
DAY ONE: Thursday, October 6, 2016

7:15a.m. – 7:55a.m. Registration and Breakfast

8:00a.m. – 8:15 a.m. Welcome and Introductions

Mimi McCahill, JD, RN, CPASRM

Vice President Risk Management, Caring Communities

Jim Caldwell

President & Chief Executive Officer, Caring Communities

8:15a.m. – 9:45a.m. Session 1: Opening Keynote — Measuring the Right Thing for the Right Reason

Dr. Ilene Warner-Maron, PhD, RN-BC, CWCN, NHA, FCPP

Clinical Assistant Professor, Philadelphia College of Osteopathic Medicine

Session Description

This 55-minute session will examine the risk of risk assessments, particularly the use of risk scales for falls and pressure ulcers. We will focus on the impact of risk management through the use of incorrect tool selection, inaccurate completion of the tool and issues with limiting the assessment to the four corners of the risk assessment tool. The discussion will include limitations of accepted risk scales as well as interventions organizations can use to improve the accuracy of those assessment used in hospitals, nursing homes and home health care settings.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Identify how potential causes of falls are not captured within the Morse Fall Scale and other instruments commonly used upon admission to a health care facility
- Identify how the Braden Scale, a risk management tool for pressure ulcers development may be miscalculated to show low or no risk for pressure ulcers in patients who are at high risk for wound development
- Using clinical scenarios, participants will identify issues in which risks assessments failed to provide appropriate identification of patients at risk for clinically avoidable outcomes
- Identify three interventions to improve the accuracy of a fall risk assessment
- Identify three interventions to improve the accuracy of a pressure ulcer risk assessment

Proudly sponsored by

9:45a.m. – 10:00a.m. BREAK

10:00a.m. – 11:30a.m. Session 2: HCBS Judicial and Regulatory Risks
 Ryan Meade, JD, CHRC, CHC-F
*Director, Regulatory Compliance Studies, Loyola University
 Chicago School of Law*

Session Description

The passage of IMPACT Act and the significant changes included in the Medicare HH PPS Final Rule signal that both hospice and home health providers continue to face a changing regulatory landscape. In order to maintain compliance and mitigate risks, hospice and home health providers – as well as physicians, referring facilities, and other interested stakeholders – must stay on top of these regulatory changes and issues. During this session, participants will hear about current government enforcement and auditing affecting providers today and discuss the legal ramifications of home care based services judicial and regulatory risk.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Discuss how to respond to government inquiries
- Review fraud and abuse risk areas within an organization
- Review the components of an effective compliance risk management program
- Identify ways to mitigate risk within the arena

11:30a.m. – 11:45a.m. Certified Professional in Aging Services Risk Management (CPASRM) Set-up

11:45a.m. – 12:00p.m. Presentation of the newly Certified Professionals in Aging Services Risk Management (CPASRM)

Recognition of the Education Advisory Panel

12:15p.m. – 12:55p.m. Lunch

1:00p.m. – 2:00p.m. Session 3a: Managing Falls Risks through Building Design
 Jane Rohde AIA, FIIDA, ASID, ACHA, CHID LEED AP BD+C,
 GGA – CIEB
Principal, JSR Associates, Inc.

Session Description

This 55-minute session will discuss related elements of the Facility Guidelines Institute's res-

ident safety risk assessment for the evaluation of key environmental features that effect resident safety in various settings such as skilled nursing, assisted living, and memory care. Care and service delivery environments that account for building design and layout can help prevent falls and mitigate injuries associated with falls.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Recognize building design elements that can be contributing factors in falls related events and injuries
- Assess building locations to help evaluate where resident mobility and transfer risks exist
- Identify actions in environmental design that can effectively reduce resident fall risk
- Write building design improvement recommendations that help to prevent falls and reduce falls-related risks

1:00p.m. – 2:00p.m. Session 3b: Preventing Falls when Dementia is Involved

Tena Alonzo, M.A.

