

# Winter Conference

February 15-17, 2023 | Virtual Experience



**AL & SNF providers, earn up to 11.5 CEUs | ESF providers, earn up to 9.5 CEUs**

[\*\*Register Now!\*\*](#)

## Wednesday, February 15, 2023

### 8:30-10:00 AM | Breakout Sessions

AL & ESF	SNF	AL & SNF
<p><b>Person-Centered Care for Behavioral Management and Best Practices;</b> <i>Krystle Dykstra</i></p> <p>This presentation will focus on person-centered care and best practices for residents with behaviors. We will highlight best practices in dealing with behaviors and ways to manage behaviors, as well as appropriate ways to respond to behavior and how to build the rapport that is needed to have a professional relationship with residents.</p>	<p><b>Not in Our House— Developing a Prevention Program for Wound and Wound-Related Complications;</b> <i>Ryan Dirks</i></p> <p>When your resident’s wound does heal, there is a 40% likelihood it will re-open, or a new wound will develop in 12 months. This course will provide the foundation for you to begin exploring what a wound and amputation prevention program could look like in your community</p>	<p><b>A Tested Model for Conversations for Long Term Care Residents and Families with Serious Illness;</b> <i>Sharmon Figenshaw</i></p> <p>Clinicians trained in the Serious Illness Conversation Guide (SICG) have reported increased quality of conversations with their patients and increased understanding of patients’ values, goals, and preferences; patients and families report increased trust in their health care team and improved ability to advocate for themselves/their loved ones. We will present the value of using Ariadne Labs’ SICG guide, its impact and intention in transforming care, and how it can be applied in all health care settings.</p>

### 1:00-2:00 PM | Breakout Sessions

AL	SNF	AL & SNF
<p><b>How the Quality Improvement Organization Can Support ALFs;</b> <i>London Manor-Petersen, Jenny Lingle and Alex Topper</i></p> <p>Join Comagine Health for an introductory session outlining who the Quality Improvement Organization (QIO) in your state is and how they can support facilities to achieve better outcomes for their residents. A portion of this presentation will allow opportunity for attendees to discuss ideas with industry peers through breakout room conversations.</p>	<p><b>A Guide to Washington Medicaid Funding;</b> <i>Bill Ulrich</i></p> <p>A general overview will be provided of the Washington Medicaid rate system to include how to spend and report on funding for Wage Equity Funds, changes in case mix based on PDP, setting your private pay rate, and accounting for COVID-related expense. In addition, we will review funding from the federal level including the status of federal waivers, and audits of provider relief funds.</p>	<p><b>Joint Commission Accreditation: A Business Case for Quality;</b> <i>Monnette Geronimo</i></p> <p>With the proliferation of value-based payment models and coming out of a pandemic, now more than ever, quality and safety in health care matters. Learn what accreditation is all about and its role in quality assurance and performance improvement. Discover how accreditation positively impacts staffing, operations, and care outcomes to create value for your skilled nursing and assisted living communities.</p>

### 2:30-3:30 PM | Conference Keynote: Glad to Be Here! with *Michael Marlow* | AL, ESF, and SNF

You are not the product of your circumstances; you are the product of your decisions! As an industry, our circumstances have been tough for the past three years and in our customers’ eyes, perhaps even longer. Yet we continue to weather these storms and weather them well! Let’s celebrate our success and challenge ourselves to keep sharing our accurate message with our customers so that they get a clearer picture of who we are and what we do.

### 4:00-5:00 PM | Breakout Sessions

AL	SNF
<p><b>The Full Monty: Left-Brain and Right-Brain Approaches to Senior Living Marketing for Highest Outcomes;</b> <i>Wendy Phillips</i></p> <p>Let’s explore together how to engage the left-brain thinkers on your team to complete strategic marketing planning for your organization, how to engage the right-brain thinkers on your team to enhance all marketing efforts with storytelling, and how to gather deep industry insights on marketing calls to action that really works.</p>	<p><b>QAPI in the Kitchen: How to Create Your Measurable Goals;</b> <i>Barbara Thomsen</i></p> <p>What is the CMS QAPI process and how should you as the dietary leader include your staff and systems into a solid written plan that meets your facility’s QAPI committees’ goals? What should you choose from your dietary department to improve upon and how do you make sure to involve your entire department in making things better? Join this session to learn how to create your measurable goals.</p>

Thursday, February 16, 2023

9:30-11:00 AM | Breakout Sessions

AL & ESF	SNF
<p><b>Let's Talk About Sex: Resident Consent, Alleged Sexual Abuse Reporting and Investigation;</b> <i>Vicki McNealley</i></p> <p>This session will cover actions the facility should take when residents choose to engage in a consensual relationship, as well as when sexual abuse is alleged or suspected.</p>	<p><b>CMS F-Bombs: Understanding the Rules is Half the Battle;</b> <i>Barbara Thomsen</i></p> <p>This presentation will give a thorough review of the different CMS protocols/regulations that drive the cares you provide within your care communities, what is trending for CMS regulations and F tags on the national level, as well as what is happening locally during your state surveys. Let's discuss how best to prepare!</p>

