

QUALITY CARE COMMUNITY

Conference X

"The Future of Long-Term Care ...



*Developing the Knowledge Workers
of Tomorrow"*

DECEMBER 16 2009 • NYC

Agenda

Welcome

Deborah L. Friedman, Co-Director, Labor-Management Project

The Culture Change Journey: A Department of Health Perspective

Richard M. Healion, M.P.A., Metropolitan Area Regional Office Director, Dept. of Health
Mamie Lewis, BSN, Survey Manager, Dept. of Health

Highlights of 2009- Challenges & Achievements

Scott Amrhein, President, Continuing Care Leadership Coalition, QCC Co-Chair

Lessons from Katrina

Barbara Frank, Consultant, B&F Consulting

Moving Ahead- Together We Can

Allan Sherman, Vice President, 1199SEIU, QCC Co-Chair

Strengthening Communities to Weather our Storms

Concurrent Workshops

LUNCH

Special Features:

- 1199 Benefit Fund Wellness Program: "Let your fund keep your health on track!"
- EMR Showcase: Get hands on with Electronic Medical Records!
- The Big Uneasy: Full Movie Screening (Room 506)

Concurrent Workshops

See concurrent workshops detailed.

Wrap Up and Evaluation

Michael Rifkin, Executive Vice President, Nursing Home Division, 1199SEIU

Closing Celebration- Drumming Circle

Paul Padial, Community Coordinator, Jewish Home Lifecare, Manhattan Division
Carl Jacob, CNA, Jewish Home Lifecare, Manhattan Division

QCC Steering Committee

2008 – 2009

Scott Amrhein

President
Continuing Care Leadership Coalition
QCC Co-Chair

Allan Sherman

Vice President
1199SEIU
QCC Co-Chair

Jacqueline Alleyne

Vice President
1199SEIU

Norma Amsterdam

Executive Vice President
1199SEIU

Eileen Casey

Vice President of Human Resources
Isabella Geriatric Center

Emma DeVito

President and CEO
Village Care of New York

Thomas Foristall

Administrator, CEO
Greater Harlem Nursing Home

Clari Gilbert

Senior Vice President of Operations
Beth Abraham Family of Health Services

Pearl Granat

Assistant Division Director
1199SEIU

Nigel Jackson

Organizer, Nursing Home Division
1199SEIU

Mark Kator

President
Isabella Geriatric Center

Linda Martin

Executive Vice President of Human Resources
Morningside House Nursing Home

Michael Rifkin

Executive Vice President
1199SEIU

Michael N. Rosenblut

President and CEO
Parker Jewish Institute

Roxanne Tena-Nelson

Vice President
Continuing Care Leadership Coalition

Audrey Wathen

Senior Vice President of Human Resources
Jewish Home Lifecare

1199SEIU Training and Employment Funds Representatives:

Deborah L. Friedman

Co-Director, Labor Management Project

Jose Matta

Assistant Director, NH Department

Janice Dabney

Consultant, LMP

Yamilka Mirambeaux

Administrative Coordinator, LMP

Sakara Bey

Consultant, LMP

Joanna Lee

Clearinghouse Coordinator, LMP

Concurrent Workshops

1 – CULTURE CHANGE INNOVATIONS

Village Nursing Home

Learn from two nursing homes that are widely recognized as pioneers in person-centered care in their innovative changes in job descriptions, work redesign and scheduling that reflect their culture change journeys.

FOURTH FLOOR
401

2 – PERSON-CENTERED PERFORMANCE IMPROVEMENT

Ann Wyatt, Consultant; Karen Harper, Ruby Hope Tidoe-Isabella Geriatric Center; Liza Long, Winifred Edwards, Leisa Bryant, Elaine Gay, Cobble Hill Health Center

Learn how teams from these unique facilities, (composed of staff from different departments, shifts, direct care staff, managers, residents and family members), worked together to improve performance and resident care outcomes. Staff will share their strategies, and techniques for getting key leadership involved in their work.

FOURTH FLOOR
402

3 – ENGAGING OTHERS IN SUPPORTING & LEADING CHANGE!

