What Level is Right for Your Organization?	128G	State of Senior Living 2019 and Beyond	128G	(Continues) State of Senior Living 2019 and Beyond
			127F	A Better Process for Development: Assemble the Right Team at the Right Time	129G	Community Partnerships to Offer Technology Engagement Programming	130H	Development, Design, and Operations Lessons from Urban Multi-Level Senior Living
Workforce and Leadership Development	142E	Innovative Recruitment and Retention Solutions	144F	Simple Choices: The Practice of Building Trust and Engagement	145F	(Continues) Improving Staff Retention by Cultivating Satisfaction in the Work Place	146G	Addressing Workforce Challenges with a Student Internship Program
	143E	What Every Leader Needs to Know	145F	Improving Staff Retention by Cultivating Satisfaction in the Work Place			147H	Addressing Workforce Gaps: Team-Based Palliative Medicine for Patients with Advanced Illness

Session Planner – Thursday, April 4

8:00 - 9:30 AM

9:45 - 10:45 AM

11:00 - 12:00 PM

Care and Services	5C	Revitalize Your Restorative Nursing Program for Success!	19J	COPD Update: Decreasing Cost, Morbidity, and Mortality with Appropriate Medication Therapy	22K	Halt the Fall Prevention and Intervention Strategies
	18I	Essentials of Aggression Management	20J	Reducing ER Visits Through Partnership		
			21K	Overview of Behavioral Health Services		
Financial Management and Revenue Enhancement	33I	Medicaid Cost Report and Capital Reports: Improve Your Bottom Line	32J	Revenue Cycle Management	34K	A Primer on Utilizing Low Income Housing Tax Credits
			33J	Audit your Facility Like a CPA		
HCBS	43I	What Keeps Employers Up at Night? A Wage and Hour Review for the Home Care Provider	44J	How to Increase Revenue, Customer Service and Retention Through Community Based Services	45K	IDPH Home Care Licensure Program Update
Life Enrichment and Wellness	56I	Why is the Sky Blue? Lighting Design for Circadian Rhythm Friendly Senior Environments	58J	Creating Community, Connecting Lives: The Integration of Technology and Senior Living	59K	Transforming the Expressive Arts: Wellness, Team-Building, Marketing and Fundraising
	57I	Wellness Culture: How Repositioning Fosters Environments that Thrive				
Marketing, Sales & PR	68I	Combining Social Media and Content Marketing to Drive Engagement Online	69J	Building Sales Intelligence with Purposeful Data	70K	Foolproof Formula to Get More Tours from Your Website
Memory Care	81I	The Importance of a Successful Support Group: Why It's Worth the Effort	82J	Primary Progressive Aphasia: Person-Centered Strategies to Enhance Communication	83K	Person-Centered Cognitive-Communication Interventions Across Dementia Syndromes
Operational Excellence	95I	Cybersecurity Prevention, Detection, and Response	97J	Steps in Preventing Legionella at your Facility: Are you Ready?	99K	Key Trends, Innovation, and Technology Impacting Senior Living in Food and Facilities Management
	96I	Reducing Risk by Effectively Managing Critical Events	98J	RIGHT NOW: Is your Facility Prepared for an Active Shooter Situation?		
Public Policy and Legal Issues	116I	Politics, Policy & Nursing: Why Being Involved is Important to Your Future	117J	The Value of Family Expectation Management and Communication in Mitigating Liability Risk	118K	Social Media in the Nursing Home? A Legal Perspective
Strategy and Business Growth	131I	From Tired to Inspired: How a Strategy Journey Revitalized Central Baptist Village	133J	Top Ten Things to Consider in an Affiliation or Merger	135K	Innovation in Senior Living: How Technology is Shaping the Future of the Industry
	132I	Tales from the Front: Change, Crisis & Opportunity	134J	M&A Market Update and Divestiture Strategies for Non-Profit Organizations	136K	A Study in Population Health: Integrated Care Model
Workforce and Leadership Development	148I	Executive Hiring in Senior Living: Exploring the Hiring Pool Development	150J	The Millennial in the Backseat	153K	Creating Effective Teams
	149I	Unconscious Bias: Beyond Awareness	151J	Successful Interdisciplinary Recruitment and Retention Strategies	154K	Digital Recruitment Strategies-Staying Relevant in a Competitive Market
			152J	Leadership and Rest: Practicing Creative Disruption		

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 2019 LeadingAge Illinois Annual Meeting & 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. Registration must be accompanied with proof of student status.

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Mike Edwin, MBA, Director
medwin@wipfli.com

Caryn Adams, RN, MSN, Manager
cmadams@wipfli.com

MILWAUKEE

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

Rob Schlicht, Director
rschlicht@wipfli.com

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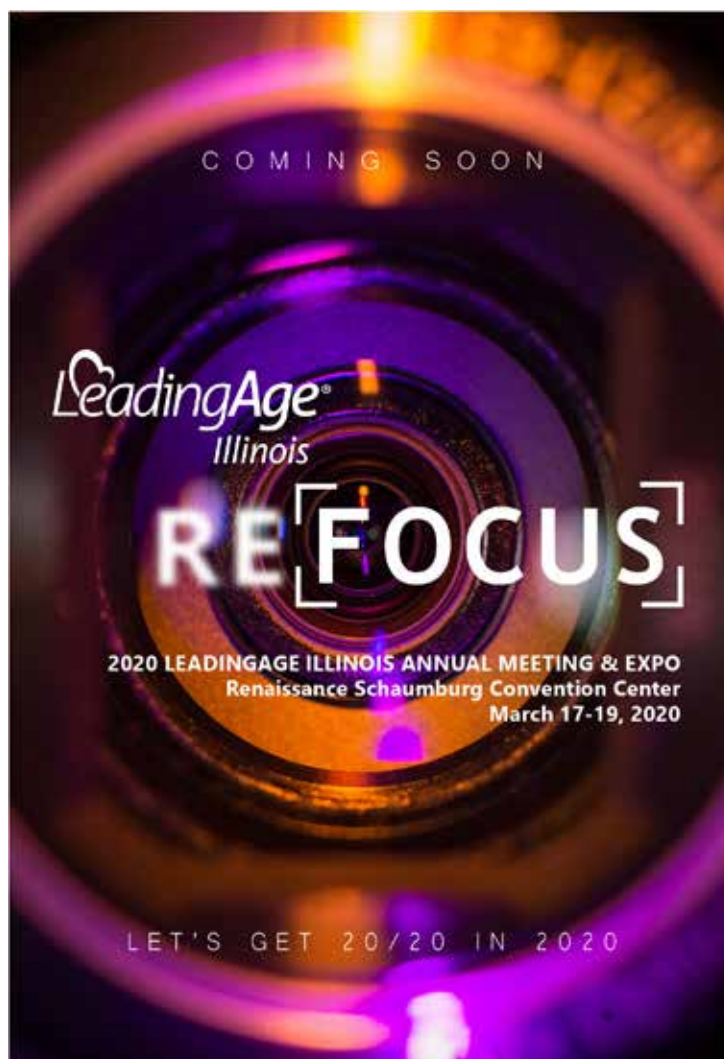
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List of Exhibitors

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 https://annualconference.leadingageil.org/2019/floor_plan.cfm. The mobile event app can 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 Interactive Speaker Lounge and the Campfire Learning Circle.

Exhibitor List as of 10/1/18:

A'viands	Henry Bros. CO.	SENIOR DENTAL CARE	THW Design
Accurate Biometrics	Hoffman Planning, Design & Construction, Inc.	Sawgrass Partners, LLC	TMC
AdvaCare Systems	Home Instead Senior Care	Select Rehabilitation	Tee Jay Service Company, Inc.
All Trust Home Care	INVIACOM	Senior TV	Trinity Risk Solutions
All-Stat Portable	Illinois Continuity of Care Association	Serenity Aquarium & Aviary Services	UVANTA Pharmacy-Northern Illinois
Amada Senior Care NorthShore	Imagewerks Marketing	Shannon Specialty Floors. Inc.	Value First
Apollo Corporation	In Touch Pharmaceuticals	Shive-Hattery Architecture-Engineering	Vigil Health Solutions
Arch Consultants	Infinity Rehab	Smithereen Pest Management	Vocera
Arjo Inc.	Integra Healthcare Equipment	Sodexo Seniors	Walsh Construction Company
Assurance Agency	Integrated Facilities Solutions, Inc.	Sound, Inc.	Weis Builders, Inc
BB&T Capital Markets	It's Never 2 Late	Southern Bus & Mobility	Wipfli LLP
BKD CPAs & Advisors	Ivy Marketing Group	Star Lab, Corp	Ziegler
BLDD Architects, Inc.	Joseph J. Duffy Construction Co.	Summer Classics Contract	
Baker Tilly Virchow Krause, LLP	Kronos Incorporated	Symbria	
Best Bus Sales	Legacy Healthcare		
Bestbath	Lifespace Management Services		
C.C. Hodgson Architectural Group	Marcum, LLP		
CE Solutions	MatrixCare		
CVS Health	McKesson Medical-Surgical		
Calmoseptine, Inc.	Medical Express Ambulance		
Care Purchasing Services, Inc.	Medication Management Partners LLC		
Caremerge	Medline Industries, Inc.		
Cawley Company	Mobilex USA		
CliftonLarsonAllen LLP	Mutual of America		
Community Physical Therapy + Associates, Ltd	NICL Laboratories		
Consonus Healthcare	Nania Energy Advisors		
Contech MSI	North Park University		
Cornell Communications, Inc.	One Day		
EarlySense Inc.	Oregon Healthcare Pharmacy Services, Inc.		
Eldermark Software	Ovitsky Vision Care		
Elderwerks Educational Services	Parasol Alliance		
Elite Ambulance	Pathway Health Services, Inc.		
Farnsworth Group, Inc.	PharMerica		
Fitzsimmons Hospital Services	Pioneer POS Solution, Inc.		
Forbo Flooring Systems	Plante Moran, PLLC		
Forum Extended Care Services	Podiatry PLUS		
Freedom Outdoor Furniture	PointClickCare		
Genesis Rehab Services	Preferred Podiatry Group, P.C.		
Green Tree Pharmacy	ProviNET Solutions		
Halik Healthcare Products	RSM US LLP		
Hamilton CapTel	Remedi SeniorCare		
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Education Sessions

Care and Services

1A Current Food/Nutrition and Dining Standards Related to Person Centered Care

Tuesday, April 2; 8:00 AM - 9:30 AM

1.5 CEs

- Describe the outcomes related to person centered care related to food/nutrition and dining
- Identify the characteristics of person centered care with food/nutrition and dining
- Locate resources to assist in overall implementation of person centered food/nutrition and dining

FACULTY

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

2A Fall Management: Establishing a Company-Wide Program

Tuesday, April 2; 8:00 AM - 9:30 AM

1.5 CEs

- Explain the reasons for a company-wide approach to a fall management program
- Describe three important concepts that are a part of a company-wide fall management program
- Describe the interconnectedness between fall management and other safety programs in the senior living community

FACULTY

JoAnne Carlin, Vice President of Clinical Risk Services, Willis Towers Watson

3B Pain Management vs. Medication Seekers: Understanding the Difference

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

1.0 CE

- Understand basic pain physiology and geriatric pain management
- Understand pharmacological and non-pharmacological pain management techniques
- Differentiate between pain management and medication seekers

