



# 33rd ANNUAL Long Term Care — The Future Is Us



**October 12-14, 2016  
Breezy Point Resort  
Breezy Point, Minnesota**

*Planned by MN-DONA Lakes Area Directors of Nursing,  
MN-DONA District III*

Breezy Point Resort  
Breezy Point, MN



**LONG TERM CARE—THE FUTURE IS US**

Best Meetings Inc.  
2626 E. 82nd St., Suite 270  
Bloomington, MN 55425-1381





# 33rd ANNUAL The Future Is Us Fall Conference



**October 12-14, 2016  
Breezy Point Resort  
Breezy Point, Minnesota**

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MN-DONA District III*

## WELCOME

Welcome to the 33<sup>rd</sup> Annual MN-DONA-The Future is Us Fall Conference for nurse leaders in Long Term Care. The Fall Conference Committee has been working hard to ensure that this conference is just as informative as it is fun. The theme this year is "Leadership Starts Here" and what a better way to start than at Breezy Point Resort! MN-DONA is pleased that you, as nurse leaders, who provide the full spectrum of elderly care, are able to join us.

We will kick off our program on Wednesday with the opening breakout sessions "Auditing Practices for Quality Measures". This session will provide an understanding of how MDS items impact Quality Measures. Our Keynote speaker on Wednesday evening is Chris Heeter presenting "The Life Jacket with the Grab Loop: Self-awareness and Wild Improvements to Team Performance." Following our dinner and keynote speaker is CASINO NIGHT! Come and join the fun.

Of course, you'll enjoy our "Wellness Break." This is your time to relax and do something just for YOU! Visit with old and new friends, shop, golf, or explore the Breezy Point area. We will reconvene on Thursday evening, and be ready for our guest speaker, Sarah Sladek "Engaging the Next Generation."

Friday morning our program continues as we discuss "Dealing with Difficult Families" a panel to help navigate a difficult situation between a facility, family and the one receiving the care. As a closing key note speaker, Rob Bell explains "How to Wow Leadership Team Members" which explains why great leaders truly are cheerleaders.

Thank you for taking the time out of your busy lives to learn and share your knowledge and experience with each other. We hope that you can return to your facilities to use that knowledge to provide high quality patient care. Have fun, relax and enjoy your time at the 33<sup>rd</sup> Annual Fall Conference!

*Nicole Eisel-Rupp*

**Lakes' Area DON  
Conference Committee  
Members**

Nicole Eisel-Rupp, Chair  
Debora Buker  
Lori Olson  
Patricia Perryman  
Melissa Peterson  
Nola Smith



## SCHEDULE OF EVENTS

Wednesday, October 12, 2016

- 11:00 a.m.                    **Committee Meetings** (Box Lunch available for members who RSVP to the MN-DONA office by Sept. 22nd)
- 11:30 a.m.                    **Registration Opens**
- 12:00 p.m. - 1:00 p.m.    **First Timers Orientation**
- 1:00 p.m. - 4:00 p.m.    **“Auditing Practices for Quality Measures”**  
**Michelle Dick, RHLA**  
Why does our facility flag so high in Quality Measures (QMs)? How can Health Information Management (HIM) services assist to prepare for MDS Focus Surveys? This session will provide an understanding of how MDS items impact Quality Measures and how HIM Auditing Practices can identify key strategies to ensure the accuracy of the QMs that affect the facility’s 5 star rating and outcomes of the new MDS Focus Surveys.
- 1:00 p.m. - 4:00 p.m.    **“Infection Control: Foundations, Changes and Strategies for Success”**  
**Karolee Alexander, Director of Clinical and Reimbursement Consulting, Pathway Health**  
Infection control continues to be among the most highly cited regulation in Minnesota nursing homes. This year CMS will implement changes to the regulatory requirements for Infection Control programs in nursing homes. This informative session will provide nurse leaders with an overview of the current Infection Control regulations and discuss the changes to regulatory requirements including the change in the role of the Infection Preventionist, antibiotic stewardship and more. Strategies for success with implementing a comprehensive Infection Control program will be described.
- 4:00 p.m. - 6:15 p.m.    **Visit the Exhibits/Reception**
- 6:15 p.m. - 7:45 p.m.    **Dinner, Scholarship Awards and Nursing Director of the Year Award**
- 7:45 p.m. - 8:45 p.m.    **Keynote Presentation: “The Life Jacket With the Grab Loop: Self-awareness and Wild Improvements to Team Performance”**  
**Chris Heeter, Leadership Speaker/Wilderness Guide/Poet, Owner of The Wild Institute**  
Our culture has been described as being in “permanent whitewater, constantly navigating a complex, turbulent, and changing environment” (Peter Vaill, a leading organizational change theorist). Nowhere could that be more true than as a director of nursing. Join Chris Heeter and her speaking partner Tuu Weh (a freakishly mellow rescue dog), as we explore the literal world of whitewater canoeing for clues in navigating the turbulent waters of work/home balance and leadership.
- 9:00 p.m. - 11:00 p.m.    **Casino Night - Enjoy the fun, networking and prizes!**