Georgina Angeles, LMP

Staff engagement is key to a productive working environment, performance, staff loyalty and commitment. In long-term care, it is vital for creating an atmosphere that is conducive to residents' satisfaction and happiness. In this workshop, we will introduce and practice some strategies for staff engagement that are embedded in good interpersonal and organizational communication.

FOURTH FLOOR
403

4 – INTRODUCTION TO CULTURE CHANGE

Lois Schram, LS Gerontology, Inc.

The "Culture Change" movement is transforming the way people live and work in nursing homes across the country. Learn about why and how advocates are applying principles of person-centered care to transforming institutions into homes. We will discuss ways that you can begin, or continue, to impact your organization.

FOURTH FLOOR
404

5 – FACILITATING GREAT MEETINGS

Pamela Moskowitz, Clyde Riggins Jr., Yamilka Mirambeaux, LMP

This interactive workshop provides a framework for preparing and facilitating great meetings. Participants will learn tips, tools and concepts that will enhance their facilitating skill sets. By the end of this session, participants will be able to plan an effective meeting.

FOURTH FLOOR
406

6 – TECHNOLOGY ADVANCES IN LONG TERM CARE

Greg Anderson-Sigma Care; Traci Jersen-6N; Stephen Butt & David Pollack- ADL Data

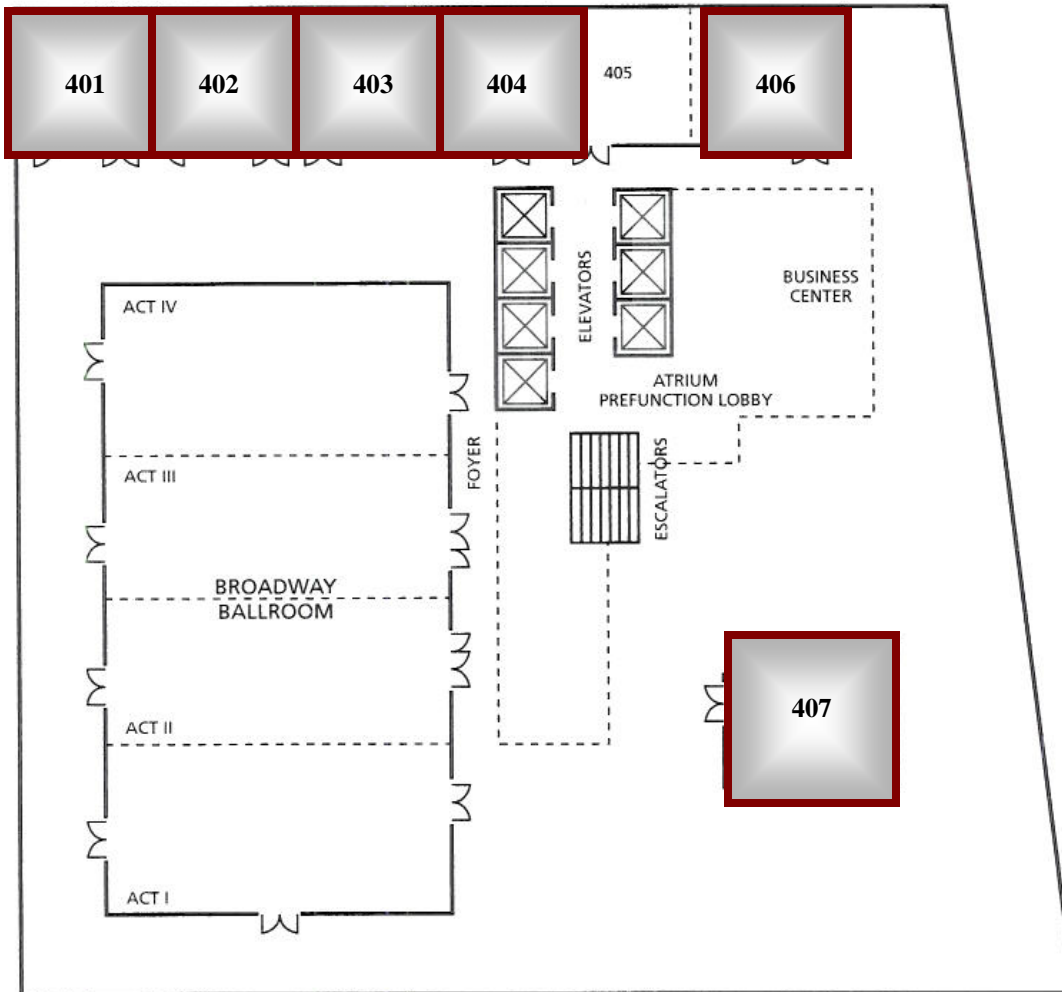
Technology is transforming the way nursing facilities manage the complexities of long term care. Knowledge workers will use technology to improve resident care, reimbursement and compliance. Participants will hear from three vendors about their products and have ample time to interact with their equipment and software.