FACULTY

Michelle Stuercke, Chief Clinical Officer, Transitional Care Management

4B New Diabetes Standards

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

1.0 CE

- Understand the role of nutrition in overall management of diabetes
- Identify current best practice standards for nutritional management of diabetes
- Recognize current resources and tools to assist in positive outcomes and management of diabetes

FACULTY

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

6C Advancements in MDS

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

1.0 CE

- Describe recent changes to MDS items and coding instructions
- Understand the relationship between assessment data and quality measures and proposed payment model changes
- Verbalize ways of cultivating an IDT approach to increasing accuracy of coding

FACULTY

Eleisha Wilkes, RN, RAC-CT, Clinical Consultant, Proactive Medical Review & Consulting, LLC

7D Make Nutrition Your Mission

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Leave with new ideas for staff on front of the house customer service training
- Determine how to implement action stations and bistros, and how to make the menus in their dining communities marketable and fresh
- Obtain tools to help educate residents on the importance that nutrition has on them successfully returning home or getting back to where they want to be

FACULTY

Gretchen Robinson, Marketing Dietitian, Martin Bros. Distributing

Erika Kramer, Healthcare Market Developer, Martin Bros. Distributing

8E Nursing Professional Development: Taking In-Services to a Whole New Level

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Apply the use of practice models and adult learning principles in developing meaningful training programs
- Identify creative methods for promoting learning and retention of information
- Develop approaches in the redesign of roles for the professional development nurse

FACULTY

Catherine Krewer, RN, MS, Vice President Clinical Professional Development, Christian Horizons

9E Innovations in Fall Management Programs

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Describe the background and scope of falls in long term care settings (including assisted and independent living communities)
- Explain the essential elements and outline strategies to implement a fall prevention program
- Execute key components of the research based Otago Exercise Program, Matter of Balance and Yoga/Tai Chi interventions for clients at risk of falls

FACULTY

Neely Sullivan, Director of Education, Select Rehabilitation

10F Creating Clinical Competency as Resident Acuity Increases in Assisted Living

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Identify specific behavioral, functional, and clinical conditions contributing to resident acuity
- Describe the core elements of a clinical competency validation program
- Demonstrate three examples of competency validation applicable to assisted living

FACULTY

Denise Wassenaar, RN, MS, LNHA, VP Clinical & Regulatory Affairs and Chief Clinical Officer, MatrixCare

11F Bringing Infection Surveillance in Long-Term Care Facilities to the Next Level

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Describe the steps to designing an effective surveillance program in the long-term care setting
- Apply infection surveillance definitions in the consistent monitoring of infections and clinical decision-making
- Understand the importance of periodic evaluation of the surveillance program to assess its usefulness and alignment with the organization's objectives

FACULTY

Josanna Enriquez, MSN, RN-BC, CNL, CIC, Regional Health Services Director, Lifespace Communities

12G The 21st Century Community Re-Imagined with Smart Technologies

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

1.0 CE

- Understand the value of smart or IT solutions for senior care
- Review different smart solutions that can create efficient operations and delight resident and family experiences
- Learn 3 principles to start implementing your smart solution strategy

FACULTY

Gina Baik, Senior Care Practice Leader, CDW Healthcare

David Frumkin, Digital Business Solution Architect, CDW

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Ed Slack ed.slack@plantemoran.com

Dana Wollschlager dana.wollschlager@plantemoran.com

Education Sessions

13G Resident Engagement in QAPI and Infection Control: Why, What and How?

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

1.0 CE

- Understand the 483.80 Infection Control and 483.75 Quality Assurance and Performance Improvement (QAPI)
- Determine how medical director involvement can improve resident engagement
- Identify best practices for resident engagement

FACULTY

Nell Griffin, EdM, Program Specialist, Telligen
Paul Mulhausen, MD, MHS, FACP, AGSF, Chief Medical Officer, Telligen

14G Saying Goodbye

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

1.0 CE

- Describe the kinds of people who might want to say goodbye at the end of life
- Construct a list of reasons and challenges of why people tend not to say goodbye
- Identify steps involved in saying a proper goodbye

FACULTY

Edward G. Shaw, MD, MA, Director, Memory Counseling Program, Wake Forest Baptist Health

15H Phase 3: The Final Rule Will Be Final

Wednesday, April 3; 4:00 PM - 5:00 PM

1.0 CE

- Identify tools and resources to help with regulation compliance
- Describe how a medical director can support regulation compliance
- Demonstrate QAPI in action

FACULTY

Nell Griffin, EdM, Program Specialist, Telligen
Paul Mulhausen, MD, MHS, FACP, AGSF, Chief Medical Officer, Telligen

16H Medication Related Falls: Prevention Strategies

Wednesday, April 3; 4:00 PM - 5:00 PM

1.0 CE

- Describe the components of a comprehensive fall investigation
- Identify commonly used medications and classes of medication that increase fall risk
- Discuss strategies to eliminate risk of medication related falls

FACULTY

Patrice Johnson, Director of Partner Success, Medication Management Partners
Lisa M. O'Hara, Pharmacist, Owner, Comprehensive Therapy Specialists, LLC

17H Implementing Best Practices is the Best Medicine for Avoiding Readmissions

Wednesday, April 3; 4:00 PM - 5:00 PM

1.0 CE

- Understand the significance of readmissions in value-based purchasing and payment reform
- Explore the relevance of best practices to optimize outcomes in SNF setting
- Study practitioner behavior when provided feedback regarding their performance and outcomes

FACULTY

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

Aaron Hagopian, Director of Data Analytics, Symbria Inc.

5C Revitalize Your Restorative Nursing Program for Success!

Thursday, April 4; 8:00 AM - 9:30 AM

1.0 CE

- Identify nursing rehabilitation/restorative care consistent with the MDS 3.0 guidelines
- Identify practical applications to overcoming implementation of programming obstacles
- Describe necessary processes to assist staff with person-centered interventions to implement consistent with functional needs based on the comprehensive assessment process

FACULTY

Louann Lawson, BA, RN, RAC-CT, CIMT, Clinical Reimbursement Team Leader, Pathway Health

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Education Sessions

18I Essentials of Aggression Management

Thursday, April 4; 8:00 AM - 9:30 AM
1.5 CE

- Realize the impact of workplace violence
- Apply the role of de-escalation in management of disruptive / aggressive behavior
- Describe the purpose and acceptable use of self-defense maneuvers

FACULTY

Daniel Wilder, Vice-President of Operations, Sorensen, Wilder & Associates

19J COPD Update: Decreasing Cost, Morbidity, and Mortality with Appropriate Medication Therapy

Thursday, April 4; 9:45 AM - 10:45 AM
1.0 CE

- Describe the physiological changes that occur in COPD
- Articulate the benefits of smoking cessation and vaccination
- Select individualized medication therapy (based upon efficacy, side-effects, cost, and delivery device) for their patients

FACULTY

Lisa M. O'Hara, Pharmacist, Owner, Comprehensive Therapy Specialists, LLC

Patrice Johnson, Director of Compliance and Client Services, Medication Management Partners

20J Reducing ER Visits Through Partnership

Thursday, April 4; 9:45 AM - 10:45 AM
1.0 CE

- Learn how to reduce unnecessary hospital admission
- Discover how to provide immediate care services in senior community
- Understand how to provide care to residents on campus instead of at the hospital

FACULTY

Diane Oremovich, RN, BSN, MBA, LNHA, CASP, Health and Wellness Administrator, Peace Memorial Village

21K Overview of Behavioral Health Services

Thursday, April 4; 9:45 AM - 10:45 PM
1.0 CE

- Describe and clarify terminology related to behavioral health services
- Identify how to determine if a resident needs specialized services for behavioral health
- Learn three leadership strategies for providing behavioral health services for residents

FACULTY

Louann Lawson, BA, RN, RAC-CT, CIMT, Clinical Reimbursement Team Leader, Pathway Health

22K Halt the Fall Prevention and Intervention Strategies

Thursday, April 4; 11:00 AM - 12:00 PM
1.0 CE

- Acquire a comprehensive overview of propensity of falls in the United States
- Develop a greater awareness of the risks associated with falls
- Acquire knowledge of why technological advancements in fall technology may have utility in long term care

FACULTY

Anthony Rizzato, LNHA, MHA, MSW, LSW, Assistant Administrator, Friendship Village of Schaumburg

Linda Flaherty, Corporate Director, Risk, Compliance and Accreditation, Friendship Village of Schaumburg

Financial Management and Revenue Enhancement

23A Patient-Driven Payment Model (PDPM): Does the New Reimbursement Rule Really Reduce Complexity?

Tuesday, April 2; 8:00 AM - 9:30 AM
1.5 CE

- Gain an understanding of the new rule and its potential impact to your community
- Review examples for different types of diagnosis and the impact to reimbursement
- Explore early steps that can be taken to prepare for this change

FACULTY

Linda Kolleng, VP Rehab, Symbria, Inc.

Jay Mandra, PharmD, Vice President of Pharmacy Operations, Symbria Rx Services

Aaron Hagopian, Director of Data Analytics, Symbria Inc.

24B Understand How your Reimbursement Rates are Calculated

Tuesday, April 2; 1:30 PM - 2:30 PM
1.0 CE

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

FACULTY

Steven Lavenda, Partner, Marcum LLP

Scott Manson, Partner, Marcum LLP

25C Tax Reform: Significant Changes for Tax-Exempt Senior Living Organizations

Tuesday, April 2; 2:45 PM - 3:45 PM
1.0 CE

- Gain an understanding of the provisions impacting senior living organizations, excise tax on employee compensation, education saving rules and more
- Leave with guidance on how tax-exempt entities should evaluate how these changes could affect their organizations, and develop a plan to address them
- Explore specific before-and-after examples of how these provisions have changed the landscape

FACULTY

Mark Heroux, Principal, Baker Tilly

Judy Segal, Manager, Baker Tilly

26D ICD-10 Again?

Tuesday, April 2; 4:00 PM - 5:00 PM
1.0 CE

- Verbalize how ICD-10 diagnosis can help or harm VBP and PDPM reimbursement
- Understand frequent coding errors that can impact reimbursement
- Identify areas to audit for improvement in their facility

FACULTY

Caryn Adams, Manager, Wipfli LLP

27E The Impact of Data on Upcoming SNF Reimbursement Funding Changes

Wednesday, April 3; 8:00 AM - 9:30 AM
1.5 CE

- Explain the SNF Quality Reporting Program and Value Based Purchasing model
- Provide benchmark data for the clinical, therapy, and financial areas so that the provider can be successful
- Describe how an interdisciplinary approach between clinical, therapy, and financial can lead to solid overall outcomes

FACULTY

Chris Joos, CPA, Partner, Plante Moran

Kim Saylor, Vice President of Business Development, Concept Rehab, Inc.