### ***“Take a Chance on Education”***

*(Proceeds fund nursing scholarships in 2017)*

Your kindness in donating items for our nursing scholarship is so appreciated! Again this year we will have drawings for donated prizes. Our goal is to have 50 items donated by YOU, to be raffled off Thursday night. Ideas for items you could donate include things you think nurse leaders would like to have. Nothing is too small or too big. Some examples would be a great book, wine, crafts, homemade canned goods, candles, jewelry, quilts, a basket of items, etc. Please bring your donation to the registration table when you arrive. Everyone will have a chance to buy tickets from the MN-DONA Board members on Wednesday and Thursday to “Take a Chance” to win the wonderful prizes. Thank you!

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## Thursday, October 13, 2016

8:30 a.m. - 9:45 a.m.

### “A One-Stop Shop for DHS Quality Improvement Resources”

**Teresa Lewis**, *LTC Senior Research Associate, Minnesota Department of Human Services*

As the main purchaser of nursing facility services in Minnesota through the Medicaid program, the Department of Human Services is committed to improving the quality of care and life for residents. This session will lead you on a tour of the many quality improvement opportunities your facility can access through DHS, including:

- Programs that pay your facility for improvement and/or high performance
- Free comprehensive facility reports on clinical quality, quality of life, the short stay experience, family satisfaction, and hospitalization/community discharge
- Free technical assistance with measures and quality improvement



8:30 a.m. - 9:45 a.m.

### “AADA Review and Requirements”

**Rebecca Coffin**, *Attorney/Partner, Voigt, Rhode & Boxeth, LLC*

Changing demographics have increased acuity levels in HWS and home care settings. Attorney Rebecca Coffin will discuss those changes along with the legal challenges the changing demographics creates for providers. Ms. Coffin will offer case scenarios and useful tips to assist you in determining how best to handle these difficult cases.

8:30 a.m. - 9:45 a.m.

### “Quality Initiatives in Assisted Living”

**Shauna Kapsner**, *Director of Operations, Partners Senior Living Options, LLC*

Quality improvement is a newer concept within Minnesota assisted livings. With the 2014 Minnesota legislative session came a waiver program rate increase if the AL chose to implement a quality improvement project, a first for AL quality to be linked to payment at the State level. With this change, many assisted living sites are delving into the realm of quality assurance performance improvement. Although perhaps not as detailed as a skilled facility, data collection and astounding results are being seen across the state. First we will review what quality IS, how you ‘do’ it, and then we will look into what great things are already happening and share with each other successes and opportunities for improvement.

9:45 a.m. - 11:15 a.m.

### Break/Visit the Exhibits

11:15 a.m. - 12:30 p.m.

### “Assisted Living Survey Trends”

**Jill Schewe**, *Director of Assisted Living, Housing & Home Care, Care Providers of Minnesota*

Jill Schewe will go through the most commonly cited correction orders issued by the Minnesota Department of Health under the comprehensive home care health statutes. Information presented will help providers identify potential behaviors or systems that might increase a home care agency's probability of receiving a correction order.

11:15 a.m. - 12:30 p.m.

### “Appropriate and Inappropriate Use of Psychotropic Medications in Long Term Care”

**Dr. William B. Orr**, *Ph.D., M.D., Psychiatrist, Orr & Associates*

Studies show 60-90% of patients with dementia will exhibit psychosis, mood disorder, or aberrant motor behaviors (i.e. BPSD, “Behavioral and Psychological Symptoms of Dementia”) that cause immediate risks to themselves, other residents, and caregivers. Despite these facts, use of antipsychotic and other psychotropic medications in LTC settings are under increasing scrutiny and there is great pressure to undergo a gradual dose reduction (GDR) and elimination of such medications. During this presentation, Dr. Orr will discuss approaches used to develop an integration of pharmacological and nonpharmacological approaches to the treatment of BPSD, as well as strategies for evaluating when and how to utilize a GDR. The discussion will necessarily include understanding different forms of dementias with and without movement disorders, as well as mood disorders and delirium in the elderly.