FOURTH FLOOR
407

<p>7- BUILDING EFFECTIVE TEAMS</p> <p>Deb Gilbert & Bernadette Brady, LMP Building effective teams contain 5 key areas. Come join us and learn how to identify and develop the keys to successful work teams.</p>	<p>FIFTH FLOOR 501</p>
<p>8 – PROGRESSIVE LEADERSHIP</p> <p>Joyce Coles & Samantha Morales, LMP Skilled, willing leaders are the foundation of successful labor-management efforts. When properly equipped, they are able to use their knowledge to drive change at the local level, resource around challenges and impart their knowledge on others to deepen and widen change efforts.</p>	<p>FIFTH FLOOR 502</p>
<p>9 – PRESSURE ULCERS: SUCCESSFUL INTERVENTIONS AND “BEST PRACTICES”</p> <p>Morningside House & Center for Nursing and Rehabilitation Staff Pressure Ulcers are a source of great concern for nursing home staff, residents and families. They reduce residents’ quality of life, consume staff time, equipment and supplies and impact facilities’ reputations. Learn how two facilities have developed successful approaches to preventing and treating pressure ulcers.</p>	<p>FIFTH FLOOR 504</p>
<p>10 – THE CMS SURVEY PROCESS-WHAT TO EXPECT</p> <p>Annette Tucker Osborne, Branch Chief, Centers for Medicare & Medicaid Services Richard M. Healion, M.P.A., Metropolitan Area Regional Office Director, DOH Mamie Lewis, BSN, Survey Manager, DOH This workshop will cover a range of issues related to the federal survey process, including a discussion about the new survey interpretative guidelines related to person-centered care and the enhanced role of direct care staff (“knowledge worker”).</p>	<p>FIFTH FLOOR 505</p>
<p>11 – INFECTION PREVENTION AND CONTROL IN LONG TERM CARE</p> <p>Donna Caccavale, Omayra Ortiz, & Naima Vega, Parker Jewish Institute Danille Bustillo, LMP; Terri Straub-Consultant Learn about a comprehensive training program, educational materials and resources to build and support an IPC campaign! Hear a labor management team’s perspective on their multidisciplinary approach to decreasing common infections, such as C-Difficile and Influenza through emphasis on hand-washing, education and vaccinations.</p>	<p>FIFTH FLOOR 506</p>
<p>12 – WORKING THROUGH RESISTANCE</p> <p>Susan Wasstrom and Francois-Edy Philippe, LMP Whether as formal or informal leaders, we all run into situations that call upon us to lead and to provide guidance. However, the “act of leading” does not mean everyone wants to follow! Gain insight on why people resist change by exploring different perspectives, types of resistance and different strategies on how to help co-workers and yourself recognize and work through resistance.</p>	<p>FIFTH FLOOR 509/510</p>