Scott Heichel, Director of Clinical Reimbursement, LeaderStat

Education Sessions

28E Managing Healthcare Reimbursement and Regulation Related to MDS, PDP, QRP, VBP, PBJ

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CE

- Explore the various quality programs that are being evaluated by CMS for quality and reimbursement purposes
- Identify the facility level data sources that impact all of the CMS reporting programs
- Identify and understand the updates and changes to the CMS reporting programs that continue to change and evolve, including being prepared for PDP

FACULTY

Jillian Martin, RN, DNS-CT, RAC-MIT, Senior Healthcare Consultant, CliftonLarsonAllen LLP

29F Provider Networks: Driving Outcomes for Managed Care

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Learn about efforts by a statewide network of long-term care providers to negotiate reimbursement contracts with managed care payers
- Hear how provider networks can leverage their network coverage to negotiate better reimbursement rates, contract terms and value-based contracts
- Discuss the benefits of participating in provider networks, including administrative, revenue and quality outcomes

FACULTY

Elizabeth McLaren, Associate Vice President of Health Services, Covenant Living Communities and Services

Steven Wermuth, MPA, Partner, Strategic Health Care

30G Show Me the Money! Tips and Strategies for Managing and Recovering A/R

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

1.0 CE

- Identify best practices for ensuring timely payment from residents and payors
- Discuss available options to pursue overdue payments from residents and payors
- Identify what documentation is needed to be most successful in recovering payments

FACULTY

Meredith Duncan, Shareholder Attorney, Polsinelli PC

31G Top Ways You May be Miscoding the MDS

Wednesday, April 3; 2:45 AM - 3:45 PM

1.0 CE

- Understand and identify need for accurate MDS coding
- Understand and identify the most common coding errors
- Discuss ways to avoid coding errors and resources to help with accuracy

FACULTY

Jillian Martin, RN, DNS-CT, RAC-MIT, Senior Healthcare Consultant, CliftonLarsonAllen LLP

32H Nursing Home Care Act Succeeds in Encouraging Liability Claims: Enough Already?

Wednesday, April 3; 4:00 PM - 5:00 PM

1.0 CE

- Describe why there was a perceived need for the Act
- Review parts of the Act that drive lawsuits
- Discuss defensive strategies and countermeasures

FACULTY

Michael Miller, Program Director, Trinity Risk Solutions

Michael Airdo, Partner, Kopon Airdo, LLC

33I Medicaid Cost Report and Capital Reports: Improve Your Bottom Line

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CE

- Analyze an Illinois Medicaid Cost Report
- Know the requirements and due dates for filing an Illinois Cost Report and Capital Report
- Review documentation to know what will qualify as proper documentation for audits

FACULTY

Steven Lavenda, Partner, Marcum LLP

Scott Manson, Partner, Marcum LLP

32J Revenue Cycle Management

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

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

FACULTY

Stephanie Berkey, Supervisor, Health Care Consulting, RSM US LLP

Amanda Springborn, Manager, Health Care Consulting, RSM US LLP

33J Audit your Facility Like a CPA

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Design an accounting system of internal controls and test compliance
- Obtain the tools to document terms of payor contracts and determine if reimbursements are in accordance with those terms
- Develop a system for safeguarding assets and detecting fraud and irregularities

FACULTY

Larry Elisco, Partner, Wipfli, LLP

34K A Primer on Utilizing Low Income Housing Tax Credits

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Gain a fundamental understanding of the Low Income Housing Tax Credit Program
- Evaluate what should be considered when planning for and undertaking a LIHTC development
- Know how best to structure and finance the transaction, including what pitfalls should be avoided

FACULTY

Don Bernards, Partner, Baker Tilly

Chris Tritsis, Senior Manager, Baker Tilly

HCBS

35A Reimbursement Changes in Medicare Advantage for Adult Day and Home & Community Based Services

Tuesday, April 2; 8:00 AM - 9:30 AM

1.5 CE

- Understand the changes in long-term services and supports reimbursement moving away from fee for services and toward more managed care
- Identify services Medicare Advantage plans can reimburse providers for under the new rule from the Centers for Medicare and Medicaid Services (CMS) and how those changes impact their service delivery models
- Identify aspects of the current service delivery models including the Chronic Care Act and it means for aging services providers including those that provide home care services

FACULTY

Steven Wermuth, MPA, Partner, Strategic Health Care

36B Legal Implications from New Technology in the Homecare Setting

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

1.0 CE

- Gain a better understanding of necessary policies and procedures for agencies implementing the use of ride share services for client transportation
- Understand the legal risks that are inherent with any roll out of electronic client records and incident reports in the homecare setting
- Tips for caregiver training relative to social media use and potential transmission of client sensitive information via electronic modes of communication

FACULTY

Adam Guetzow, Partner, Hinshaw and Culbertson, LLP

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

David Alfini, JD, Partner, Hinshaw and Culbertson, LLP

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- Electronic Documentation

Education Sessions

37C Environmental Strategies for Staying at Home

Tuesday, April 2; 2:45 PM - 3:45 PM
1.0 CE

- Identify 3 physiologic changes that occur with aging that are sensitive to environmental manipulations
- Articulate ways the environment can enhance the safety of 5 core activities associated with living at home
- Understand some of the barriers to implementing home modifications

FACULTY

Margaret Calkins, PhD, EDAC, Board Chair, IDEAS Institute

38D HCBS Policy Forum

Tuesday, April 2; 4:00 PM - 5:00 PM
1.0 CE

- Hear about legislative action to expand or modify community services and supports for older adults
- Understand how Medicaid regulations, program changes, guidance and waiver activities will affect HCBS providers, including activity related to managed care
- Assess the impact of funding and program policies on Older Americans Act and other discretionary programs related to HCBS

FACULTY

Brendan Flinn, Director HCBS, LeadingAge

39E Successful Models for the Home and Community-Based Services Market

Wednesday, April 3; 8:00 AM - 9:30 AM
1.5 CEs

- Review the trends related to home-based services including changing reimbursement and consumer preferences
- Showcase organizations who are successfully providing home-based care to older adults
- Understand both the operational and financial impacts when expanding into this market

FACULTY

Dr. Nancy King, President, Senior Options, LLC

Lynn Giacobbe, Executive Director, Kendal at Home

Steven Wermuth, MPA, Partner, Strategic Health Care

John Larson, CEO, Cantata

Jean LaRoche, VP of Home & Community Based Services, Providence at Home

Will Carney, Managing Director, Ziegler

40F Exploring Innovation in Aging - Thriving!

Wednesday, April 3; 1:30 PM - 2:30 PM
1.0 CE

- Learn what's driving innovation in aging care and why senior living organizations are now making innovation a strategic focus
- Discover cutting edge technologies along with solutions that balance technology with the human touch
- Discover what was learned about seniors engaging with technology and how to think differently about seniors and technology

FACULTY

Sheri Rose, CEO / Executive Director, Thrive Center Inc.

41G Establishing Partnerships and Best Practices in Assisted Living

Wednesday, April 3; 2:45 PM - 3:45 PM
1.0 CE

- Understand the Assisted Living provider's perspective when home care services are provided in their community
- Learn what communication needs to be presented to provide optimal care to the resident
- Explore best practices when working with Assisted Living providers

FACULTY

Diane Oremovich, RN, BSN, MBA, LNHA, CASP, Health and Wellness Administrator, Peace Memorial Village

Jacqueline Sander, CDP, CMP, Executive Director, The Birches Assisted Living

Jack Kreger, CSA, Home Care Management Advisors

42H Technology Trends with Community Based Organizations

Wednesday, April 3; 4:00 PM - 5:00 PM
1.0 CE

- Understand tech trends inside and outside of aging services that may be used for adaptation
- Learn how to prioritize and judge which technologies to implement
- Learn how to create a customized request for proposal that meets individual CBO needs

FACULTY

Gina Baik, Senior Care Practice Leader, CDW Healthcare

43I What Keeps Employers Up at Night? A Wage and Hour Review for the Home Care Provider

Thursday, April 4; 8:00 AM - 9:30 AM
1.5 CEs

- Understand the general wage and hour risks
- Gain awareness regarding specific risks arising from the home care environment
- Learn best practices for mitigating an employer's wage and hour risks

FACULTY

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

44J How to Increase Revenue, Customer Service and Retention Through Community Based Services

Thursday, April 4; 9:45 AM - 10:45 AM
1.0 CE

- Learn how to add service lines to increase revenue
- Understand how to maintain retention of clients
- Discover how to improve customer service scores through providing additional services

FACULTY

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

45K IDPH Home Care Licensure Program

Thursday, April 4; 11:00 AM - 12:00 PM
1.0 CE

- Receive an update from IDPH on the Homecare Licensure Program
- Learn about the most common survey deficiencies

FACULTY

Jack Fleeharty, RN, Administrator, Home Nursing & Home Services Agency Licensing Program, IDPH

Life Enrichment and Wellness

46A Aged to Perfection: Older Adults as Instructors in University Course on Aging

Tuesday, April 2; 8:00 AM - 9:30 AM
1.5 CEs

- Describe how to replicate a course on aging that takes advantage of having older adults as instructors
- Understand importance of active teaching and learning opportunities for residents in senior living communities
- Recognize the unique value of intergenerational learning for students, which includes dispelling stereotypes about aging, attracting students to the field of gerontology/aging services, and developing meaningful bonds with older adults

FACULTY

Roscoe Nicholson, MA, Senior Research Associate, Mather LifeWays

Marcia Spira, PhD, LCSW, Professor, Loyola University Chicago

TBD Mather LifeWays residents and Loyola University students



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Education Sessions

47A The Future is So Bright - The Intersection of Technology and Aging
Tuesday, April 2; 8:00 AM - 9:30 AM
1.5 CEs

- See multiple examples of engagement technologies developed to improve the quality of life in aging
- Learn how providers in Illinois, and throughout the country, have benefited from implementing person centered technology
- Understand the research based outcomes that validate the use of these types of technology

FACULTY

Jack York, President / Co Founder, It's Never 2 Late

48B Techie Seniors: Using Technology to Advance Your Life Enrichment Program
Tuesday, April 2; 1:30 PM - 2:30 PM
1.0 CE

- Learn what long distance learning is and how to partner with institutions
- Learn how to create buy-in and generate excitement from your community as you launch these new programs
- Learn how to use these technologies and how to host your first long distance/virtual activity

FACULTY

Kathryn Schumpert, Life Enrichment Manager, GreenFields of Geneva

Emily Abrahamson, Life Enrichment Coordinator, GreenFields of Geneva

49C Improving Aging in Place with Wellness
Tuesday, April 2; 2:45 PM - 3:45 PM
1.0 CE

- Discuss 3 benefits of a regular wellness assessment to assist residents age in place
- Identify the 6 components of whole person wellness
- Discuss 3 ways early identification of needs leads to better wellness and functional independence to allow residents to age in place

FACULTY

Sarah Wendel-Skjoldager, Vice President of Clinical Strategies, HealthPRO-Heritage

50D Investing in Resident Wellness: Designing Cutting-Edge Programs Using the Dimensions of Wellness
Tuesday, April 2; 4:00 PM - 5:00 PM
1.0 CE

- Identify what the dimensions of wellness are and why they matter
- Creatively incorporate the dimensions of wellness into community programs that support residents maintaining their independence while inspiring continued personal growth
- Learn about the types of data and analytics that are being leveraged to track the dimensions of wellness to educate residents and families

FACULTY

Mike Hyzy, Senior Product Manager, Caremerge

Kim Mead, Director of Engagement, Gardant Management Solutions

Colleen Koziara, Senior Programming Consultant, Beyond Bingo

51E Arrive and Revive! Embracing the Hospitality Experience
Wednesday, April 3; 8:00 AM - 9:30 AM
1.5 CEs

- Understand how hospitality industry will continue to be a major influencer of the senior living industry through programming, operations, amenities, and design in both for-profit and non-profit communities
- Think differently about the limits of what is traditionally considered senior living, as our panel of experts share their visions for addressing the demands and expectations of the next generation of residents
- Bring back strategies to their organizations for adding vitality to their residents' lives and implementing hospitality industry principles at every scale, from small renovations, to campus repositioning, to building new