Director of Education & Research, Beatitudes Campus

Session Description

The session, "Redefining Risk of Falling for Persons with Dementia" identifies the connection between quality of life and fall risk for people who have trouble thinking. Participants will have the opportunity to review current research on the science of fall reduction and explore evidence-based techniques. Creating strategies for discussions with family decision-makers and enhancing organizational systems which promote quality of life as well as personal safety will be discussed.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Identify two factors that increase the likelihood that persons with dementia will fall
- Discuss at least two strategies for reducing the likelihood that persons with dementia will fall
- Identify two strategies for working with family decision-makers around the occurrence fall
- Identify one strategy which will enhance quality of life and redefine the risk in your organization

2:10p.m. – 3:10p.m. Session 4a: Transportation Safety

Douglas J. Cross

Principal, Douglas J. Cross Transportation Consulting

Session Description

Special transportation is an increasingly important part of providing services and housing to seniors. The capacity of various public transportation modes is limited in the face of growing demand, and is often not flexible or user-friendly enough. However, unlike those modes, providers of special transportation are not primarily in the business of transporting passengers.

Therefore, the experience and concentration on passenger needs and realities is often lacking by comparison. Accidents of many kinds can happen during transportation, which can lead to serious consequences in terms of both personal traumas for the passenger and legal and financial disaster for the transporter. This session will explore the potential liability of transportation and how it can be limited and controlled through investment in proper procedures, training and skills.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Understand safety and liability issues related to transporting passengers
- Understand the importance of written policies and procedures in ensuring safety and good customer service
- Understand the importance of driver training, supervision and monitoring in maintaining a positive safety culture
- Learn about issues related to hazardous areas of transportation, including lifts and passengers with different kinds of capabilities or disabilities
- Learn about proper passenger assistance techniques and skills for passengers with different kinds of capabilities or disabilities

2:10p.m. – 3:10p.m. Session 4b: Dangers of Email Communications

Louis Chodoff, Esq.
Partner, Ballard Spahr, LLC

Session Description

Email is one of the most common forms of communication, especially in the business setting. However, due to a variety of factors, including the informality of the mode of communication, email can create major liability consequences for unsuspecting employers. This session, designed for human resource professionals and front-line supervisors alike, is designed to change your approach to email communication, particularly when discussing sensitive HR issues.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Conduct a review of email policies
- Revise their approach to email communication
- Understand the importance of keeping deliberative discussions off email
- Think Before You Hit Send!

3:10p.m. – 3:25p.m. BREAK

3:30p.m. – 4:30p.m. Session 5a: Resident Sexual Abuse Response and Investigations

Clarissa Palmero, JD
*Assistant State's Attorney, Cook County, Illinois State's
Attorney's Office*

James Hennelly
Sheriff, Cook County, Illinois

Session Description

In this 55-minute session, the speakers will discuss the definition(s) of sexual assault, sexual abuse and rape. Federal and state legal requirements for mandatory reporting to law enforcement and health care regulatory agencies will be reviewed. The speakers will explain the role of law enforcement during the investigation as well as describe common errors that organizations make when responding to sexual abuse, e.g. failure to identify an incident, failure to report an allegation and failure to conduct a thorough investigation. The presentation will provide examples of best practices in working with police as well as accurate and timely completion of incident and State reports

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Identify the first steps in responding to an allegation
- List legal and regulatory reporting requirements for suspected or alleged sexual abuse
- Differentiate between facts and speculations when conducting a thorough investigation

3:30p.m. – 4:30p.m.