11:15 a.m. - 12:30 p.m.

### “MDH Survey Changes”

**Rebecca Coffin**, *Attorney/Partner, Voigt, Rhode & Boxeth, LLC*

Attorney Rebecca Coffin will provide an overview of the top 10 survey deficiencies found in nursing facilities and home care. The session will also discuss updated implementation of the Life Safety Code 2012 by CMS, CMS’ new guidance on federal remedies and assessment of scope and severity of deficiencies, and new survey changes regarding exit conferences at the end of the survey.

### 12:30 p.m. - 5:30 p.m. Wellness Break - “Me Time”

This is your time to enjoy the many options available, like The Serenity Spa, golf, tennis, boating, shopping, swimming, or a good book. Great shopping is available in Pequot Lakes (4.5 miles from Breezy Point Resort) and Nisswa (13 miles from Breezy Point Resort). Be sure to invite others to join you!





## Thursday, October 13 - Continued

Breezy Point Serenity Spa!!

Call 218-562-7158 to make an appointment or for more information.

You can visit <http://breezypointresort.com/serenity-spa/> to check out their menu of services.



**Hours**  
9:00 am - 6:00 pm  
Monday through Sunday

- 12:30 p.m.                    **Lunch Buffet**
- 5:30 p.m.                    **Reception**
- 6:00 p.m. - 7:30 p.m.      **Dinner, MN-DONA Scholarship Awards & Take a Chance on Education Results**
- 7:30 p.m. - 8:30 p.m.      **“Engaging the Next Generation”**  
**Sarah Sladek, CEP**  
A core and urgent challenge organizations everywhere are facing is how to retain a skilled workforce and manage four generations - each with their own distinct values and attitudes toward work. Plus, the arrival of the Millennials (aka Gen Y), the largest and youngest workforce majority and first generation of the Post-Industrial Era, has influenced the workforce in radical ways.
- Using humor, pop culture references, and numerous best practices, XYZ University's presentation demonstrates why what worked before isn't working anymore. Employee expectations and engagement behaviors have changed, turnover is on the rise, and productivity and profitability has plummeted. Discover the solutions to these challenges and proven strategies for engaging employees in this ever-evolving, multi-generational workforce.

## Friday, October 14, 2016

- 8:30 a.m. - 10:30 a.m.      **“Dealing With Difficult Families”**  
**Panel: April Boxeth, J.D., Voight, Rode & Boxeth, LLC, Stacy Lind, RN, DON, Episcopal Church Home, Nikki Tostenson, RN, DON, Good Samaritan Specialty Care, and others TBD.**  
Do you have challenging behaviors in your facility? Panelists will provide practical nursing strategies, legal advice and practical advice on how to deal with challenging residents and family members. Audience participation is welcome. Bring your behavior questions and clinical and practical interventions will be offered along with tips on how to protect your liability.
- 10:30 a.m. - 10:45 a.m.      **Break**
- 10:45 a.m. - 12:00 p.m.      **Closing Keynote Session: “How to Wow Leadership Team Members”**  
**Rob Bell, Certified Speaking Professional**  
How to WOW Leadership Team Members: Most people don't quit organizations, they quit their managers. To realize the remarkable service that results in long-term success, we must treat our team members as our very best customers. This session is a high-content, high-energy, and FUN session that teaches managers to be leaders. Great leaders truly are cheerleaders!
- 12:00 p.m.                    **Closing Comments/Lunch**



**MN-DONA's Spring Conference**  
April 27<sup>th</sup> and 28<sup>th</sup>, 2017  
Hilton Minneapolis/St. Paul Airport Mall of America



## ACCREDITATION

Application has been made to the Minnesota Board of Examiners for Nursing Home Administrators for 10.75 clock hours and 12.9 contact hours that meet the Minnesota Board of Nursing's continuing education criteria.