FACULTY

Jennifer McDermott, Associate Principal, Perkins Eastman

JinHwa Paradowicz, AIA, LEED®, AP BD+C, Senior Associate, Perkins Eastman

Matt Booma, Executive Vice President, CA Ventures

Janice Maloney, MBA, CPA, Principal, Sawgrass Partners

Nadim Abi-Antoun, Chief Operations Officer, Presbyterian Homes

52E Uncommon Commons: Creating Experiences, Engaging Life
Wednesday, April 3; 8:00 AM - 9:30 AM
1.5 CEs

- Assess the next generation of seniors and their expectations of key services and amenities
- Learn about ever changing dining options and wellness choices and how they are reshaping the resident experience - where it's about inspired healthy living
- Consider the future of design, how "virtual reality" will reshape what residents and owners will see ensuring buy-in to the new design ideas before they are constructed

FACULTY

Tim Mueller, President, SFCS Architects

J.D. Landis, Senior Associate, SFCS Architects

53F Wellness at Any Age and Stage: Balancing Care and Operations
Wednesday, April 3; 1:30 PM - 2:30 PM
1.0 CE

- Define wellness and a 6 dimensional model
- Review programming ideas and rollout considerations
- Review operational benefits and importance of wellness outcomes tracking

FACULTY

Shane Malecha, Clinical Practice Specialist, Aegis

54G Assisted Living: How Increasing Resident Needs are Challenging Person-Centered Care
Wednesday, April 3; 2:45 PM - 3:45 PM
1.0 CE

- Describe person-centered care in the assisted living setting
- Identify primary obstacles to person-centered care with increasing resident needs
- Discuss solutions for various obstacles identified above

FACULTY

Jeanne Heid-Grubman, LNHA, Health Services Administrator, Village at Victory Lakes

55H Celebrating Diversity: How to Meet the Needs of the Clients, Staff and Community Using Creative Arts
Wednesday, April 3; 4:00 PM - 5:00 PM
1.0 CE

- Identify 9 specific types of activities to be included in the activity program
- Discover new ways to implement programs that feature different cultures, ethnic and religious backgrounds, age groups and disabilities
- Learn how to locate and utilize unique resources for activity programming at minimal cost

FACULTY

Rita Lopienski, Director of Life Enrichment, Plymouth Place Senior Living

Education Sessions

561 Why is the Sky Blue? Lighting Design for Circadian Rhythm Friendly Senior Environments

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the science behind circadian rhythm entrainment and its relationship to high quality lighting and lighting design
- Discuss how designers support the principles of a circadian friendly environment through natural lighting, architectural lighting and the built environment
- Understand what to consider for their own lighting systems, and how budget conscious alternates can still help, and not hinder

FACULTY

Chris Lee, Senior Living Designer, BLDD Architects, Inc.
David Warfel, Lighting Designer, Schuler Shook

571 Wellness Culture: How Repositioning Fosters Environments that Thrive

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Define whole-person wellness for residents and staff and recognize why it is NOT a program
- Understand how the environment in which we live and work can impact our behavior
- Implement cultural changes to encourage positive occupancy, resident and staff engagement, and financial results

FACULTY

Greg Hensley, Senior Vice President, Plante Moran Living Forward
Jan Montague, Founder, President, Whole-Person Wellness International

58J Creating Community, Connecting Lives: The Integration of Technology and Senior Living

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Learn how consumer based technology is being used as supportive devices for monitoring health and wellness as well as providing an advantage as a marketing differentiator
- Learn about design principles for using discreet technologies to create appealing and livable spaces suitable for seniors to age in place through the integration of smart furnishings and appliances, storage systems, and hardware
- Discover effective ways to align and prioritize technology initiatives to support your mission of service

FACULTY

Tim Mueller, President, SFCS Architects
Melissa Pritchard, Senior Vice President, SFCS Architects

59K Transforming the Expressive Arts: Wellness, Team-Building, Marketing and Fundraising

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Understand the wellness benefits of expressive arts programming
- Discover how the expressive arts can be used as a tool for marketing and fundraising
- Understand how expressive arts will enhance community team building efforts

FACULTY

Rita Lopienski, Director of Life Enrichment, Plymouth Place Senior Living
Anita Martin, MA, LPC, Art Therapist, Plymouth Place Senior Living

Marketing, Sales & PR

60A Make Your Marque: Holistic Branding Strategies for Senior Living Communities

Tuesday, April 2; 8:00 AM - 9:30 AM

1.5 CEs

- Learn the importance of creating and maintaining a campus-wide brand that is implemented through its marketing activities and strengthened through its interior environments
- Implement a toolkit of design considerations when planning for new construction and renovation projects
- Learn how effective interior master planning can provide a community with long-term branding solutions

FACULTY

Jessie Santini, Senior Interior Designer, RLPS Interiors
John Mulder, Managing Partner, 3 Seed Marketing

61B Census Turnaround: Tested Strategies to Successfully Build Skilled Nursing, Rehab, and Assisted Living

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

1.0 CE

- Understand how to communicate with discharge planners in order to get the private payor referrals needed, and know how to train your admissions team to shift from order takers to lifestyle advocates
- Understand the digital resources that should be employed by your organization, including hot, new cutting-edge techniques
- Learn about alternatives to increase referrals from physician office relationships and concierge rehab programs

FACULTY

Christine Carruthers, Vice President, Health Services, Love & Company

62C Inside (& Outside) the Box Marketing Ideas

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

1.0 CE

- Understand SEO and receive actionable tips on how to maximize organic ranking for target keywords
- Learn the importance of Facebook groups and how to start one for your area tomorrow
- Learn how to properly differentiate your community utilizing amenities

FACULTY

Matt Reiners, Co-founder, Eversound

63D Four Actionable Strategies to Improve Marketing Results

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Define your marketing objectives in measurable and attainable terms so that you can achieve your sales and occupancy goals
- Understand the fundamentals of four interconnected marketing strategies and the concept of telling your brand's story in a way that emotionally connects with prospects
- Recognize the positive impact of tracking and measuring activities, progress, and future indicators so that you can drive enhanced success for your entire inbound marketing program

FACULTY

Dan Gartlan, President, Stevens & Tate Marketing

64E Selling (No, Not Marketing) Senior Living Services

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Learn atypical selling behaviors and skills to quickly establish relationships of trust to grow occupancy and revenue
- Understand effective communication skills to apply to situations in participant's professional and personal lives
- Discuss unique ways to first fully understand, and then, to successfully address the needs of all of our customers, both internal and external

FACULTY

Michael Marlow, Marketing and Sales Training Manager, Life Care Services

Education Sessions

65F Can You Really Get Inside the Minds of Seniors? 30 Years of Research Says Yes

Wednesday, April 3; 1:30 PM - 2:30 PM
1.0 CE

- Understand the changing senior mindset and how it impacts the future of retirement communities and senior-care development for today's consumers
- Discover how to achieve marketing and occupancy goals through customized research
- Learn what senior living prospects find important at each phase of their consumer journey

FACULTY

Jeremy Johnson, Vice President Creative, GlynnDevins

Bryan Herrman, Vice President of Research and Consulting, Brooks Adams Research

66G Congratulations! You've Launched a New Website - Now What?

Wednesday, April 3; 2:45 PM - 3:45 PM
1.0 CE

- Understand how to improve and evolve the brand messaging and user-friendliness of your website over time
- Discover how to keep increasing your website's exposure so that you're regularly attracting high-quality prospects
- Ascertain how to continually track and evaluate conversion points throughout your website so that they are working effectively to turn visitors into leads and prospects

FACULTY

Nicole Wagner, Internet Marketing Director, Stevens & Tate Marketing

67H Face Your Fears: The Importance of Monitoring, Managing, and Responding to Your Reputation Online

Wednesday, April 3; 4:00 PM - 5:00 PM
1.0 CE

- Know the effects of online reviews, both regarding prospect impressions and presence in search results
- Develop and make the most of listings on Yelp, Facebook, and Google
- Learn tried-and-true tactics for monitoring online review listings, as well as how to develop a review response protocol

FACULTY

Fran Palma, Senior Vice President Digital Strategies, Covenant Living Communities and Services

68I Combining Social Media and Content Marketing to Drive Engagement Online

Thursday, April 4; 8:00 AM - 9:30 AM
1.5 CEs

- Understand how to use online content to draw visitors to your website and convert them into qualified sales leads
- Explore ways to use social media to strengthen your brand in the eyes of your prospects and remain on their decision-making list
- Consider an effective engagement strategy to nurture your prospects through the buying journey up to their decision-making point

FACULTY

Nicole Wagner, Internet Marketing Director, Stevens & Tate Marketing

69J Building Sales Intelligence with Purposeful Data

Thursday, April 4; 9:45 AM - 10:45 AM
1.0 CE

- Identify what should senior living marketers pay attention to
- Apply "speed to insight" methodology to your organization
- Learn how to look at what the data is telling you

FACULTY

Janel Wait, Chief Innovation Officer, GlynnDevins
Mark Johnston, Sr. Vice President Data Strategy, GlynnDevins

70K Foolproof Formula to Get More Tours from Your Website

Thursday, April 4; 11:00 AM - 12:00 PM
1.0 CE

- Get more, better-qualified tours from your website
- Learn how to use data insights and digital marketing to create better marketing messages and drive a better qualified audience to your website
- Increase the return on your digital marketing investment

FACULTY

Tara Stern, Chief Marketing Officer, Imagewerks Marketing

Memory Care

71A Engagement Throughout the Memory Care System: Residents, Direct Care and Supervisory Staff

Tuesday, April 2; 8:00 AM - 9:30 AM
1.5 CEs

- Describe at least six effects of employee engagement on key industry performance indicators
- Describe at least six effects of resident's engagement on key industry performance indicators
- Describe at least three common cultural components and three training methods to induce the adoption and maintenance of engagement in employees, staff, and supervisors

FACULTY

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

Vincent Antenucci, COO, Center for Applied Research in Dementia

Gary Johnson, Consultant, Monarch Risk Management

Joe Caracci, Founder, Monarch Risk Management

72B Using the Environment to Support Effective Communication in Residents with Dementia

Tuesday, April 2; 1:30 PM - 2:30 PM
1.0 CE

- Understand the difference between communication capacity and communication performance
- Identify 4 ways the environment can be a barrier to effective communication
- Specify 3 strategies for maximizing communication effectiveness in individuals living with dementia

FACULTY

Margaret Calkins, PhD, EDAC, Board Chair, IDEAS Institute

73C The Role of Nutrition, Prevention, and Management of Dementia

Tuesday, April 2; 2:45 PM - 3:45 PM
1.0 CE

- Describe the outcomes related to person centered care related to food/nutrition and dining
- Identify the characteristics of person centered care with food/nutrition and dining
- Locate resources to assist in overall implementation of person centered food/nutrition and dining

FACULTY

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



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Education Sessions

74C Alzheimer's Association Dementia Care Practice Recommendations for Long-Term Care and Community Based Providers

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

1.0 CE

- Provide an overview of the recommendations and discuss how that can be used to increase the quality of care and quality of life for people with Alzheimer's and related dementia
- Provide an overview of how the recommendations can be utilized by paid healthcare professionals in long-term care and community based settings
- Identify specific tools that will provide a provider with reliable information to enhance care of newly diagnosed patients

FACULTY

Heidi Johnson, Senior Manager, Research Engagement, Alzheimer's Association Illinois Chapter

Terriane Reynolds, MPH, Director of Medical and Research Activities, Alzheimer's Association Illinois Chapter

