

Indiana Healthcare Leadership Conference

April 9, 2013 - Indiana Convention Center - Indianapolis, IN

Conference Agenda: April 9, 2013

All sessions and breaks will be in the Sagamore Ballroom, Indiana Convention Center.
Lunch will be served in the 500 Ballroom, Indiana Convention Center

7:30 – 8:30 Conference Registration

A continental breakfast will be available for conference participants.

8:30 – 8:40 Welcome and Announcements

Speaker: Terry Whitson, Assistant Commissioner, Indiana State Department of Health

8:40 – 10:10 Reducing the Use of Anti-psychotic Drugs

Speaker: G. Allen Power, MD, Clinical Associate Professor of Medicine, University of Rochester, Certified Eden Alternative Educator

Topic: The successful reduction of antipsychotic drug use in people living with dementia requires a different paradigm than we have applied in the past. Dr. Power will explain why our traditional approach to dementia does not work, and why our attempts at non-pharmacological interventions also fall short. Through the use of an "experiential" model that incorporates an ultimate goal of enhancing domains of *well-being*, Dr. Power will show how organizations can transform to provide sustainable results in improving meaningful living and minimizing medication use.

10:10 – 10:30 Break

10:30 – 11:50 Abuse and Neglect – Best Practices

Speaker: Lori O. Smetanka, JD, Director, National Long Term Care Ombudsman Resource Center, The National Consumer Voice for Quality Long-Term Care
Robyn Grant, Director of Public Policy and Advocacy, National Consumer Voice for Quality Long-Term Care

Topic: Ms. Smetanka will provide an overview of the issues of abuse and neglect, ways of recognizing abuse and neglect in the nursing home setting, best practices in prevention including good care practices, and methods of responding to incidences of abuse and neglect.

11:50 – 1:00 Lunch

Lunch will be provided for conference participants in the 500 Ballroom.

1:00 – 2:45 Preventing Abuse and Neglect through Skills Building and Empowerment

Speakers: Hollis Turnham, Midwest Director, PHI
Cean Eppelheimer, Midwest Organizational Change Consultant, PHI
Catherine Macomber, Assistant Professor in the Department of Social Work, Saginaw Valley State University.

Topic: Abuse and neglect, as well as financial misappropriation, are not extraordinary occurrences perpetrated only by criminals and psychopaths. Abuse and neglect can happen when anyone is overwhelmed by life circumstances, by working conditions, and/or by challenging behaviors. The most effective approach to preventing neglect and abuse is to build skills to avoid abusive and neglectful behaviors. This session will introduce a curriculum that helped over 90% of the learners improve their abilities to prevent abuse and neglect. Learn about “stress triggers,” “trigger busters,” “de-escalation skills” and how to create and foster an abuse free culture in nursing homes.

2:45 – 3:00 Complete Evaluation Form

3:00 Adjourn

Speaker Biographies

Terry Whitson, Assistant Commissioner for Health Care Quality and Regulatory Services Indiana State Department of Health

Terry Whitson was appointed in September 2003 as the Assistant Commissioner for Health Care Quality and Regulatory Services for the Indiana State Department of Health. The Commission includes the Divisions of Acute Care, Long Term Care, Program Development and Quality Initiatives and Health Care Education and Quality. He previously served as Supervising Attorney for the Indiana State Department of Health, Instructor of Radiologic Sciences at the Indiana University School of Medicine, and Associate Professor and Program Director of Radiologic Sciences at Marian College of Indianapolis. He has served as a Lecturer for Indiana University School of Allied Health and has been on staff as a diagnostic imaging specialist at several hospitals.

Terry received his law degree from the Indiana University School of Law at Indianapolis. He has attained Ph.D. candidacy in Higher Education Administration from Indiana University School of Education, a M.S. in Health Education from Indiana University School of Education, and B.S. and A.S. degrees in medical radiology.

G. Allen Power, MD, Clinical Associate Professor of Medicine, University of Rochester

G. Allen Power is a board certified internist and geriatrician and a culture change specialist working at St. John's Home in Rochester, NY. He is the author of *Dementia beyond Drugs: Changing the Culture of Care*, which won a 2010 Book of the Year award from the *American Journal of Nursing*. He serves on the CMS Technical Expert Panel, advising their antipsychotic reduction initiatives, and is a member of the National Dementia Initiative that created a white paper for the US Senate Subcommittee on Aging in February, 2013. Dr. Power lectures on dementia and other elder care topics worldwide.