Session 5b: Hazard Vulnerability Assessments

Mitchell Saruwatari, PhD

National Director, Emergency Management: Kaiser Permanente

Session Description

This session will provide an overview of the Hazard and Vulnerability Analysis (HVA) process implemented by the majority of general acute care hospitals for assessing and prioritizing risks. It will also include a brief demonstration of the HVA tools as well as a discussion of specific tools and processes for mitigating organizational risks.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Describe how to conduct a Hazard Vulnerability Analysis in the health care setting
- Highlight specific tools used to mitigate risks once hazards have been identified and prioritized
- Discuss the use of the HVA to develop the annual emergency management program activities
- Demonstrate a new way to prioritize risks using actual incident information

4:30p.m. – 4:45p.m. Day One Wrap-up and Evaluations

5:30p.m. Reception — Celebration of the 2016 NASRM Conference

DAY TWO: Friday, October 7, 2016

7:15a.m. – 7:55a.m. Registration and Breakfast

8:00a.m. – 8:05a.m. Day Two Announcements
Victor Lane Rose
Operations Manager, PSRQ-Aging Services, ECRI Institute

8:05a.m. – 8:15a.m. Welcome
Phil Leaman
Chief Operating Officer, Resource Partners

8:15a.m. – 9:15 a.m. Session 6: Maintaining Risk Management through Leadership Transitions

Dennis Russell
Vice President Business Development, Resource Partners

*Panelists: Karen Lehman, CEO The Community at Rockhill;
Kristi Scales, Corporate Risk Manager, Pacific Retirement Services;
Discussion Panel (moderated by Victor Rose)*

Session Description

Losing focus during executive transitions, mergers, acquisitions, affiliations, expansions and unanticipated crises is a common occurrence within the healthcare field. This panel will discuss real-life examples, lessons learned and strategies to maintain your risk-management focus during these turbulent times.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Build commitment at all levels of the organizations
- Plan in advance – staff redundancy and cross-training
- Understand why having a communication plan in place helps maintain focus
- “Trust but Verify” – sharing data and progress toward established goals
- Know the board’s responsibility is to ensure appropriate attention is paid to risk manage-

ment

9:15a.m. – 10:15 a.m. Session 7: Complaint and Grievance Management

Jennifer Comerford, MJ, OTR/L, CHC. HEM

Risk Management Analyst, ECRI Institute

Session Description

This 55-minute session is designed to educate aging services managers on the importance of an effective process for complaint and grievance resolution, and to train participants in capture, investigation and the resolution of complaints and grievances from long-term care residents, post-acute patients and family members.

This session will discuss the importance of an effective complaint and grievance resolution process from multiple perspectives. Although regulatory requirements and accreditation standards for this topic vary among aging services settings, there is a common need for effective complaint resolution policies. Proactive complaint management not only promotes the provision of high-quality care, but also demonstrates a robust commitment to customer service. This can mitigate claims risk while bolstering reputation, as well as improving occupancy and retention rates.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Distinguish between a complaint and a grievance
- Describe risk management implications of complaints
- Describe methods to capture and investigate complaints
- Recall strategies for complaint resolution and response

10:15a.m. – 10:40a.m. BREAK (Checkout)

10:45a.m. – 12:15p.m. Session 8: Closing Keynote — Daring to be Caring: Leading a Spirited Health Care Team

Jody Urquhart

Motivational Speaker, IDoInspire

Closing Keynote Description

Health care professionals consistently ignite the fires of hope in others. Daily they muster the nerve to serve in a complex and challenging environment. Leaders in long term care need tools to both energize staff members and to keep their own fires of hope burning. Through humor, insight and inspiration, “Daring to be Caring” shows health care leaders how to inspire a spirited and resilient workforce that stays focused on providing the most compassionate care possible.

Session Learning Objectives

Upon conclusion of this session, attendees will be able to:

- Embrace work with new conviction and vitality
- Reconnect your team to the meaning and value of their work
- Recognize the three stages of a team and where your team stands
- Use the art and science of humor to create a resilient and healthy workforce
- Effectively appreciate your team with a creative acknowledgement program

**12:15p.m. – 12:45p.m. Conference wrap-up and evaluations
Education Needs Assessment & Tablet Drawing (Must be
Present to Win)**