Gene Kuhn, Manager, Health Care Outreach, Alzheimer's Association Illinois Chapter

75D Mindfulness Training for and by Residents with Dementia

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Describe at least 3 components of mindfulness practices that directly relate to improved quality of life in older adults, especially those with dementia
- Describe at least 3 key elements necessary to enable residents with dementia to lead group activities for residents with dementia
- Identify at least 3 key elements and modifications necessary for residents to successfully take part in resident-led mindfulness programs

FACULTY

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

76E Environmental Design's Impact on People Living with Dementia

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the shift from SCUs (special care units) of the 1990s to person-centered care on the 21st century
- Identify 4 bio-behavioral changes common in dementia that are impacted by the design of the environment
- Articulate 3 ways to have staff and residents actively engaged in creating more supportive environments

FACULTY

Margaret Calkins, PhD, EDAC, Board Chair, IDEAS Institute

77F Keeping Love Alive as Memories Fade: The Five Love Languages and the Alzheimer's Journey

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Describe the brain basis of love and how the changes in brain structure and function change the receipt and expression of love in a person with dementia
- Differentiate emotions from feelings and describe why the difference is important in a person with dementia who has behavioral challenges
- Describe attachment theory in the context of a person with dementia and how it can dramatically change how staff respond to behavioral challenges like agitation and aggression

FACULTY

Edward G. Shaw, MD, MA, Director, Memory Counseling Program, Wake Forest Baptist Health

78F Using Post-Occupancy Evaluations to Improve Settings for Dementia

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Understand the three types of a post-occupancy evaluations (POE) and which one to employ given the resources available
- Identify strategies for collecting and documenting observable data in a POE process
- Understand how to use a POE framework to comparatively assess three dimensions of a setting: environmental, organizational, and operational

FACULTY

Addie Abushousheh, PhD, EDAC, Assoc AIA, Gerontologist, Researcher, and Consultant, Organizational & Environmental Development

79G Enabling Persons with Memory Impairment to Learn New Procedures

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

1.0 CE

- Describe at least four abilities that are relatively spared in persons with dementia that can be used as the basis for new learning
- Describe how to implement at least three different procedures to address common challenging / responsive behaviors commonly seen in memory care residents
- Describe how to enable staff members to become part of a learning community in which teaching residents becomes part of their job routine

FACULTY

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

80H Multidisciplinary Insights Gleaned from a 24-Hour Dementia Simulation

Wednesday, April 3; 4:00 PM - 5:00 PM

1.0 CE

- Provide an overview of the recommendations and discuss how that can be used to increase the quality of care and quality of life for people with Alzheimer's and related dementia
- Provide an overview of how the recommendations can be utilized by paid healthcare professionals in long-term care and community based settings
- Identify specific tools that will provide a provider with reliable information to enhance care of newly diagnosed patients

FACULTY

Addie Abushousheh, PhD, EDAC, Assoc AIA, Gerontologist, Researcher, and Consultant, Organizational & Environmental Development

81I The Importance of a Successful Support Group: Why It's Worth the Effort

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Describe various forms of support groups
- Understand the important role of the group facilitator
- Explore the role of community in providing support

FACULTY

Susan Frick, MSW, Social Worker, Recruitment - Education Coordinator, Rush Alzheimer's Disease Center

82J Primary Progressive Aphasia: Person-Centered Strategies to Enhance Communication

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Differentiate PPA from other clinical dementia syndromes (e.g. Alzheimer's dementia)
- Understand the difference between impairment-based and compensatory interventions and give examples of how these different approaches might be applied for an individual with PPA in a way that is consistent with the life participation approach to care
- Describe how visual communication aids may be used to enhance communication for both expression and comprehension in long term care settings

FACULTY

Rebecca Khayum, MS, CCC-SLP, Adjunct Instructor, Northwestern Cognitive Neurology & Alzheimer's Disease Center (CNADC)

Emily Rogalski, PhD, Associate Professor, Northwestern University Feinberg School of Medicine

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Education Sessions

83K Person-Centered Cognitive-Communication Interventions Across Dementia Syndromes

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Describe at least three different clinical dementia syndromes and their defining features
- Define 4 evidence-based approaches for the treatment of different dementia profiles and how to integrate personally relevant stimuli into the plan of care
- Understand the difference between direct versus indirect use of technology to support evidence-based person-centered interventions

FACULTY

Rebecca Khayum, MS, CCC-SLP, Adjunct Instructor, Northwestern Cognitive Neurology & Alzheimer's Disease Center (CNADC)

Emily Rogalski, PhD, Associate Professor, Northwestern University Feinberg School of Medicine

Operational Excellence

84A A Comprehensive QAPI Approach to Managing Hospital Readmissions

Tuesday, April 2; 8:00 AM - 9:30 AM

1.5 CEs

- Describe the evidence based framework for a comprehensive, data driven QAPI program
- Apply the Donabedian Quality of Care Framework to the quality metric of hospital readmissions
- Explore the multifaceted care delivery processes impacting the management of hospital readmission

FACULTY

Denise Wassenaar, RN, MS, LNHA, VP Clinical & Regulatory Affairs and Chief Clinical Officer, MatrixCare

Bridget Williams, Assistant Vice President, Quality and Clinical Excellence, VILiving

85B Keeping Unnecessary Costs Down: Minimizing Workplace Injuries and Creating a Positive Employee Culture

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

1.0 CE

- Gain an understanding into the role that employee satisfaction plays on gaining and retaining talent and how to use those efforts to affect employee safety
- Understand the importance of workplace safety and how workers' compensation claims effect a community's budget
- Determine how to implement some workplace safety programs that can effectively reduce employee injuries and work comp claims

FACULTY

Toni Malicdem, Risk Management Consultant, Assurance Agency

Kathy Quilty, HR Specialist, Smith Senior Living

86C Eliminate Pain, Improve Experience: Creating a Culture of Innovation Through Customer Journey Mapping

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

1.0 CE

- Identify touch points that are strategically critical to your customer experience
- Employ tactics that foster innovation by clearly understanding customer touch points
- Eliminate pain and improve the customer experience

FACULTY

Randy Bremhorst, Vice President of Design, Hoffman Planning, Design & Construction, Inc.

Trevor Lord, LEED®, AP - B, D+C, ASSOC. AIA, Senior Designer & Innovation Leader, Hoffman Planning, Design & Construction, Inc.

87D Acronym Anarchy! Impact of MIPS, MACRA, APMs, VBP and PDPM on PALTC

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Learn about the various programs that are part of payment reform including MIPS/MACRA, APMs, VBP and PDPM
- Study the interplay of quality and cost in defining value and better outcomes
- Explore ways to streamline practitioner quality metrics with facility metrics

FACULTY

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

88E Need it? Plan it. Execute it. A Strategic Approach for a Successful IT Partnership

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Identify technology deficiencies and why an IT partner is imperative to a community's success
- Determine how strategy plays an integral role in a successful partnership
- Create, implement and execute IT strategic goals for operational excellence

FACULTY

Amber Redmann, CEO, Parasol Alliance

Bill Lowe, CEO/President, Chicago Methodist Senior Services

Tim Graham, Senior Project Manager, Parasol Alliance

Ryan Preuss, Director of Engineering, Parasol Alliance
Leslee Schafer, Director of Business Development, Parasol Alliance

Heather Miller, Senior Network Engineer, Parasol Alliance

Laura Bateman, Director of Business Analysis, Parasol Alliance

Kristy Edwards, Director of Support, Parasol Alliance

Gail Prete, CFO, Norwood Senior Network

89F POCs: Are Yours Really Working? IDRs: Do They Ever Really Work?

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Implement the process necessary to develop a POC that sustains permanent performance improvement
- Utilize the process to identify a successful IDR strategy
- Identify the necessary components of a persuasive IDR narrative supported by evidentiary documentation

FACULTY

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

90F Bridging the Gap: Developing Brand Standards for Efficiency While Celebrating Localized Design

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Understand the benefits of design standards for multi-campus organizations and how they can be applied to any community while still maintaining a distinctive, location-specific design
- Learn first-hand, 'lessons learned' from one community's Senior Vice President of Operations by walking through multiple projects that were designed and built simultaneously
- Take away tools to apply these principles in practical applications in your own communities

FACULTY

Hillary DeGroff, Senior Associate, Perkins Eastman
Ann Walsh, Senior Vice President of Operations, Lifespace Communities

91G QAPI Made Easy: Data Analytics to the Rescue!

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

1.0 CE

- Understand what QAPI is really all about and the importance of establishing a solid process
- Explore the variety of options available to you for collecting data
- Review best practices for analyzing data to help drive meaningful action plans

FACULTY

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

Aaron Hagopian, Director of Data Analytics, Symbria Inc.

Education Sessions

92G Enterprise Risk Management for Senior Living Communities

Wednesday, April 3; 2:45 PM - 3:45 PM
1.0 CE

- Incorporate a consistent approach to risk management into the culture and strategic planning processes for the senior living organization
- Apply a consistent approach to risk response and control activities to support the senior living organization's governance responsibilities for risk-taking, policy development, programs, and objectives
- Manage a transparent approach to risk through formal and informal communication and monitoring of all key risks, balancing the cost of managing the risk with the anticipated benefit

FACULTY

Matt Bohdan, CPA, CIA, Senior Manager, Plante Moran

93H Purchasing Strategies and Impacts to Budgets

Wednesday, April 3, 4:00 PM - 5:00 PM
1.0 CE

- Identify a framework to develop a supply chain strategy
- Learn about supply chain best practices
- Understand LEAN methodologies within supply chains

FACULTY

Chet Chandler, Vice President, Strategic Accounts, Value First

94H Protecting Your Business and Residents Against Cybercrime

Wednesday, April 3; 4:00 PM - 5:00 PM
1.0 CE

- Recognize the most common scams and frauds on the internet
- Know the dangers of identity theft and how it is accomplished online
- Protect your business and your residents against the dominant forms of cybercrime

FACULTY

Michael Bruening, Senior Advisor, Better Business Bureau of Chicago & Northern Illinois

95I Cybersecurity Prevention, Detection, and Response

Thursday, April 4; 8:00 AM - 9:30 AM
1.5 CEs

- Describe the cybersecurity prevention, detection and response framework
- Identify strengths and weakness of a cybersecurity plan
- Improve business and IT communication

FACULTY

Charles Sankovich, Assistant Vice President of Information Technology, Mather LifeWays

Mary Sullivan, Senior Vice President, Human Resources, Mather LifeWays

Samia Amamoo, Assistant Vice President Risk Management, Mather LifeWays

96I Reducing Risk by Effectively Managing Critical Events

Thursday, April 4; 8:00 AM - 9:30 AM
1.5 CEs

- Define a critical event in the post-acute setting
- Identify strategies to effectively reduce risk when a critical event occurs
- Identify top 5 risk management strategies to reduce incidence of critical events

FACULTY

Teresa Wester-Peters, VP of Operations, Gardant Management Solutions

Stephen Harris, RN, BSN, MBA, HFA, LNHA, Vice President of Clinical Services & Compliance, Gardant Management Solutions

William Weiler, Attorney, Langhenry, Gillen, Lundquist & Johnson, LLC

Jane Feagin, Risk Management Consultant, BSN, RN, RMC, Arthur J Gallagher & Co

97J Steps in Preventing Legionella at your Facility: Are you Ready?