Maps

Fourth Floor

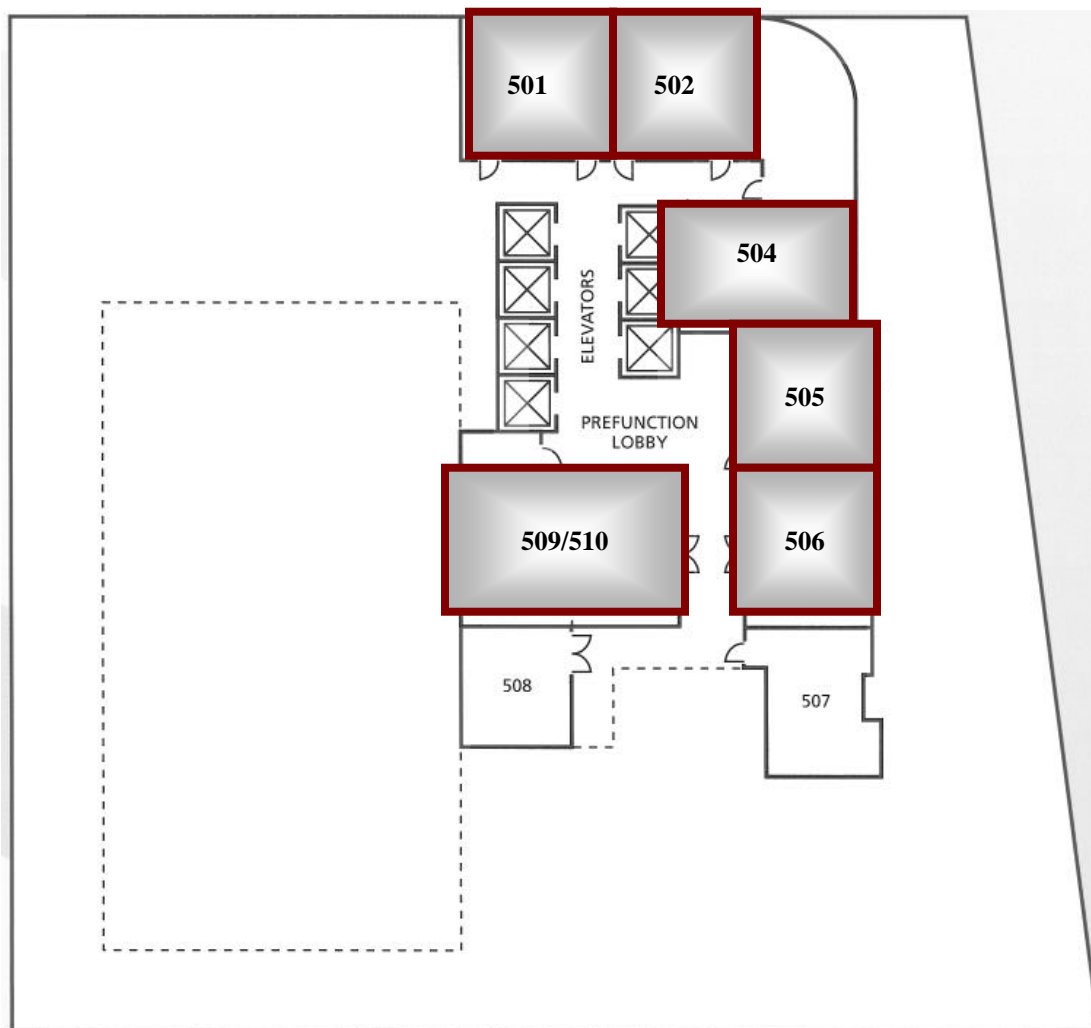


Rooms

- ACT I – ACT IV: Ballroom
- 405: Coat Room
- 406: First Timers' Breakfast

- 401: CULTURE CHANGE INNOVATIONS
- 402: PERSON-CENTERED PERFORMANCE IMPROVEMENT
- 403: ENGAGING OTHERS IN SUPPORTING & LEADING CHANGE!
- 404: INTRODUCTION TO CULTURE CHANGE
- 406: FACILITATING GREAT MEETINGS
- 407: TECHNOLOGY ADVANCES IN LONG TERM CARE

Fifth Floor



Rooms

- ➔ 506: THE BIG UNEASY SCREENING

- ➔ 501: BUILDING EFFECTIVE TEAMS
- ➔ 502: PROGRESSIVE LEADERSHIP
- ➔ 504: PRESSURE ULCERS-SUCCESSFUL INTERVENTIONS & BEST PRACTICES
- ➔ 505: CMS SURVEY PROCESS-WHAT TO EXPECT
- ➔ 506: INFECTION PREVENTION & CONTROL IN LONG TERM CARE
- ➔ 509/510: WORKING THROUGH RESISTANCE



1199SEIU Training and Employment Funds

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