## CANCELLATIONS

Written notice of cancellation of your conference registration must be received by **September 9, 2016**. A \$30 administrative fee will be charged and the balance will be refunded following the Conference. Cancellations should be emailed to [cathy@bestmeetings.com](mailto:cathy@bestmeetings.com) or faxed to 952.858.8950. **The Department of Health has told MN-DONA that they will not conduct surveys during our conference! Re-surveys may still occur.**

## QUESTIONS

Call the MN-DONA office at 952.858.8875 or 800.958.8875 or email to [cathy@bestmeetings.com](mailto:cathy@bestmeetings.com)



## REGISTRATION

MN-DONA Members           \$225/person  
Non-Members               \$300/person

The registration fee includes all the educational programs, materials, and the exhibits. Mail your registration (page 8 of this brochure) along with payment to the address on the registration form or go on-line to [www.mndona.org](http://www.mndona.org).

## NON-MEMBERS

To receive the best value, pay the member rate for the conference by signing up for MN-DONA membership on the conference registration form and include your dues payment with your registration fee. As a special thank you for your membership, you will receive \$10 off the regular yearly membership fee and will pay only \$100. The benefits of membership are numerous! Please access the MN-DONA website at [www.mndona.org](http://www.mndona.org) for a complete benefits listing.

## COMMUTER INFORMATION

If you are not staying at Breezy Point, you can order meals by completing the Breezy Point Registration form (page 7 of the brochure) and circling the meals you would like to purchase in the Commuter Section. **Please mail or fax the Breezy Point form and payment directly to Breezy Point at the address on the form.**

If you would like to car pool to the conference, please check with your District Representative. A listing of the District Reps and contact information is available on the MN-DONA website, <http://www.mndona.org>. Click on the Home tab at the top of the web page and select Board of Directors. If you don't know your District number, email [cathy@bestmeetings.com](mailto:cathy@bestmeetings.com) or call 952-858-8875 / 800-958-8875.

## PURPOSE & TARGET AUDIENCE

To deliver up-to-date content that is appropriate to nurse leaders providing services in the full healthcare spectrum of elderly care. Content will reflect new regulations and strategies pertinent to them. Target audience - DONs, Assistant DONs, RN Leaders working in elderly care.

## ACCOMMODATIONS



Use the Breezy Point Resort reservation form (page 6 of this brochure) to make your arrangements for accommodations. Please make your reservation by **September 21, 2016 directly with Breezy Point**. If you have any questions, please email Breezy Point Resort at [groups@breezypointresort.com](mailto:groups@breezypointresort.com). Check-in time is 5:00 p.m. on the day of arrival.

If you would like to share a room at Breezy Point, please check with your District Representative. A listing of the District Reps and their contact information is available on the MN-DONA website, <http://www.mndona.org> click on the Home tab at the top of the web page and select Board of Directors. If you don't know your District number, email [cathy@bestmeetings.com](mailto:cathy@bestmeetings.com) or call 952-858-8875 / 800-958-8875.



**MN DIRECTORS OF NURSING**  
October 12-14, 2016

*PREFERRED LODGING HELD UNTIL: September 21, 2016*

If Breezy Point Resort runs short of lodging space they will contact you with alternate lodging information.

**PLEASE WRITE LEGIBLY!**

**LAST NAME:** \_\_\_\_\_  
**FIRST NAME:** \_\_\_\_\_  
**COMPANY NAME:** \_\_\_\_\_  
**STREET:** \_\_\_\_\_  
**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_  
**DAYTIME & CELL PHONE:** \_\_\_\_\_  
**E-MAIL:** \_\_\_\_\_

**SPECIAL REQUEST:** (dietary, handicap, & etc...) \_\_\_\_\_

**ADVANCE DEPOSIT:** FULL PACKAGE PRE-PAYMENT  
(Required to guarantee reservation)

**PAYMENT TYPE:**

**CHECK** = Mail with this reservation form  
**P.O or VOUCHER** = Resort needs copy on file  
**CREDIT CARD** = debited upon receipt of this form  
(Visa, MC, American Express & Discover)

CARD # \_\_\_\_\_  
 EXP DATE: \_\_\_\_\_  
 CARDHOLDER NAME: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
**TOTAL PRE-PAYMENT AMOUNT:** \$ \_\_\_\_\_

\* NO RESERVATIONS TAKEN WITHOUT THIS FORM \*

To view room types - please go to this web-site:  
<http://www.breezypointresort.com/vacation/lodging/index.html>

<b>2 nights:</b> (circle one)	<u>SINGLE</u>	<u>DOUBLE</u>	<u>TRIPLE</u>	<u>QUAD</u>
BREEZY INN	405.00	275.00		
LODGE APARTMENTS	405.00	275.00		
BREEZY CENTER	405.00	275.00		
2-bedroom Cabin/Condo	N/A	405.00		275.00
3-bedroom Cabin	N/A	N/A	405.00	
4-bedroom Cabin	N/A	N/A		405.00

*PACKAGE INCLUDES:* 2-Nights Lodging (Weds & Thurs)  
 6 Meals, Meeting Breaks, Meeting space, Resort Service Charge & Sales Tax. Golf is available at a discounted rate.