1:00-2:00 PM | Breakout Sessions

AL & ESF	SNF	AL, ESF, and SNF
<p><b>What to Expect When the Fire Marshal Visits;</b> <i>Kimberly Bloor</i></p> <p>Attendees will learn what the State Fire Marshal's Office is looking for during emergency preparation and their walk-through, how to be best prepared, and what documentation is required.</p>	<p><b>Prepare for the Update: Minimum Data Set (MDS) Changes;</b> <i>Deb Emerson and Jillian Martin</i></p> <p>During this presentation, attendees will review the new and revised MDS items. Attendees will also gain an understanding of the impact of the elimination of Section G function items and the use of Section GG for all OBRA assessments and learn what changes may need to be made in the facility for proper completion of the MDS.</p>	<p><b>The Art of Giving Effective Feedback;</b> <i>Preethi Fernando</i></p> <p>During this presentation, attendees will learn how to offer feedback in a motivating manner, recognize when feedback is going nowhere, and learn the right communication method to use to offer feedback—face to face or through a Zoom call? Attendees will also learn the art of "HALT" (Hungry, Angry, Lonely and Tired) and its effect on feedback giving.</p>

2:30-3:30 PM | Breakout Sessions

AL	SNF	AL, ESF, and SNF
<p><b>So Many Leads, So Little Conversion: Using Data to Nurture Leads and Differentiate From the Competition;</b> <i>Melinda Gisbert</i></p> <p>Your marketing efforts are bringing in a ton of new leads each month, but the sales team is struggling to convert them to move-ins. What gives? The answer may not lie with your sales team. By surveying both current residents and your ideal target audience, you can gather the data and insights you need to provide the highest value to your prospective residents and families.</p>	<p><b>What to Expect When the Fire Marshal Visits;</b> <i>Kimberly Bloor</i></p> <p>Attendees will learn what the State Fire Marshal's Office is looking for during emergency preparation and their walk-through, how to be best prepared, and what documentation is required.</p>	<p><b>WHCA Legislative Update;</b> <i>Carma Matti-Jackson, Jeff Gombosky, Lauri St. Ours and Eric Negomir</i></p> <p>This session is intended to update Winter Conference participants about the status of our work in Olympia five weeks into the 105-day session. Plan to leave this session with solid information that will help you advocate and engage with your legislators in support of your workforce and your patients and residents.</p>

Thank You to Our Generous Sponsors!



Friday, February 17, 2023

9:30-11:00 AM | Breakout Sessions

AL, ESF, and SNF

**Emotional Intelligence - The Game Changer in Healthcare;** *Preethi Fernando*

**\*WORKFORCE FOCUSED\***

During this presentation, attendees will learn how to correct employees by using encouragement and validation, rather than fault finding and condemnation; how to practice simplicity, presence of mind, and common sense in handling people problems at work, and how to give feedback in a motivating manner, as well as how to handle tears at work.

**Safely Improving Resident Quality of Life;** *Krystle Dykstra*

We will focus on understanding what quality of life means, and recognizing the importance of things like food and décor; explore the differences between reasonable and unreasonable requests; develop a “no idea is too crazy” mindset when considering ways to improve a residents’ quality of life; and learning how to creatively find the balance between resident safety and resident desire when planning for activities. We will then determine how regulations apply to quality-of-life issues and expand awareness of community resources.

**When Residents Cross the Line: Strategies for Long Term Care Leaders;** *Chandler Lewis*

This training will provide a high-level overview of some of the strategies and best practices for identifying and mitigating both sexual harassment and inappropriate sexual behavior with long term care residents, as well as how to communicate plans with care staff and families. We will also engage in a case study and a short question and answer session at the end of the presentation.

1:00-2:00 PM | Breakout Sessions

AL, ESF, and SNF

**Dementia in Your World. We Can Do This the Easy Way, or the Hard Way;** *Toni Fisk*

How are you trained to deal with dementia and the potential “episodes” that may arise? Gain Dementia 101 knowledge and grasp what it is that WE often do that is the creator of the situations, the confusion, and ultimately the depression and despair. Toni will reveal to you how to master the positive actions that YOU can take to reduce, prevent, and redirect those negative feelings and behaviors.

**Substance Use Disorder Among Health Professionals;** *Dr. John Furman*

**\*WORKFORCE FOCUSED\***

This presentation will discuss the prevalence and risks of substance misuse among health professionals, with a focus on the nursing profession. Identification, intervention strategies, and regulatory reporting responsibilities will be highlighted along with the WHPS voluntary participation track.

2:30-3:30 PM | Breakout Sessions

AL, ESF, and SNF

**Upcoming Changes to the NAC Curriculum and Testing;** *Kathy Moisis*

**\*WORKFORCE FOCUSED\***

During this session, attendees will get a preview of the new nursing assistant common curriculum framework, learn how they can use the curriculum framework in their own training program, and get the latest updates on nursing assistant testing (certification exam). There will also be time to have questions answered.

WHCA Affinity Sponsors!



Register now at: [whca.org/2023-winter-conference](http://whca.org/2023-winter-conference)