Lori O. Smetanka, J.D., Director of the National Long-Term Care Ombudsman Resource Center

Lori O. Smetanka became the Director of the National Long-Term Care Ombudsman Resource Center in June 2004. In her role, she provides support, technical assistance and training for 53 state and more than 600 local long-term care ombudsmen programs. Lori first came to Consumer Voice in 1993 on a public policy internship sponsored by the Leadership in an Aging Society Program at Duke University's Long-Term Care Resources Program. She joined the staff at the Consumer Voice in 1994 as Law and Policy Specialist, focusing on the Nursing Home Reform Act and survey and enforcement issues. She was also a member of the Health Care Financing Administration's Enforcement Procedures Group, which monitored the implementation of the new federal enforcement system in nursing homes. From 2002 until June 2004, Lori worked as Information Specialist for the National Long-Term Care Ombudsman Resource Center. Lori has a Juris Doctor from the University of Dayton School of Law

Robyn Grant, Director of Public Policy and Advocacy, National Consumer Voice for Quality Long-Term Care

Robyn Grant is the Director of Public Policy and Advocacy at the National Consumer Voice for Quality Long-Term Care. In this capacity, she is responsible for leading the development and implementation of the Consumer Voice's public policy agenda and growing and mobilizing the grassroots network to support the organization's policy work. Prior to assuming this role, Robyn was the Director of Advocacy and Outreach. Before joining the Consumer Voice, she served as the Long Term Care Policy Director at United Senior Action, an Indiana senior advocacy

organization, and a consultant with the National Long-Term Care Ombudsman Resource Center. She has a Master's in Social Work with a specialization in aging. She was the Indiana State Long-Term Care Ombudsman for eight years and president of the National Association of State Long-Term Care Ombudsman Programs for two terms. Robyn has also served on the Consumer Voice Board of Directors.

Hollis Turnham, J.D., Michigan Policy Director for Paraprofessional Healthcare Institute (PHI)

Hollis Turnham, J.D. is the Midwest Director for PHI. Joining PHI in 2001, she leads staff based in the Michigan and Illinois that focus on improving the quality of direct care jobs while improving the quality of care delivered to elders and younger adults living with disabilities. While with PHI, Hollis' work has included technical assistance to direct care coalitions in Iowa and Vermont, the steering committee of the Advancing Excellence in America's Nursing Homes, and CMS's technical expert panel on Quality Assurance and Performance Improvement (QAPI). Before coming to PHI, Hollis served as Michigan's State Long Term Care Ombudsman for almost 16 years, and she was the 1999-2000 John Heinz Senate Fellow in Aging working on aging and long-term care issues for Chairman James Jeffords (R-VT) of the U.S. Senate Committee on Health, Education, Labor, and Pensions. She earned a J.D. from the University of Texas at Austin School of Law.

Cean Eppelheimer, Midwest Organizational Change Consultant for PHI

Cean Eppelheimer has over a decade of experience in deep cultural transformation in long term care. She has worked with a range of long-term care organizations throughout the Midwest in implementing person-centered practices, transforming workplace culture, and improving quality of care, quality of life, and quality of jobs. She is a certified Eden Alternative® educator. In her role as co-chair of the Michigan Alliance for Person Centered Communities, Cean is involved in spearheading a statewide culture change initiative involving stakeholders throughout the eldercare and disability services community — including state regulatory agencies — to address the barriers to implementing person-centered care in Michigan. Before coming to PHI, Cean served as Vice President of Culture Transformation at Trinity Senior Living Communities (TSLC), where she lead the culture change initiative for this large, multi-state/multi-facility organization, and developed the TSLC Sanctuary model of care. She received her BS from Michigan State University.

Catherine Macomber, MSW, LMSW, Assistant Professor in the Department of Social Work, Saginaw Valley State University.

Catherine A. Macomber, MSW, LMSW has been an advocate working for over 20 years in the mid-Michigan area. She has worked as a nursing home and home care Social Worker, a Long-term Care Ombudsman and Program Coordinator for the mid-Michigan Region of the Alzheimer's Association. Currently, Cathy is an Assistant Professor and Field Coordinator in the Department of Social Work at Saginaw Valley State University, the Quality Assurance Manager for the Adult Abuse and Neglect Prevention Training Program and a private consultant specializing in Quality of Life programs for long term care settings. Cathy is a Licensed Social Worker with a Masters' degree from Michigan State University.