**ROOMMATE (s):** \_\_\_\_\_

**Please, send all reservation forms together.** (If not received together, Breezy Point Resort cannot guarantee your specific requests)

**CANCELLATION POLICY:** \* 30-DAY CANCEL REQUIRED

- \* **NO refunds** given for cancellations received after September 21, 2016 or for No-shows
- \* \$25 service charge for cancellations is non-refundable

**COMMUTERS:** (NON-OVERNIGHT GUESTS) For guests not staying at Breezy Point Resort, meal tickets may be purchased. Indicate # of each ticket or circle the full package.

- \* Include full pre-payment with this form
- \* Prices include service charge & sales tax
- \* Sorry, no refunds available

**INDIVIDUAL MEALS:**

_____ Wed Dinner ..\$32.00	
_____ Thu Breakfast...\$13.00	_____ Thu Lunch.... \$22.00
_____ Thu Dinner...\$32.00	_____ Fri Breakfast \$13.00
_____ Fri Lunch...\$20.00	

**FULL MEAL PACKAGE:** \$132.00 per person  
 Includes: Weds Dinner; Thurs Breakfast, Lunch & Dinner; Friday Breakfast & Lunch, Service charge & Tax.

After your reservation has been processed, you will receive an email confirmation from Breezy Point Resort.

**QUESTIONS?**  
 Mary's e-mail: [groups@breezypointresort.com](mailto:groups@breezypointresort.com)

**FAX 218- 562-4510**

**MAIL, E-Mail or FAX**

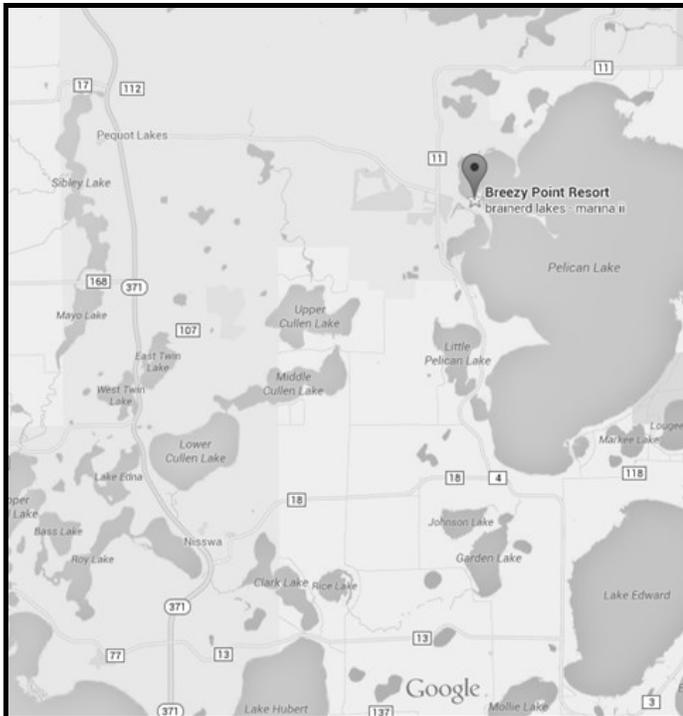
# Breezy Point Resort

Breezy Point Resort is only 140 miles north of Minneapolis/St. Paul. If you prefer to fly, Breezy Point is just a 30 minute flight from the Minneapolis-St. Paul Airport. Skywest-Delta Connection services the Brainerd Airport with several daily flights.

**Driving to Breezy Point:** Breezy Point Resort is only 20 miles north of Brainerd/Baxter. Take highway 371 north to Pequot Lakes, go right (east) on County Rd. 11 approximately 5 miles, through the Breezy Point front gate to the Resort Office.

**On I-94, going north and west of the cities,** take the Clearwater exit (Highway 24) right, across the Mississippi River to Highway 10 west (left), through St. Cloud to Highway 371 (just north of Little Falls) into Baxter. Continue on highway 371 north from Baxter, through Nisswa to Pequot Lakes, go right (east) on County Rd. 11 approximately 5 miles, through the Breezy Point Resort front gate to the Front Desk in the Conference Center.

