

Day #1	Tuesday	May 21, 2024	Speakers
8:00-8:30am	Breakfast & Honoring Excellence Awards		Victoria Gresh & Melissa Shanmugam
8:30-10:00am	Keynote: Healthcare Leadership Lessons From HOLLYWOOD! Award-winning author and leadership expert Andy Masters creatively uses the magical imagery of Hollywood to help Health Care leaders RECRUIT, DEVELOP, and EMPOWER their organizations in a POSITIVE work culture—while reducing turnover and defeating the succession planning crisis. That’s right, ENTERTAIN and INSPIRE your audiences with actual license-protected scenes from movies such as The Devil Wears Prada, Apollo 13, The Iron Lady—and even Office Space and X-Men. This unique program also cites the latest research from Harvard Business Review, Deloitte, and Glassdoor to provoke REAL organizational change from every attendee. Powerful leadership principles are based on Andy’s latest book “Things LEADERS Say: A Daily Guide to Help Every Leader Empower & Inspire.” Andy’s program provides attendees with not only an interactive multi-media experience, but also with immediate “take-home” action items to embrace the NEW workforce revolution within the healthcare industry.		Andy Masters
10:00-10:30am	Morning Break & Trade Show		
CHOOSE ONE SESSION			
10:30-12:00pm	Communication & Teamwork “Can you Hear Me Now?” Learn about your own communication style and how leaders can use this with IDT teams (caregivers, nurses, med passers). Help stop the blame game between shifts and start your culture change in your own community.		Beth Landers
10:30-12:00pm	Slip, Trip, and Fall Prevention for Healthcare Workers and Violence in the Workplace Slip, Trip, and Fall Prevention for Healthcare Workers participants will be able to: describe how the risk is associated with slips, trips, and falls; identify the locations of slips, trips, and fall hazards; and learn how to decrease or eliminate the risk of slips, trips, and falls. Violence in the Workplace (VIWP) participants will be able to: identify types and causes of VIWP, describe strategies for preventing VIWP, and list options for reacting to VIWP.		Lisa Houston
10:30-12:00pm	Incorporating Effective Memory Care Practices into Engagement What are several considerations when planning a large community event in Memory Care? Attendees will learn about best practices to host engagements in Memory Care as well as ways to offer engagements to residents who are further in their dementia journey.		Brenda Gurung, Caitlin Van Der Schaaf & Dana Klingelhofer
12:00-1:00pm	Lunch & Trade Show		
CHOOSE ONE SESSION			
1:00-2:30pm	Developing Dining Leadership to Reach Their Full Potential Retirement communities are searching for opportunities to provide resources to their culinary and service teams to reach their full potential—while at the same time increasing occupancy, resident satisfaction, and dining department efficiencies. Sound too good to be true? This session will explore some of the key drivers of developing dining leadership and how to engage your team to reach their full potential. Today’s tight labor market makes recruiting and retaining high-quality staff a challenge, and employees are looking for engaging and growth opportunities with many having higher expectations for job satisfaction. Studies have shown that when team members are engaged, recognized, and have the chance to learn and grow, their job satisfaction increases which has a positive effect on the residents’ dining and hospitality experience. We all know that a satisfied resident is the most powerful referral source! Our industry has evolved in recognizing the value that a well-run dining program brings to the success of the community. Of course, there are a few key elements that contribute to that value, including a commitment to quality, enhanced department leadership skills for improved outcomes, proper resources to attain financial goals, and mentorship for long-term growth.		RonnDa Peters
1:00-2:30pm	EQMatters: The Definitive Business Case for Emotional Intelligence Everyone has a story crafted by their unique experience as the main character. Stories are universal. They hold the potential to define us, separate us or bring us together. We are wired to tell stories, making storytelling a superpower. Discover the power of emotional intelligence (EQ) to maximize strengths, realize talents, enhance wellness and share gifts as you learn ways to uncover the stories that connect people to their purpose, their potential and their organization.		Adrienne Mansfield
1:00-2:30pm	Laws & Rules of Nursing Practice: Updates and Issues Join us for a program that will answer current questions about laws and rules that regulate the practice of nursing. Nurses are required to attend at least one hour of continuing education that focuses on the Nurse Practice Act, and this forum will serve to enhance core knowledge of Chapter 4723 of the ORC and the OAC. We will review summary information obtained from the Governor’s Annual Report from The Ohio Board of Nursing and recognize trends in the changing statistics. We will explore the ‘mission’ of the OBN to protect the public, address ‘Safe Practice,’ and be apprised of the consequences of failure to uphold the standards of nursing. This workshop will provide valuable information for nurses in every specialty discipline and highlight some of the challenges in nursing practice today. Addressing the nurses’ code of ethics and reviewing standards of safe practice will serve to lead nurses to a more effective role in compliance and support of standards set forth in the Nurse Practice Act.		Jeannie Flossie
