

## Session Planner – Tuesday, March 17

	8:00 - 9:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
<b>Care and Services</b>	<p><b>1A</b> The New Texture Modified and Pureed Diet Standards (IDDSI) Explained and What to Do Next</p> <p><b>2A</b> Mitigating the Risks While Honoring Residents' Person-Centered Diet Preferences</p>	<p><b>3B</b> Trauma Informed Care: Preparation for Phase III Requirements</p> <p><b>4B</b> How to Use the Transformative Power of Nutrition to Engage, Excite and Empower Your Residents</p>	<p><b>5C</b> First Aid Interventions for Mental Health</p>	<p><b>6D</b> Adding Respiratory Therapy to Home Health! How We Reduced Return to Hospital COPD &amp; CHF</p> <p><b>7D</b> Keeping Up with Quality Measures</p>
<b>Innovation in Aging Services</b>	<p><b>19A</b> Voice-First Technology: Privacy and HIPAA Considerations</p>	<p><b>20B</b> How the Internet of Things (IoT) Will Transform the Delivery of Care in Senior Living</p>	<p><b>21C</b> How Music and Technology are Elevating Cognitive Care</p>	<p><b>22D</b> How to Plan for Technology in a Re-Positioning Project with New Construction</p>
<b>Life Enrichment and Wellness</b>	<p><b>33A</b> Why Does My Food Taste Like Cardboard?</p>	<p><b>34B</b> Why Fall Prevention Does Not Work</p>	<p><b>35C</b> Cooking Up an Unforgettable Dining Experience</p> <p><b>36C</b> Combatting Social Isolation Through Shared Experiences</p>	<p><b>37D</b> Senior Living's Critical Dining Challenges and Implications for the Future</p>
<b>Living Well with Dementia</b>	<p><b>49A</b> Bathing Without a Battle</p>	<p><b>50B</b> The Effects of an Interactive Music Program on Those Living with Dementia</p>	<p><b>51C</b> Modifying the Environment to Decrease Challenging Behaviors</p>	<p><b>52D</b> Move YOUR Mind - Live with Dementia</p>
<b>Marketing &amp; Consumer Behavior</b>	<p><b>64A</b> Combining Actionable Strategies with Marketing Automation to Shorten the Sales Cycle</p>	<p><b>65B</b> Video, Video, Video...How to Use Videos to Capture and Nurture Leads</p>	<p><b>66C</b> Clean Slate Project: Envisioning a New Future</p> <p><b>67C</b> Website ADA Compliance - A Technical and Legal Exploration</p>	<p><b>68D</b> How To Improve Your Marketing Messaging Through The Power of "Why"</p>
<b>Operational Excellence</b>	<p><b>79A</b> Turn Those Blurry Receivables into Clear Collections</p> <p><b>80A</b> Deck to Deal During Crisis</p>	<p><b>81B</b> Owning the Outcomes: Understanding the Intersection of Quality, Finance, and Operations</p> <p><b>82B</b> From QRP to Med Reconciliation and Everything in Between: Patient Transitions Need Special Attention</p>	<p><b>83C</b> Arriving at the Intersection of Quality and Cost-Effective Staffing</p> <p><b>84C</b> Utilizing Lean Six Sigma to Improve Quality, Reduce Cost, and Transform Your Culture</p>	<p><b>85D</b> Upping Your Clinical Game in Post-PDPM World</p>
<b>Public Policy and Legal Issues</b>	<p><b>101A</b> Mitigating Caregiver Turnover - A Look at How Contracts Can Help Reduce This Risk</p> <p><b>102A</b> Successfully Navigating the Regulatory Landscape: A Former Surveyor's Perspective</p>	<p><b>103B</b> What to Chart and When from a Legal Perspective: Good vs. Poor Charting, and Potential Consequences</p> <p><b>104B</b> Assisted Living Update</p>	<p><b>105C</b> Managing Medicinal Cannabis in Your Community</p>	<p><b>106D</b> Who Are You Going to Call? Exploring the Various Decision-Makers and the Scope of Their Authority Over Disabled Adults</p> <p><b>107D</b> Mental Illness &amp; Related Disabilities in the Senior Living Workplace: Strategies for Legal Compliance</p>
<b>Strategic Growth</b>	<p><b>123A</b> Refocus Your Campus Vision: Planning with Capital Expenditures in Mind</p>	<p><b>124B</b> Strategic Capital Planning: Real Answers for Real Problems</p>	<p><b>125C</b> Make No Small Plans: A Focused Discussion on the Redevelopment Process</p>	<p><b>126D</b> No Excuses: Strategically Creating a Modern Independent Living Environment</p>
<b>Workforce and Leadership Development</b>	<p><b>135A</b> Wrestling with Relationships: Fostering a Workplace that Strengthens the Teamwork Environment</p>	<p><b>136B</b> Follow Me</p> <p><b>137B</b> On the Job Training and Delegation: Coaching &amp; Delegation</p>	<p><b>138C</b> On the Job Training and Delegation: Job Training</p> <p><b>139C</b> Framing and Fostering Crucial Conversations: How to Have a Voice and Authentic Dialogue with Respect</p>	<p><b>140D</b> On the Job Training and Delegation: Providing Performance Feedback</p> <p><b>141D</b> Creating a Culture of Innovation</p>

