

SUNDAY, APRIL 18

EARLY BIRD SESSION

1:30 PM - 3:30 PM

**Medicaid Eligibility 101
The Basics and Beyond**

Presented by: Brad Schutjer, Schutjer Bogar LLC

For many long-term care providers, qualifying residents for Medicaid eligibility can be a challenging and time-consuming process. It doesn't have to be! This seminar gives providers an understanding of the basics of how to secure Medicaid benefits for its residents, including the many intricacies of the applications and appeal process. Along with a basic understanding of the process, this seminar demonstrates how to implement internal policies and practices with a proven track record in establishing Medicaid benefits.

Two (2) Credit Hours

Sponsored by Schutjer Bogar LLC

MONDAY, APRIL 19

GENERAL SESSION

10:15 AM - 12:15 PM

Creating a Culture of Service Excellence

*Presented By: Bryan K. Williams
BW Enterprises*

This session is designed to equip attendees with the knowledge and tools needed to develop a sustainable culture of service excellence. Special emphasis will be placed on how to deliver exceptional service and how to keep a team engaged. All attendees will leave this session with practical and applicable tools/concepts to use immediately.

Two (2) Credit Hours

CONCURRENT SESSIONS

2:00 PM - 4:00 PM

7 Principles of EngageMe

*Presented By: Bryan K. Williams
BW Enterprises*

This workshop is designed to explore ways to use the 7 Principles of EngageMe™. The 7 Principles are #1 Be eager to serve, #2 Be welcoming, #3 Create an inclusive Atmosphere, #4 Create a total experience, #5 Turn customers into ambassadors, #6 Offer a gracious goodbye, #7 Earn your customers' confidence... reap the reward. These principles will be reviewed and emphasis will be placed on how to deliver and sustain exceptional service.

Two (2) Credit Hours

Enteral Feeding

Presented by: Keith Hoffman, Covidien

This informative program will discuss enteral feeding, proper hydration (feed/flush), pumps and proper use/care, along with preventative measures for related F-Tags.

Two (2) Credit Hours

Sponsored by Covidien Healthcare

LTC Trend Tracker

Presented by: William Hartung and Peggy Connorton, American Health Care Association

LTC Trend Tracker is a web-based tool for tracking and utilizing key metrics to help improve the performance of your nursing facility. Through a simple and easy-to-use report builder, your facility or company will have access to a wealth of reimbursement, cost, quality, and survey information to explore the performance of your facility over time, and to compare the performance of your facility against your peers. Track trends and compare performance on: 5-Star Ratings ; Quality Measures; Survey Citation Findings; Operational Metrics; Staffing Patterns; Resident Characteristics and Medicare Utilization.

Two (2) Credit Hours

TUESDAY, APRIL 20

GENERAL SESSION
9:00 AM - 12:00 Noon

Take Your Facility Risk Temperature ***What is it & Why you should do it!***

*Presented by: Robin Bleier, RN, HCRM
RB Health Partners*

This is an action packed training appropriate for all levels of facility management as well as corporate or executive level learning. Our speaker who provides Clinical Risk & Regulatory Services works in facilities nationally which are pending or have been de certified to help them return to compliance and or support those back in to stay in regulatory compliance and avoid what CMS terms “yo yo non compliance”. Topics include a discussion on Clinical Risk Management (CRM) and what the CRM scope includes, as well as the federal scope & severity process. The method to determine root cause and documentation of anticipated negative outcome.

Three (3) Credit Hours

Sponsored by Medical Arts Pharmacy

SHOWCASE
12:00 Noon - 4:00 PM

Spend the afternoon visiting with our exhibitors and learn about new products and services.

Three (3) Credit Hours

Use Attendance Certificates for SHOWCASE CREDIT

To receive 3 Hours of Administrator and Nurse Credit for attending the SHOWCASE, you must have your Certificate of Education Punched as you Enter the Showcase.

After 3:30, come by the SCHCA Booth #807 to have your Certificate Punched Out.

WEDNESDAY, APRIL 21

GENERAL SESSION
9:00 AM - 11:00 AM

MDS 3.0 is on Its Way

*Presented by: Robin Bleier, RN, HCRM
RB Health Partners*

MDS 3.0 has been a long time coming. Without question, this is the largest industry change since MDS and PPS began over a decade ago. Don't miss this sneak – a-peek program which will introduce you to the most drastic changes and provide you with insight into how to prepare your staff for MDS 3.0.

Two (2) Credit Hours