2:30-3:00pm	Afternoon Break & Trade Show		
CHOOSE ONE SESSION			
3:00-4:30pm	Behaviors, Falls & Dementia: Connecting the Dots Both behaviors and falls are multi-factorial, and it takes an Interdisciplinary Team (IDT) approach for success. To remain competitive in today’s market, Assisted Living Communities must provide clinically appropriate, high-quality care for patients and families that are dealing with a dementia diagnosis. Rehabilitation Therapists are uniquely qualified and trained in the utilization of restorative, compensatory, and adaptive strategies to address those living with dementia who demonstrate behaviors and high risk of falls. Participants will discuss characteristics of dementia, provide understanding of how behaviors and falls are often intertwined in persons with dementia, provide tools for identification of behavior triggers, and causes of falls. Attendees will be provided with practical strategies to improve safety and quality of life for the residents in their care.		Marcia Zeiger, Ashley Rediger & Dawn Bookshar
3:00-4:30pm	Medicaid Tips and Pitfalls to Avoid during the Medicaid Waiver Application Process The presentation covers how to find potential Medicaid application traps BEFORE a resident moves into a community. The presenter will also cover the Medicaid application tips for communities to use and pitfalls for communities to watch out for when dealing with Medicaid Waiver applications as well as protecting a community liability against faulty power of attorney documents.		Jackie Collins
3:00-4:30pm	Ethics in Mental Health There is no shortage of ethical problems and dilemmas in mental health. Ethics in Mental and Behavioral Health Services is a continuing education presentation that differentiates mental and behavioral health, their components and factors influencing both. It examines ethical dilemmas and consequences at both a systems and individual level and offers various frameworks for ethical decision-making in both mental and behavioral health.		Jim Collins
5:00-6:00pm	OALA PAC Event *Registration Required		

Day #2	Wednesday	May 22, 2024	Speakers
8:00-8:30am	Breakfast & Trade Show		
8:30-10:00am	Delegate or Suffocate Individuals are promoted daily to leadership roles because they are very good at the technical portion of their positions. However, all too often, these promoted individuals find themselves in a struggle because they discover that even though they know the technical portion of their job well, they do not know leadership skills. A person who becomes a leader is no longer responsible for doing the “job”—they are now responsible for motivating and inspiring the associates to do the “job.” In this workshop, you will be introduced to traits and actions that, if applied, will result in you becoming a successful leader.		Peg Tobin
8:30-10:00am	Obstacles to Payment and Medicaid Approval with Ohio Caselaw Update The health of your revenue cycle can make or break your business. This presentation will focus on some of the most common frustrations that ALs face with respect to collection and Medicaid Waiver. The presenters will describe the best practices for identifying and collecting resident income; explain how facilities should handle adverse Medicaid decisions; discuss best practices for mitigating non-payment issues, including the use of discharge; explain the legal requirements for proper and timely claim presentment to a deceased resident’s estate; and discuss the impact of Village at the Green v. Smith on representative liability, and how ALs can adapt their admissions process/documents to ensure that they maintain enforceable claims for representative contractual liability moving forward. This is imperative as many admissions depend on a representative to assist in making payments from the residents’ funds and/or to assist in filing a Medicaid Waiver application and responding to requests for verification.		David Brown & Cory Phillips
10:00-10:30am	Morning Break & Trade Show		
CHOOSE ONE SESSION			
10:30-12:00pm	A Path to Make Long-Term Care an Employer of Choice Aging services providers have many hurdles to overcome regarding recruiting and retaining a workforce. In the absence of multi-targeted sweeping federal reforms, solutions to this problem rest in the hands of industry operators. Our goal is to offer a road map for workforce recruitment and retention based on evidence from research, and recommendations and best practices from industry experts. This session includes the following interactive components: 1. Data overview on turnover and retention. 2. Review of the recruitment pool; the characteristics of job seekers. 3. Discussion on two major recruitment hurdles; the softer side of working in the long-term care industry and the “hard” benefits of the industry. 4. Reflective examination of why, or why not, job seekers would want to work for your organization. We will look at must-haves like career development as well as messaging to applicants and strategies to use. This portion will also include a case study of career pathway options that must be explored and learners will have the opportunity to download the Recruiting and Retention Temperature Tool. 5. Review of the key learning points. 6. Q&A and steps to continued transformation within your organization. Session objectives: 1. Define the important organizational attributes that meet the needs of the current workforce. 2. Describe the “soft” benefits of working in aging services. 3. Evaluate the employment culture of your organization. 4. Identify actionable steps to reposition your employment readiness.		Jessica Smith