### Tuesday Keynote

9:45 AM – 11:15 AM

See page 7 for more information.

## Session Planner – Wednesday, March 18

8:00 - 9:30 AM

1:30 - 2:30 PM

2:45 - 3:45 PM

4:00 - 5:00 PM

	8:00 - 9:30 AM	1:30 - 2:30 PM	2:45 - 3:45 PM	4:00 - 5:00 PM
<b>Care and Services</b>	<p><b>8E</b> The LGBTQ Senior - Understanding the New Population</p> <p><b>9E</b> New Paradigm of Precautions: What are Enhanced Barrier/Enhanced Standard Precautions?</p>	<p><b>10F</b> The Ethics of Gender, Sex and Sexuality</p> <p><b>11F</b> Restorative Nursing: How Does Your Program Measure Up?</p>	<p><b>12G</b> Yes, An Infection Prevention Program is Necessary for Assisted Living!</p>	<p><b>13H</b> "The First 48" - The Patient Experience to Drive Census</p> <p><b>14H</b> Evolving Challenges and Opportunities in Pain Management</p>
<b>Innovation in Aging Services</b>	<p><b>23E</b> Emerging Technology Trends: Now And Not Yet</p>	<p><b>24F</b> Fall Prevention in the 21st Century - Leveraging Technology to Target Programming and Reduce Falls</p> <p><b>25F</b> The IT Strategic Plan in an Era of Digital Disruption</p>	<p><b>26G</b> HIPAA Risk Assessment: Adhere to the OCR Guidelines</p> <p><b>27G</b> Transforming Your Workforce with AI</p>	<p><b>28H</b> Unlocking the Full Potential of Your EHR Solutions</p> <p><b>29H</b> High Tech Aging: Transforming the Quality of Life</p>
<b>Life Enrichment and Wellness</b>	<p><b>38E</b> Planning Your Last Party: Helping People in Planning their Funeral, Memorial, or Remembering Time</p>	<p><b>39F</b> Assistance and Companion Animals in Housing</p>	<p><b>40G</b> End Complaints: Clear Sound for All</p> <p><b>41G</b> Use It or Lose It: Harnessing the Power of Cognitive Engagement Through Entertainment</p>	<p><b>42H</b> Moving Toward Interfaith Spiritual Programming</p> <p><b>43H</b> This is Home: Making Home in Senior Living Communities</p>
<b>Living Well with Dementia</b>	<p><b>53E</b> Too Good to Be True? Humanity - An International Approach to Caring for Persons with Dementia</p> <p><b>54E</b> Optimizing Function and Physical Activity for Older Adults in Senior Living</p>	<p><b>55F</b> Sexual Expression and Behavior Among Older Adults with Dementia</p>	<p><b>56G</b> Where We've Been and Where We Need to Focus: A Retrospective of 50 Years in LTC</p> <p><b>57G</b> The Ethics of Dealing with Dementia</p>	<p><b>58H</b> Compassionate Touch: A Non-Pharmacological Approach that Responds to and Prevents Stress Reactions</p>
<b>Marketing &amp; Consumer Behavior</b>	<p><b>69E</b> Empower Your Sales Team &amp; Drive Occupancy Through Sales Enablement</p>	<p><b>70F</b> Sales and Marketing Alignment: Best Practices for Increasing Revenue</p> <p><b>71F</b> Is It Time to Rebrand?</p>	<p><b>72G</b> Perfecting The Media Mix: Balancing Online and Traditional To Drive The Best ROI On Your Spend</p> <p><b>73G</b> The Power of Brand in an Increasingly Tech-Driven World</p>	<p><b>74H</b> WOW 'Em with a Red Carpet Tour and Move-In Experience!</p>