Thursday, April 4; 9:45 AM - 10:45 AM
1.0 CE

- Reduce the risk of Legionella at the community by creating a preventative maintenance program
- Develop a water management plan that follows CMS requirements
- Understand what to do when contacted by a regulatory agency regarding a Legionella outbreak at the community

FACULTY

John Haugan, Director of Facilities Management, Covenant Retirement Communities

Eric Slezak, Facilities Project Manager, Covenant Living Communities and Services

98J RIGHT NOW: Is your Facility Prepared for an Active Shooter Situation?

Thursday, April 4; 9:45 AM - 10:45 AM
1.0 CE

- Complete a facility assessment and obtain the materials required to be best prepared for an active shooter
- Complete active shooter training for residents and staff, including an onsite tabletop exercise so the campus can be best prepared for an active shooter event
- Share best practices from multiple sources, including do's and don'ts during an active shooter event

FACULTY

Peggy Connorton, National Director of Skilled Nursing, Covenant Retirement Communities

99K Key Trends, Innovation, and Technology Impacting Senior Living in Food and Facilities Management

Thursday, April 4; 11:00 AM - 12:00 PM
1.0 CE

- Understand some of the new trends in the senior industry and how primary and secondary services can impact these trends and the quality of care for the growing aging population
- Learn trends around the senior living dining and nutrition environment and how they play a role in contributing to the long term success of your senior living community
- Understand how innovative communication technology trends can impact residents and their family to give more independence in their daily lives and a sense of being more connected to the world around them

FACULTY

James Perry, Senior Programs Manager, Marketing, Sodexo Seniors

Public Policy and Legal Issues

100A Difficult Conversations: Proactive Strategies For Minimizing Legal Risk During Conflicts with Resident Family Members

Tuesday, April 2; 8:00 AM - 9:30 AM
1.5 CEs

- Understand how to distinguish difficult situations and difficult people and how both can be managed through effective communication
- Learn best practices for internal and external follow-up with difficult family members
- Discover strategies for how best to avoid legal risk with involuntary discharges

FACULTY

Adam Guetzow, Partner, Hinshaw and Culbertson, LLP
David Alfini, JD, Partner, Hinshaw and Culbertson, LLP

101B Supportive Living Program Update

Tuesday, April 2; 1:30 PM - 2:30 PM
1.0 CE

- Receive information regarding proposed program rules
- Learn about commonly cited non-compliance areas and how to prevent in your community
- Gain knowledge regarding recent issues impacting the Supportive Living Program

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

Education Sessions

102B Crisis Response: What to do When Media, Law Enforcement, and Regulatory Agencies are at the Door
Tuesday, April 2; 1:30 PM - 2:30 PM

1.0 CE

- Receive guidance and ideas for preparing for crisis events in the residential care facility
- Learn about investigating crisis events and preparing for potential litigation by preserving evidence
- Learn about the best practices, policies, and procedures for responding to and mitigating crisis events in the residential care facility

FACULTY

Michael Airdo, Partner, Kopon Airdo, LLC

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

103C Charting: What to Chart and When from a Legal Perspective

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

1.0 CE

- Learn about common mistakes made by the residential care facility with respect to charting
- Understand how these common mishaps can turn a defensible case into an indefensible case
- Leave with recommendations, best practices, and advice for educating staff on these common mishaps and how to best prevent them from occurring in the future

FACULTY

Mollie Werwas, JD, Partner, Kopon Airdo, LLC

Michael Airdo, Partner, Kopon Airdo, LLC

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

104C Assisted Living Policy Forum

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

1.0 CE

- Examine potential assisted living statutory and regulatory changes
- Analyze 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, RN, HFSN, Chief, Division of Assisted Living, Senior Public Service Administrator, Illinois Department of Public Health Division of Assisted Living

105D Fact or Fiction? Exploring the Legalities of Senior Marketing Beyond Anecdotal Horror Stories

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Understand senior marketing legal requirements
- Learn about specific case-by-case rulings connected to senior marketing and healthcare, as well as the legislation involved
- Utilize a toolkit of resources for researching and understanding these legal requirements, instead of relying on hearsay and word-of-mouth

FACULTY

Fran Palma, Senior Vice President Digital Strategies, Covenant Living Communities and Services

Peter Carlson, Associate Legal Counsel and Corporate Compliance Officer, Covenant Living Communities and Services

106D Joint Employers, Misclassification and Other Trending Risks for the Long-Term Care Employer

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Review the ongoing and recent changes and approaches to the joint employer doctrine
- Gain a better understanding of legal risks inherent with employee misclassification
- Tips for compliance with recent changes in Illinois law concerning the employer employee relationship

FACULTY

Adam Guetzow, Partner, Hinshaw and Culbertson, LLP

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

David Alfani, JD, Partner, Hinshaw and Culbertson, LLP

107E Advocacy Town Hall

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- 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

Presenter TBD

108E LGBTQ Residents and Employees in Long-Term Care: Challenges and Opportunities

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Gain knowledge of the numbers and breakdown of LGBTQ presence in resident and employee and resident population
- Recognize the LGBTQ resident population challenges and policies and procedures to address the challenges
- Learn how to develop policies and procedures for addressing the diverse employees in long-term care

FACULTY

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

David Alfani, JD, Partner, Hinshaw and Culbertson, LLP

109E Above and Beyond Preventing Litigation

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the root cause of common regulatory and litigation problems
- Avoid the downward spiral associated with complaints, staff issues, public health deficiencies, and lawsuits
- Understand how to overcome road blocks to successful operations through operational efficiency

FACULTY

Lori Heilstedt, RN, MS, CPHRM, CPPS, Healthcare Safety Manager, Assurance Agency

Rick Wittmer, Lawyer, Kitch Drutchas Wagner Valitutti & Sherbrook

110F Nursing Home Policy Forum

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Explain scope of Long Term Care regulatory oversight
- Identify current trending of Phase 2 Rules of Participation
- Explore ways to remain in compliance with Rules and identify Phase 3 projected rules

FACULTY

Connie S. Jensen, Division Chief Long Term Care, Illinois Department of Public Health

111F Moving Through the Continuum: Sticking Points and Nudges at a CCRC

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Discuss common scenarios where CCRC residents resist a move to a higher level of care
- Discuss legal rights and restrictions for CCRCs to require a resident to advance through the continuum
- Discuss challenges for non-profit CCRCs to balance mission with financial health

FACULTY

Jason Lundy, Attorney, Polsinelli PC

Peter Carlson, Assistant Legal Counsel, Covenant Living Communities and Services

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Education Sessions

112G **Survive the Survey**
 Wednesday, April 3; 2:45 PM - 3:45 PM
 1.0 CE

- Identify the top five risk areas for surveys
- Develop an effective written plan of correction for any deficiency in under 10 minutes
- Outline key factors in disputing an alleged deficiency

FACULTY

Matthew Murer, Chair - Healthcare Department, Polsinelli PC

113H **Legislating Senior Living: National Trends, Impacts and Advocacy**
 Wednesday, April 3; 4:00 PM - 5:00 PM
 1.0 CE

- Review of national trends of state legislatures affecting senior living providers
- Review the operational impact of recent passed legislation on providers in those states
- Understand talking points for local legislators on future/similar legislation in Illinois

FACULTY

Dan Merriman, Sr. Compliance/Public Policy Analyst, Life Care Services LLC

114H **Who is in Charge? Understanding the Law and Requirements of Advanced Directives**
 Wednesday, April 3; 4:00 PM - 5:00 PM
 1.0 CE

- Understand how to ensure a resident is competent before involving an agency
- Understand the types of agency that exist in Illinois and how they are triggered
- Learn how to take action to ensure residents have appropriate agents in place when needed

FACULTY

Meredith Duncan, Shareholder Attorney, Polsinelli PC

115G **National Affordable Housing Update**
 Wednesday, April 3; 2:45 PM - 3:45 PM
 1.0 CE

- Understand the President's proposals for affordable housing funding and policy changes
- Discern how Congress is tackling the shortage of housing for older adults with low incomes
- Discover the latest news on HUD's affordable housing programs, the Low Income Housing Tax Credit and how your engagement can advance efforts to expand and preserve affordable housing

FACULTY

Linda Couch, Vice President, Housing Policy, LeadingAge Washington DC

116I **Politics, Policy & Nursing: Why Being Involved is Important to Your Future**

Thursday, April 4; 8:00 AM - 9:30 AM
 1.5 CE's

- Describe the basic tenets of policy development
- Discuss the role of the nurse in policy development
- Discuss the changes to the 2018 Nurse Practice Act

FACULTY

Susan Y. Swart, EdD, MS, RN, CAE, Executive Director, ANA-Illinois & Illinois Nurses Foundation

117J **The Value of Family Expectation Management and Communication in Mitigating Liability Risk**

Thursday, April 4; 9:45 AM - 10:45 AM
 1.0 CE

- Set, manage and adapt to your families expectations of your community
- Understand the insurance benefits of managing resident/family expectations
- Implement best practices from a senior living organization on how they manage expectations and improve family communication

FACULTY

Mike Hyzy, Senior Product Manager, Caremerge
 Kim Mead, Director of Engagement, Gardant Management Solutions

JoAnne Carlin, Vice President of Clinical Risk Services, Willis Towers Watson

118K **Social Media in the Nursing Home? A Legal Perspective**

Thursday, April 4; 11:00 AM - 12:00 PM
 1.0 CE

- Receive guidance and ideas for drafting/ revising social media policies and procedures in the residential care facility
- Be able to identify and address potential risks of social media information sharing
- Understand the legal implications of social media posts by residents, employees and third-parties

FACULTY

Mollie Werwas, JD, Partner, Kopon Airdo, LLC
 Michael Airdo, Partner, Kopon Airdo, LLC

Strategy and Business Growth

119A **The Wave of the Future: Urban Senior Housing Opportunities**
 Tuesday, April 2; 8:00 AM - 9:30 AM
 1.5 CE's

- Learn the advantages of providing satellite locations in urban settings from marketing, financial, design and mission perspectives
- Gain an understanding of housing options that may be available / provided in an urban environment both new construction and renovating existing building stock
- Gain an understanding of how to maintain their brand in an urban setting and incorporate their urban residents into the fabric of their existing CCRC

FACULTY

Eric McRoberts, Partner, RLPS Architects

Dustin Julius, Designer, RLPS Architects

Mario McKenzie, Partner, CliftonLarsonAllen LLP

120A **Innovation and Implementation: Beyond Failure to Launch**

Tuesday, April 2; 8:00 AM - 9:30 AM
 1.5 CE's

- Understand the four key types of decision making categories that affect an organization's operations
- Recognize how key resources (such as individuals, leadership time, funds) are allocated between strategic priorities and moving forward to market launch
- Recognize the organizational risks and rewards associated with overcoming the obstacles to implementation

FACULTY

Christopher McNiven, President & Opportunity Architect, Aspire Consulting Partners

Joan Lampe, CPA, Transformation Agent & Strategic Implementer, Aspire Consulting Partners

121B **Exploring Best Practices for Technology Implementation**

Tuesday, April 2; 1:30 PM - 2:30 PM
 1.0 CE

- Learn about current challenges with technology in the aging industry based on the experiences of other professionals, research and peers
- Understand ways to strategically avoid some of the most common pitfalls encountered with technology adoption and utilization through best practices identified
- Discuss ways that aging communities and professionals can better incorporate technology into everyday practice to achieve desired outcomes

FACULTY

Claire Wickersham, Science and Partnerships Manager, Eversound



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Education Sessions

122C Appealing to the Aging Population: Complexities of a High Rise Renovation

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

1.0 CE

- Understand the renovation process of a high-rise community
- Identify operational considerations when renovating an occupied space
- Recognize owner considerations that go into making the decision to invest in renovations: financial considerations, market demand and necessity to stay relevant

FACULTY

Frank Muraca, President, ARCH Consultants, Ltd.