10:30-12:00pm	Communicating Bad News: Are You Ready? This session will help to educate nurses and other health professionals on how to communicate bad news compassionately and effectively in order to positively influence the reactions and resulting attitudes of patient, peers and family members.		Dr. L. Mark Hensley
10:30-12:00pm	Navigating Behaviorally Challenging Individuals In this session, attendees will: learn effective communication techniques to build rapport and trust with behaviorally challenging clients; explore empathetic approaches that foster a positive caregiver patient relationship; discover evidence-based methods to identify triggers and implement preventive measures; and explore strategies for training and communicating with staff members on handling behaviorally challenging individuals. Participants will also understand the importance of a collaborative approach in managing and addressing behavioral issues within the team and explore Sights, Sounds, and Touch: Techniques for Decreasing Negative Behaviors Delve into practical techniques related to sensory experiences, including sights, sounds, and touch, to mitigate behaviors.		Sharon Zimmer
12:00-12:45pm	Lunch & Trade Show		
CHOOSE ONE SESSION			
12:45-2:15pm	More Tools: Not Just Companionship Attendees will learn how to use private duty as a tool just like hospice or home health where clients can “age in place.”The presenter will discuss how to increase occupancy, retain residents, safety, and provide quality customer service for both client and family. This session will also provide education and resources on new client 72 hour observation, communication with healthcare providers, return to home or hospitalizations, staffing issues, and meeting demands of care needs in a timely manner.		Marilee Masterick
12:45-2:15pm	Enhancing Memory Care to Enrich Resident Connection The Ohio Masonic Communities developed holistic, person-centered memory care programming designed to be implemented into existing memory care communities. The programming uses a combination of innovative staff training, resident-focused technologies, and intentional updates to the physical space to meet each resident where they are at and connect with them in their reality. The presenters will be sharing more about the three elements of our memory care programming, the benefits it has for our residents, and lessons learned through implementation.		Cara Schuster & Karra Weil
12:45-2:15pm	Occupany Now! How to Fill Up Fast If you know something needs to change in your approach to sales and marketing but don't know where to begin, this presentation is for you. For more than a decade, 3rdThird Marketing, a division of 3rdPlus, has had a near-perfect record for turning around census challenges communities, and this presentation draws upon their deep expertise with short-term tactics to move the needle quickly on occupancy. Please note that this won't be a rehash of common knowledge about sales and marketing in senior living but will proffer best practices proven to deliver faster, better ROIs for your marketing spends. In addition, metrics and targets will be provided to help assess marketing effectiveness while spotlighting wasteful tactics that don't deliver. Best of all, attendees will leave this session with the confidence to be more thoughtful advocates on behalf of their marketing and sales teams.		Scott Daniels
2:15-2:30pm	Afternoon Break & Trade Show		
CHOOSE ONE SESSION			
2:30-3:30pm	Deep Dive: Elevating Your Dining The Holy Grail of the senior living community operation is having a stellar dining program. Attend this session and hear from Scott Daniels, CEC, CAA, AAC a national senior living dining expert with 20+ years in food services and facilities management for one of the U.S.A.'s largest dining contractors, most recently as a District Manager, overseeing 18 retirement/acute/subacute account locations. Scott will share strategies and trends from the national arena that solve some of the toughest challenges to senior living dining today. Attend this session and take away inspiration and easy tactics (that are practically free) your community can use to elevate the quality of your dining program.		Scott Daniels
2:30-3:30pm	Implementing a Water Management Program and Solutions to Common Vulnerabilities Attendees will be given a brief background of Legionella bacteria and biofilm concerns in potable building water systems. They will then learn the concepts and goals of a Water Management Program (WMP) that complies with industry best practices, guidelines, and regulations. The presenters will discuss common vulnerabilities within WMPs and how they can be solved using short- and long-term supplemental disinfection such as monochloramine.		Morgan Nankivell
2:30-3:30pm	Commonly Overlooked HIPAA Violations Attendees in this session will discuss the most commonly overlooked HIPAA violations and how to put simple policies and procedures in place to prevent future violations.		Chris Stocker