<b>Operational Excellence</b>	<p><b>86E</b> PDPM &amp; Phase 3 Rules of Participation..Now What? Using QAPI to Succeed in PDPM and RoP</p> <p><b>87E</b> The Armed Intruder/Active Shooter - Planning for and Responding to the Unthinkable</p>	<p><b>88F</b> Effectively Address the TOP Fire/Life Safety Code Findings</p> <p><b>89F</b> Outcomes Still Rule the Day!</p>	<p><b>90G</b> Facilities Planning: Strategies to Avoid Band-Aid Fixes</p> <p><b>91G</b> General Pest Control, Integrated Pest Management, and You</p>	<p><b>92H</b> REFOCUS on Security, Balancing Protection, and Convenience</p> <p><b>93H</b> Designing Healthy Buildings? Mitigating Legionella Risks for Vulnerable Populations</p>
<b>Public Policy and Legal Issues</b>	<p><b>108E</b> Advocacy Town Hall</p>	<p><b>109F</b> Nursing Home Policy Forum</p> <p><b>110F</b> Supportive Living Program Update</p> <p><b>111F</b> Understanding Fair Housing Act Applications in the Design of Senior Housing and Care Communities</p>	<p><b>112G</b> Proactive Updates - A Look at Best Practices for Updating Both Employee and Resident Handbooks in ALFs</p> <p><b>113G</b> CMS Enforcement Update</p> <p><b>114G</b> Affordable Housing Update</p>	<p><b>115H</b> From Application to Move Out: Taking a Holistic View of What's Important</p> <p><b>116H</b> The Nurse's Deposition: How to Prove the Best Care was Provided and Avoid Admitting the Opposite</p>
<b>Strategic Growth</b>	<p><b>127E</b> Active Adults: Moving Upstream to Attract the Younger Consumer</p> <p><b>128E</b> Rental vs. Entrance Fee: Responding to Consumer Preferences</p>	<p><b>129F</b> State of Senior Living 2020 and Beyond</p>	<p><b>129F</b> State of Senior Living 2020 and Beyond (cont.)</p>	<p><b>130H</b> Should I Stay or Should I Go? Determining When To Renovate or Build New Skilled Care</p> <p><b>131H</b> Not on MY Watch! Effective Strategies for Organizational Growth and Mission Sustainability</p>
<b>Workforce and Leadership Development</b>	<p><b>142E</b> Leadership Ethics and Moral Management</p> <p><b>143E</b> Extreme Makeover: New Hire Orientation and Onboarding Edition</p>	<p><b>144F</b> Internal Customer Service: Roll Out the Red Carpet for Your Staff</p>	<p><b>145G</b> Digital Recruiting Strategies for Attracting Today's Modern Senior Living Talent</p>	<p><b>146H</b> WeCare Connect: An Employee-Driven Retention Strategy</p> <p><b>147H</b> Transforming Culture by Transforming Service</p>

### Wednesday Keynote

9:45 AM – 11:15 AM

See page 7 for more information.