Denise deFiebre, Senior Vice President of Acquisitions, Senior Care Development

Kyle Exline, Executive Director, The Clare

123D Medicare Advantage ISNPs: Considerations for a Provider-Led Frontier

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Understand the basics of Medicare Advantage and special needs plans and the current trends & federal policies that create new opportunities
- Understand the risks and opportunities of becoming not only becoming a provider of services, but also the payer
- Provide an overview of the key decision points, investment costs, resource needs and culture changes required to stay competitive

FACULTY

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

124D Wait! Don't Roll That Out

Tuesday, April 2; 4:00 PM - 5:00 PM

1.0 CE

- Learn how to effectively introduce new programs and initiatives
- Discover how to increase engagement level of teams during change
- Learn how to position yourself as both a leader who gets things done, and an advocate who has the respect of their team

FACULTY

Mike Ulm, President, Rose Point Solutions

125E Preparing for PDPM: Assessing and Enhancing Your Facility's Clinical Capability

Wednesday, April 3; 8:00 AM - 9:30 AM

1.5 CEs

- Utilize 3 strategies to assess the clinical competencies of their nursing staff
- Use guiding questions to upstream partners to determine what care challenges they need help with from post acute providers to guide clinical programing decisions
- Utilize 4 teaching methods to educate your nursing team to enhance their clinical capability

FACULTY

Sarah Wendel-Skjoldager, Vice President of Clinical Strategies, HealthPRO-Heritage

126F Healthcare Risk: How Do You Evaluate What Level is Right For Your Organization?

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Learn about the core capabilities and market characteristics you need to assess your readiness to take on risk
- Learn about the process other providers have gone through to identify opportunities (e.g., partnerships with systems, plans, other providers)
- Discuss the opportunities and risks with Medicare Advantage and institutional special needs plans

FACULTY

Anne Tumlinson, CEO, Anne Tumlinson Innovations

127F A Better Process for Development: Assemble the Right Team at the Right Time

Wednesday, April 3; 1:30 PM - 2:30 PM

1.0 CE

- Identify crucial project team members who will help them efficiently plan a project
- Know when to engage team members in order to decrease the overall project timeline
- Coordinate a planning process that will improve the likely success of a project

FACULTY

Jamie Timoteo, MBA, Senior Vice President, Plante Moran Living Forward

David Fik, President, Lantz-Boggio Architects

Andrew Heinen, Associate, Kimley-Horn

128G State of Senior Living 2019 and Beyond

Wednesday, April 3; 2:45 PM - 3:45 PM;
4:00 PM - 5:00 PM

2.0 CEs

- Review Ziegler's up-to-the-minute research findings in areas such as consumer demand, growth trends through partnerships and affiliation, home and community-based services, campus repositioning and development and the rising workforce challenges
- Examine the current state of the senior living capital markets, senior living financing trends, ongoing changes in the banking climate and credit ratings
- Engage in a robust and deep discussion with your fellow thought leaders as you consider the implications for the changes taking place in the not-for-profit senior living sector

FACULTY

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

Nadia Geigler, CEO, The Admiral at the Lake

Jesse Jantzen, CEO, Lutheran Life Ministries

Joe Hassel, Principal, Perkins Eastman

Nancy King, President, Senior Options

Kevin McGee, CEO, Smith Senior Living

Larry Minnix, Former President/CEO, LeadingAge

Dana Wollschlager, Principal, Plante Moran Living Forward

Stephen Johnson, Managing Director, Ziegler

129G Community Partnerships to Offer Technology Engagement Programming

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

1.0 CE

- Discover ways to grow community partnership possibilities for your outreach & engagement programs
- Learn about ways to increase staffing potential through shared positions with community partners
- Leave with tips and techniques for successful technology education with senior participants

FACULTY

Laura Edwards, Director of Strategic Initiatives, Clark-Lindsey Village

Janet Soesbe, Community Programs Manager, Urbana Park District

Jacob Johnston, Age-Friendly Resource Specialist, Clark-Lindsey/Urbana Park District

Sara Hawkins, Outreach Specialist, Clark-Lindsey

Education Sessions

130H Development, Design, and Operations Lessons from Urban Multi-Level Senior Living

Wednesday, April 3; 4:00 PM - 5:00 PM

1.0 CE

- Identify and discuss the key differences between dense, taller urban communities and land-generous suburban/rural counterparts
- Take back to their organizations some practical lessons learned for multi-level senior housing operations
- Have a greater understanding of the full lifecycle of a new senior housing community, from land search through development, startup, and stabilized operation

FACULTY

Richard Whitney, Vice President, FitzGerald
Michael Breclaw, Principal, FitzGerald

131I From Tired to Inspired: How a Strategy Journey Revitalized Central Baptist Village

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Utilize practical and appropriate strategy management tools to aid in strategy formulation and execution
- Identify gaps in their current strategic management system
- Prioritize strategic initiatives with their leadership teams

FACULTY

Dawn Mondschein, Chief Executive Officer, Central Baptist Village
Doug Maris, Vice President of Operations, LBL Strategies
Amy Hsieh, Director of Performance Management, LBL Strategies

132I Tales from the Front: Change, Crisis & Opportunity

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Explore how rapidly changing market and business forces are converging to threaten the future of many senior living organizations
- Explore management and communication strategies for success in challenging times
- Examine solutions and case-studies from around the country, including joint-ventures, affiliations, mergers and dispositions

FACULTY

Mark King, CEO, Greencroft Communities
Larry Minnix, Former President/CEO, LeadingAge
Bill Pratt, CEO, Wesley Willows
Stephen Johnson, Managing Director, Ziegler

133J Top Ten Things to Consider in an Affiliation or Merger

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Study how affiliation opportunities can successfully integrated with your organization's strategic plan
- Examine strategies for pursuing the right partner for your organization
- Explore how the structure of an affiliation can maximize return for all stakeholders

FACULTY

Andrew Tecson, Principal, Chuhak & Tecson, PC
Kimberly Boike, Attorney, Chuhak & Tecson, PC
Michael Renetzky, Partner, Locke Lord
Stephen Johnson, Managing Director, Ziegler

134J M&A Market Update and Divestiture Strategies for Non-Profit Organizations

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Gain insight into valuation of each asset class as well as which buyers are driving the market
- Understand recent transactions in Illinois
- Determine how, when, and why to discuss options on divesting certain assets and/or using acquisitions to grow the asset base

FACULTY

Brett Murphy, Vice President, Lancaster Pollard
Kevin Laidlaw, Vice President, Lancaster Pollard

135K Innovation in Senior Living: How Technology is Shaping the Future of the Industry

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Learn what a year of innovation has taught us in the industry
- Learn how technology is going to change the way senior living providers operate
- Learn what providers should be doing today to prepare for the changing tide

FACULTY

Steven VanderVelde, Senior Living Enterprise Architect, ProviNET Solutions
Bill Rabe, Senior Vice President, Enterprise Operations/Chief Information Officer, Covenant Living Communities and Services
Josh King, Vice President of Information Technology, Lutheran Senior Services
Grant Chamberlain, Managing Director - Health Investment Banking, Ziegler

136K A Study in Population Health: Integrated Care Model

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Understand the future changing senior living landscape
- Understand the concept of the Population Health Management Integrated Care Model
- Learn tools for implementing the integrated care model

FACULTY

Jane Shekman, CEO, LifeCare Home Health & In-Home Services
Joyce Boin, Administrator, LifeCare Home Health & In-Home Services

Workforce and Leadership Development

137A Strategies for Becoming a M.A.G.N.E.T. Employer

Tuesday, April 2; 8:00 AM - 9:30 AM

1.5 CEs

- Discover current employee turnover trends and future staffing projections
- Uncover the real reasons employees leave most organizations and ways to encourage them to stay
- Learn strategies for preparing your organization to manage shorter-term workers

FACULTY

Leah Brown, Talent Retention Strategist, Crescendo Strategies

138B Who Does That?! Behaviors of Different Personalities & Yourself

Tuesday, April 2, 1:30 PM - 2:30 PM

1.0 CE

- Identify different behavior types to understand how team members are likely to respond to various situations
- Learn how to adapt your own style to build stronger relationships within your team
- Improve your communication tactics to reduce unnecessary employee turnover

FACULTY

Leah Brown, Talent Retention Strategist, Crescendo Strategies

Education Sessions

139B Generation Z in Workforce 2020: From College to Corporate Life
Tuesday, April 2; 1:30 PM - 2:30 PM
1.0 CE

- Review tips and tricks that organization leaders and recruiters need to know about guiding Gen Z from college to the workforce and how to keep them engaged once hired
- Discuss what the Generation Z workforce preferences are and the unique set of expectations they bring
- Review how Gen Z is reshaping the workplace in new and exciting ways for all generations and give insights and predictions on what this means for senior living

FACULTY

James Perry, Senior Programs Manager, Marketing, Sodexo Seniors

David Boyd Williams, Director of Global Diversity, Sodexo Seniors

140C Staffing To Win: Strategies To Recruit And Retain Today's Workforce
Tuesday, April 2, 2:45 AM - 3:45 PM
1.0 CE

- Learn modern recruiting and onboarding strategies that quickly assimilate new staff members, reducing turnover during the first 90 days of employment
- Learn key tactics to more regularly measure satisfaction levels and metrics that help management identify the key issues causing turnover
- Discover how to boost your organization's culture and implement proven engagement strategies so that team members are happy and they stay

FACULTY

Peter Corless, EVP of Enterprise Development, OnShift

141D Why Won't They Come? Why Won't They Stay? Registered Nurses in Long-Term Care
Tuesday, April 2; 4:00 PM - 5:00 PM
1.0 CE

- Discuss expectations of senior nursing students for their first positions
- Discuss evidence-based strategies for recruiting RNs
- Learn how to retain RNs

FACULTY

Mary Dyck, Professor and Associate Dean for Research, Illinois State University

Nancy Novotny, Associate Professor, Illinois State University

142E Innovative Recruitment and Retention Solutions
Wednesday, April 3; 8:00 AM - 9:30 AM
1.5 CEs

- Share ideas and best practices on how to engage with local universities to build relationships and inter-generational opportunities
- Learn how to enhance your internship program to improve retention in aging services and address ageism's adverse effects on recruitment efforts
- Discover proven clinical staff training and development strategies to retain existing staff and attract new talent

FACULTY

Laura Edwards, Director of Strategic Initiatives, Clark-Lindsey Village

Wendy Bartlo, Ph.D., Outreach Specialist, University of Illinois at Urbana Champaign

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

143E What Every Leader Needs to Know
Wednesday, April 3; 8:00 AM - 9:30 AM
1.5 CEs

- Describe the role that leaders have in creating trust in the organization and steps to build it
- Define the importance of communicating the "why" of our business to your employees
- Outline steps to improve organizational practices to inspire loyalty and engagement from your employees

FACULTY

Lauren Soderstrom, Senior Organizational Development Partner, HR Source

144F Simple Choices: The Practice of Building Trust and Engagement
Wednesday, April 3; 1:30 PM - 2:30 PM
1.0 CE

- Explore the connection between how they choose to think about employees and how these choices shape trust and engagement within the organization
- Gain an understanding of research-based tactics (behaviors) that they can choose to deploy that build trust with their employees and stakeholders
- Determine a path for moving trust and engagement from an individual effort to a systemic one

FACULTY

Christopher McNiven, President & Opportunity Architect, Aspire Consulting Partners

145F Improving Staff Retention by Cultivating Satisfaction in the Work Place
Wednesday, April 3; 1:30 PM - 2:30 PM; 2:45 PM - 3:45 PM
2.0 CEs

- Develop skills to accept conflicting perspectives through hands-on learning experiences that explore comfort zone and judgement
- Examine the ways in which personal impact and ineffective communication influences the essence of the team environment and develop strategies to adjust language and behavior to alter attitudes
- Learn skills and strategies to embrace change and build the team community

FACULTY

Claudia Blumenstock, Founder/CEO, Copernicus, Inc.