**From Duluth:** Take I-35 to Route 210 west to Brainerd.



# CONFERENCE REGISTRATION FORM



**“Long Term Care -- The Future Is Us” - October 12-14, 2016, Breezy Point Resort**  
**You can register on-line at [www.mndona.org](http://www.mndona.org)**

Please type or print clearly.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_ First Name on Badge \_\_\_\_\_

\_\_\_\_\_ District (MN-DONA members only) \_\_\_\_\_  
Title \_\_\_\_\_

Employing Organization \_\_\_\_\_

Business Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

(\_\_\_\_) \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_ \_\_\_\_\_  
Phone \_\_\_\_\_ Cell \_\_\_\_\_ Email \_\_\_\_\_

Please indicate any special needs (dietary, access, etc.):  
\_\_\_\_\_

**Please check here if you will be:** A first time conference attendee \_\_\_\_\_

**Please check which concurrent sessions you plan to attend, one for each time slot.**

**Wed, Oct 12, 1:00 - 4:00 p.m. | Thurs, Oct 13, 8:30 - 9:45 a.m. | Thurs, Oct 13, 11:15 - 12:30 p.m.**

\_\_\_\_ 1 - Auditing Practices for Quality Measures

\_\_\_\_ 3 - A One-Stop Shop for DHS Quality Improvement Resources

\_\_\_\_ 6 - Assisted Living Survey Trends

\_\_\_\_ 2 - Infection Control: Foundations, Changes and Strategies for Success

\_\_\_\_ 4 - AADA Review and Requirements

\_\_\_\_ 7 - Appropriate and Inappropriate Use of Psychotropic Medications in Long-term Care

\_\_\_\_ 5 - Quality Initiatives in Assisted Living

\_\_\_\_ 8 - MDH Survey Changes

**Please check which type of registration:** \_\_\_\_\_ **Member \$225** \_\_\_\_\_ **Non-Member \$300**

**I would like to join MN-DONA and pay the member rate for the conference. I have included the discounted membership fee of \$100 with my registration for a total payment of \$325. \_\_\_\_\_ Yes \_\_\_\_\_ No**

**Payment Method:** \_\_\_\_\_ **Check** \_\_\_\_\_ **Visa** \_\_\_\_\_ **MasterCard:**

Card Number \_\_\_\_\_ Exp. Date \_\_\_\_\_

Billing Address of Card \_\_\_\_\_

Billing Address City, State & Zip Code \_\_\_\_\_

Name of Card Holder \_\_\_\_\_ Phone # of Card Holder \_\_\_\_\_

Signature of Card Holder \_\_\_\_\_

Email of Card Holder \_\_\_\_\_



Please make checks payable to MN-DONA and mail it along with this form to:  
MN-DONA  
2626 E. 82nd Street, Suite 270  
Bloomington, MN 55425-1381  
Or fax your form to: Cathy Olsen at 952-858-8950 or email [cathy@bestmeetings.com](mailto:cathy@bestmeetings.com)





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## THANKS TO OUR EXHIBITORS! (As of August 25, 2016)

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Acadia Pharmaceuticals	Novo Nordisk
Advanced Wireless Communications	On-Site Care, LLC
Anodyne Inc.	Pathway Health
Apollo Corporation	Pfizer Vaccines
Arkray USA	Professional Portable X-Ray, Inc.
Compassionate Care Hospice	RX Care Assurance
Corner Home Medical	Sanofi
Custom Medical Solutions	SCA/TENA
Elim Preferred Services	Senior Care Solutions
First Quality Products, Inc.	SPAN-America
Guardian Pharmacy	St. Croix Hospice
Handi Medical Supply	Sterling LTC Pharmacy
HealthEast Medical Laboratories	Thrifty White Pharmacy Services
Janssen Pharmaceuticals	Weber & Judd LTC Pharmacy
KCI USA Inc.	
LeadingAge Minnesota	
McKesson Medical-Surgical	
Medline Industries Inc.	
Med-Mizer, Inc.	
Medtronic	
Merwin LTC Pharmacy	
Northwest Respiratory Services, LLC	

### **First Timer Orientation**

Will this be your first time at this conference? Please attend our First-Timer Orientation on Wednesday from 12 p.m. - 1 p.m.

Learn all about MN-DONA and what to expect during the conference.