## Session Planner – Thursday, March 19

8:00 - 9:30 AM

9:45 - 10:45 AM

11:00 - 12:00 PM

<b>Care and Services</b>	<b>15I</b>	Here and Now: Antibiotic Resistant Threats and Infection Control in Long-Term Care	<b>17J</b>	Operationalizing Care Navigation	<b>18K</b>	Senior Bullying
	<b>16I</b>	Engaging Residents in Their Care While Reducing Unnecessary Medication Usage				
<b>Innovation in Aging Services</b>	<b>30I</b>	Biometrics, Geolocation and Emerging Technologies: What You Don't Know About Data Privacy Can Hurt	<b>31J</b>	Health Care Technology & Long-Term Care: Navigating the Digital Age	<b>32K</b>	Transportation Alternatives for Seniors in Healthcare
<b>Life Enrichment and Wellness</b>	<b>44I</b>	The Quest to Decrease Stress: Refocusing to Improved Health of Elders, Colleagues, and Caregivers	<b>46J</b>	Practical Ideas to Engage All Staff in Activities	<b>48K</b>	Navigating the Health Care Maze with the Older Adult
	<b>45I</b>	Don't Fix This!	<b>47J</b>	Refocus on the New Resident - Creating a New Resident Orientation Program		
<b>Living Well with Dementia</b>	<b>59I</b>	Tips and Techniques for Supporting People with Alzheimer's Using the Habilitation Model	<b>61J</b>	Joyful Connections! A Structured Social Club for People with Dementia	<b>63K</b>	A Person-Centered Approach to Refocusing on Rehab & Recovery
	<b>60I</b>	ABA 101: The ABCs of ABA	<b>62J</b>	Review the Development of the Memory Care Bundle		
<b>Marketing &amp; Consumer Behavior</b>	<b>75I</b>	Today's Digital Marketing Best Practice Do's & Don'ts	<b>76J</b>	Your Biggest Profit Potential Lives in Your Sales and Marketing	<b>77K</b>	Successful Home Care Marketing and Operations: A True-Life Case Study
					<b>78K</b>	Achieving Measurable Occupancy Improvements: A Best Practice Approach to Sales and Marketing
<b>Operational Excellence</b>	<b>95I</b>	ICD-10-CM Coding and Clinical Documentation for Patient-Driven Payment Model (PDPM)	<b>96J</b>	Why an Effective Compliance Program Matters - Having a Proactive Approach to Prevent Failures	<b>98K</b>	Residents at the Reins
					<b>99K</b>	SPADES: Is Your Facility Playing With a Full Deck?
					<b>100K</b>	Strategies for Implementing Phase 3
<b>Public Policy and Legal Issues</b>	<b>117I</b>	Maximizing Post-Incident Practices to Minimize Liability Risk	<b>119J</b>	IDPH Home Care Licensure Update	<b>122K</b>	Informal Dispute Resolution: Finding Your Seat at the Table
	<b>118I</b>	Ideas to Inspire: Provider Journeys Through our Changing Landscape	<b>120J</b>	Hot Fair Housing Issues		
			<b>121J</b>	Preparing for HCBS and Other Supplemental Benefits in Medicare Advantage		
<b>Strategic Growth</b>	<b>132I</b>	The Middle-Income Puzzle	<b>133J</b>	Adventures in Campus Repositioning	<b>134K</b>	The Evolving Senior Living Prototype: How to Design and Build Successful Communities Across the US
<b>Workforce and Leadership Development</b>	<b>148I</b>	Creating a Culture That Retains Employees: Emotionally Intelligent Skills You Can Implement Tomorrow	<b>149J</b>	Healthy Body, Healthy Life: A Journey to Work/Life Balance	<b>151K</b>	Laughing at Stress
			<b>150J</b>	In It To Win It: How To Attract, Engage & Retain Like A Champ Amidst Workforce Challenges		

## Student Program

LeadingAge Illinois is excited to once again offer full-time, undergraduate or graduate students enrolled in an accredited college or university the opportunity to attend the 2020 Annual Meeting and Expo. The purpose of the program is to expose students to the many career opportunities that exist and introduce them to the cutting-edge practices and the transformational, forward-thinking leaders who are shaping the future of aging services. Students will 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.

Conference registration scholarships are available to a limited number of students for the 3-day event. See page 44 for registration details.



# Student Program

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