146G Addressing Workforce Challenges with a Student Internship Program
Wednesday, April 3; 4:00 PM - 5:00 PM
1.0 CE

- Recite the benefits of hosting a student internship program in your community
- Explain the core standards of a quality internship program
- Construct an implementation plan to create a student internship program

FACULTY

Julie Boggess, MPA, LNHA, Owner, Enlighten Eldercare & Interim Director of Gerontology, Northern Illinois University

Laura Edwards, Director of Strategic Initiatives, Clark-Lindsey Village

147H Addressing Workforce Gaps: Team-Based Palliative Medicine for Patients with Advanced Illness
Wednesday, April 3; 4:00 PM - 5:00 PM
1.0 CE

- Identify the role of interdisciplinary team members in supporting patients and families with serious illness
- Recognize pivotal moments during a patient's illness that determine prognosis and influence care plans
- Practice communication techniques which illicit patient and family values, demonstrate empathy, and guide shared decision-making for patients living with advanced illness

FACULTY

Stacie Levine, Professor of Medicine, University of Chicago

Education Sessions

148I Executive Hiring in Senior Living: Exploring the Hiring Pool Development
Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Understand the trends in executive search to widen the prospect pool
- Hear from new leaders in senior living that came in with no senior living experience, and from industry leaders that have recently hired from outside the industry
- Understand the motivations for this change, and when it is right for your organization to take this new approach in hiring

FACULTY

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

Judy Amiano, President & CEO, Franciscan Ministries

Jon Sammons, Director, LeaderStat Premier

Jody Holt, CFO, Covenant Living Communities and Services

149I Unconscious Bias: Beyond Awareness

Thursday, April 4; 8:00 AM - 9:30 AM

1.5 CEs

- Recognize the existence of and identify their own implicit biases
- Define the workplace practices that are potentially affected by unconscious bias
- Determine actions to ensure that personal biases do not have a negative impact in the workplace

FACULTY

Candace Fisher, Director, Organizational Development, HR Source

150J The Millennial in the Backseat
Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Recognize how millennials are redefining leadership in healthcare and how adding members of this generation as leaders to your executive team will enhance the service and viability of your organization
- Identify millennial stereotypes and challenge these perceptions as an opportunity to modernize your organization's bench strength
- Build a win-win, effective multi-generational culture that will enable your organization to thrive during the inevitable revolution

FACULTY

April Murray, Executive Search Consultant, LeaderStat Premier

151J Successful Interdisciplinary Recruitment and Retention Strategies
Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Identify successful new employee engagement strategies
- Acquire knowledge on successful operational initiatives
- Identify core components to delivering a comprehensive recruitment and retention program

FACULTY

Anthony Rizzato, LNHA, MHA, MSW, LSW, Assistant Administrator, Friendship Village of Schaumburg

Josh Flaim, SPHR, SHRM-SPC, Human Resources Operations Manager, Friendship Village of Schaumburg

Elaine Brooks, Director of Nursing, Friendship Village of Schaumburg

152J Leadership and Rest: Practicing Creative Disruption

Thursday, April 4; 9:45 AM - 10:45 AM

1.0 CE

- Articulate the major root causes for why they resist rest
- Become more aware of the essentiality of rest in order to lead their organizations and lives effectively
- Discover their pathway of creative disruption which will equip them to practice rest daily

FACULTY

Daniel Fuller, MA, Founder/Organizational Development Consultant, Sycamore Way

Christopher McNiven, President & Opportunity Architect, Aspire Consulting Partners

153K Creating Effective Teams

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Participate actively in two team building exercises to experience teaching techniques for staff development
- Describe opportunities to positively mentor during team building exercises
- Understand how to utilize the tools and resources provided in the workshop

FACULTY

Louann Lawson, BA, RN, RAC-CT, CIMT, Clinical Reimbursement Team Leader, Pathway Health

154K Digital Recruitment Strategies- Staying Relevant in a Competitive Market

Thursday, April 4; 11:00 AM - 12:00 PM

1.0 CE

- Identify steps to develop a strong online company brand
- Examine various digital platforms to attract potential candidates
- Explore inbound vs. outbound recruitment marketing

FACULTY

Kendra Nicastro, Director of Business Development, LeaderStat



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Rates

Deadlines:

Early Registration DeadlineMonday, February 4, 2019

Registration deadline..... Monday, March 4, 2019

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.

All rates are per person.

Member Rates. Provider Organization (Non-vendor)

New Group Pricing Structure. Savings are based on the Provider Organization Full Conference Rate (Provider Member Only)	Early Rate	Standard Rate
Save \$150 per person when you send 5 or more.	\$399 pp	\$414 pp
Save \$200 per person when you send 10 or more.	\$349 pp	\$364 pp
Save \$250 per person when you send 15 or more.	\$299 pp	\$314 pp
BEST VALUE!!! Save \$300 per person when you send 20 or more.	\$249 pp	\$264 pp

Full Conference Rate

Tuesday, Wednesday, Thursday	\$549 pp	\$564 pp
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Only attending one day!

Daily Rates	\$249 pp	\$264 pp
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Non-Member Rates (Provider Member) (Non-vendor)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$749 pp	\$799 pp
Daily Rate	\$299 pp	\$349 pp

Vendor/Business Firms (Non-Exhibiting Business Member)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$849 pp	\$899 pp
Daily Rate	\$349 pp	\$399 pp

Vendor/Business Firms (Non-Exhibiting Non-Member)

Full Conference Rate - Tuesday, Wednesday, Thursday	\$1099 pp	\$1149 pp
Daily Rate	\$449 pp	\$499 pp

Additional Rates

Resident/Honorary Member/Spouse Rate

\$199 pp

Board and Trustee Rate

FREE!!!

*See page 8 for more information

Student Rate

FREE!!!

*See page 46 for more information

Non-Exhibiting Vendors

*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.

LeadingAge Illinois Pre-Conference Deep Dive Featuring Teepa Snow

Monday, April 1, 10:00 AM - 5:00 PM

5.5 Continuing Education Credits

Pre-Conference Only	\$249 pp
If attending additional days at any annual meeting category	\$149 pp
Frontline staff: CNA, Restorative Aides, Activity Aides, Dietary Aides, PTA and OTA	\$79 pp



Want FREE Conference Registration?

Apply for the Hosted Buyer Program When Registration Opens!

Are you a purchaser or influencer of purchasing within your Senior Living Community? If so, sign up to participate in the Hosted Buyer Program to **receive FREE individual registration* to the 2019 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 facilitating 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 the 2019 Annual Meeting & Expo (up to \$600 for the regular member rate) may be reimbursed post-event.*

*See full terms and conditions for details at leadingageil.org

Registration

What's Included?

Full Annual Meeting rates cover all educational sessions, Annual Meeting materials, coffee, lunches, and Tuesday Night Reception. Breakfast items will be available for purchase each morning.

Concurrent Educational Sessions

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 a form if you previously faxed your registration or registered online. This will result in a duplicate charge to your credit card, which will be refunded following the meeting.

Checks should be made payable to NIU.

Registration cancellation:

Received by: March 4
Refund: Full refund less \$25.00 processing fee

We cannot issue refunds for cancellations received after March 4.

All cancellation requests must be made in writing by fax to 815.753.6900 or email outreachregistration@niu.edu

Registration modifications/additions

Modifications and additions to your registration order can be made by sending a detailed e-mail to:
outreachregistration@niu.edu

Substitutions

Substitutions must be submitted in writing to outreachregistration@niu.edu by March 27. After this date all substitutions will be processed at on-site registration and will be charged a \$25.00 administrative fee per substitution. The original badge must be submitted at the time of the substitution in order to receive the new attendee badge.

Email Address Required for Each Attendee

Be sure to provide individual email addresses for each person attending. Registered attendees will receive important conference information including schedule changes, reminders, and the handout link via e-mail. For additional conference information, visit the LeadingAge Illinois website at: <https://annualconference.leadingageil.org/2019/index.cfm>

Registration Confirmation

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, contact NIU at outreachregistration@niu.edu. If there are mistakes on your confirmation, please fax or e-mail the changes to 815.753.6900 or outreachregistration@niu.edu.

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(s) 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. Not all restrictions may be accommodated.

Photography and Video Release Statement

Sessions and activities may be photographed or video-recorded. Attendance at the annual meeting constitutes the consent of all attendees to the future broadcast, publication or other use of photographs or videos at the sole discretion of LeadingAge Illinois.

Registration Questions Regarding:

Direct registration questions to Northern Illinois University at 815.753.7922 or email to outreachregistration@niu.edu. Please reference LeadingAge Illinois registration in the subject line.

Direct all other meeting questions to meetingservices@leadingageil.org or by calling LeadingAge Illinois at 630.325.6170.



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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.
Schaumburg, IL 60173
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: \$204.00

Ways to reserve a sleeping room:

- Reserve on-line at:
<https://book.passkey.com/go/LeadingAgeIllinoisAnnual2019>
- Call reservations at 800-468-3571 or 847-303-4100. When making a reservation, mention you are with the LeadingAge Illinois Annual Meeting & Expo.

Rooms at the Renaissance Schaumburg will be held until Monday, March 11, 2019 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 state and local sleeping room tax. All reservations must be accompanied by a first night room deposit or guaranteed with a major credit card.

- *Per hotel policy - deadline to cancel a reservation is 48 hours to arrival date at no penalty. If a reservation is cancelled after the 48 hours prior to arrival date, a full amount of the reservation will be charged for first night room & tax.*



IMPORTANT - BEWARE OF ROOM PIRATES!

The Renaissance Schaumburg Convention Center is the official host hotel for the LeadingAge Illinois Annual Meeting. Reservations should be made directly through our reservation link or by calling the hotel number listed. The hotel will not solicit you to make a reservation. If you provide your credit card to unauthorized vendors, your card could be compromised and you may not have a reservation when you arrive onsite.

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 2019 LeadingAge Illinois Annual Meeting & 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 register, please contact:
info@leadingageil.org

LeadingAge Illinois Leadership Academy
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Learning Themes
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Building and Leading Teams
Becoming a Visionary Leader
Discovering a Work/Life Balance

The LeadingAge Illinois Leadership Academy program is available to anyone who works for a LeadingAge Illinois member, irrespective of clinical or managerial experience. It is far more important for potential Fellows to demonstrate deep leadership potential within their organizations than it is for them to carry specific job titles.

Applications will be available at the 2019 LeadingAge Illinois Annual Meeting & Expo



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sjohnson@ziegler.com
312 596 1512

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MANAGING DIRECTOR
wcarney@ziegler.com
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