

# Activity & Social Service Making A Difference...

# Everyday!!

*Designed specifically for Long-Term Care  
Activity & Social Service Professionals!*

*October 22 - 24, 2014*

*Wynfrey Hotel – Birmingham, Alabama*



Dear Activity & Social Service Professionals:

It is my pleasure to invite you to attend the 2014 ANHA Activity and Social Service Auxiliary's Annual Convention. We will be using a **"Living the Aloha Spirit: Embracing our Activity and Social Service Professionals"** theme this year and *invite everyone to participate and dress in your favorite Hawaiian and luau gear.*

As you will see in this packet, we have planned a convention of informative seminars with you...the long term care activity and social service professional....in mind.

Door prizes will be given away throughout the convention. We ask that if possible, at least one facility representative bring a door prize.

This year we are going to have two evenings off...to shop, dine, and visit with your peers, so enjoy! Event information and details can be found inside this packet.

Endya Gibbs, Cherry Hill Healthcare Center  
2014 Auxiliary President



# 2014 ANHA Activities/ Social Services Auxiliary CONVENTION AGENDA

MEETING!!



## Wednesday, October 22, 2014

<i>Time</i>	<i>Event</i>
9:30 AM – 12:00 PM	Auxiliary Board Meeting <i>BY INVITATION ONLY</i>
12:00 – 4:00 PM	Convention Registration & Credentialing
1:00 – 1:15 PM	Welcome and Introductions
1:15 – 3:15 PM	Opening Educational Session: “ <i>Common MDS Coding Issues in Activity and Social Service Departments &amp; Dealing with Difficult Residents, Families, and Coworkers</i> ” – <i>Kathy Yosten</i>
3:30 – 5:30 PM	Educational Session: “ <i>Communication and Social Media – Helping Your Facility Rise to the Top</i> ” – <i>John Matson</i>

## Thursday, October 23, 2014

<i>Time</i>	<i>Event</i>
7:30 – 8:00 AM	Convention Registration & Credentialing
7:30 – 8:30 AM	Full Buffet Breakfast
8:00 – 8:30 AM	General Business Session
8:30 AM – 12:30 PM	Educational Session: “ <i>Taking a STAND on Falls: How Therapeutic Rec (Activity) Staff and Social Service Staff can Reduce Falls in Your Nursing Home – Part I</i> ” – <i>Melinda Jaeger</i>
12:30 – 1:30 PM	Lunch on Your Own
1:30 – 4:45 PM	Educational Session: “ <i>Taking a STAND on Falls: How Therapeutic Rec (Activity) Staff and Social Service Staff can Reduce Falls in Your Nursing Home – Part II</i> ” – <i>Melinda Jaeger</i>

## Friday, October 24, 2014

<i>Time</i>	<i>Event</i>
8:00 – 9:00 AM	Convention Registration
8:00 – 9:00 AM	Full Buffet Breakfast
9:00 AM – 12:30 PM	Educational Session: “ <i>Defensive Documentation and Charting for Activities and Social Services: Survey and Litigation Perspectives</i> ” – <i>Kenny Keith</i>
12:30 PM	Convention Adjourns

# *ANHA Activity/ Social Service 2014 Annual Convention Event-by-Event Synopsis*



## **Wednesday, October 22, 2014**

### **9:30 AM – 12:00 PM Auxiliary Board Meeting & Lunch - *BY INVITATION ONLY***

This is the quarterly meeting of the ANHA Activities/ Social Services Auxiliary Board of Directors.

### **12:00 – 4:00 PM Convention Registration & Credentialing**

During this time frame, attendees can pick up their convention packets and information. On-site registration will also be available at this time. IN ADDITION, member facility PRIMARY REPRESENTATIVES who wish to vote and/or nominate during the General Business Session may be credentialed at this time.

### **1:00 – 1:15 PM Welcome and Introductions**

This session will begin with a Flag Ceremony and introduction of your 2014 Activities/Social Services Board of Directors. At this time all first time convention attendees will be recognized.

### **1:15 – 3:15 PM Educational Session:**

#### ***“Common MDS Coding Issues in Activity and Social Service Departments & Dealing with Difficult Residents, Families, and Coworkers”***

Join us as we kick off our educational program by hearing from a consultant who visits Alabama nursing homes on a regular basis. This session will focus on real Alabama examples and situations which can help other facilities avoid issues and deficiencies.

**Learning Objectives:** By the end of this session, participants will be able to: 1) address how health care changes affect perceptions of residents and families; 2) learn practical ways to show concern and compassion to residents and families; 3) understand reasons why residents, family members, and coworkers have difficult behaviors; and 4) learn practical ways to show concern and to deescalate behaviors.

*About the Presenter: **Kathy Yosten** Kathy Yosten, LCSW, PIP, has a Bachelor of Science degree in Human Development and Family Science from the University of Nebraska, and a Masters of Social Work degree from East Carolina University. She has been licensed as an LCSW, PIP in Alabama, and as an LCSW in Georgia since 2000. Kathy began working with the elderly in nursing facilities at the age of 16, working as a dietary aide and then as a certified nurse’s aide. She has worked in a professional*

*capacity in nursing facilities, hospitals, and home health agencies since 1992, providing direct social services as well as social work and activity consultation and supervision. She taught as an adjunct professor in the School of Social Work at Auburn University for four years. She worked in an out-patient counseling center providing out-patient therapy to individuals, couples, and families for eight years. She is currently a private practice consultant for numerous nursing facilities in Alabama and Georgia. She is an experienced speaker and has given various seminars and in-services on topics including MDS 3.0, behavior management, survey preparation, caring for residents with dementia, defensive documentation, advanced directives, legal directives, and compliance issues related to nursing facilities.*

**3:30 – 5:30 PM**

**Educational Session:**

***“Communication and Social Media – Helping Your Facility Rise to the Top”***

From helping an individual walk again to supporting local fundraising events, nursing homes make positive contributions to their communities every day. In an ever changing world of communication and social media, how do you share the stories that make nursing home stand out from the crowd? In this seminar, you'll learn simple and practical ways your nursing home can improve local media coverage, effectively use social media and handle crisis communication situations. This seminar will also discuss ANHA's new public relations initiatives and how your nursing home can use those resources.

**Learning Objectives:** By the end of this session, participants will be able to: 1) identify major social media platforms and their uses; 2) efficiently and effectively use social media to convey the nursing home's message; 3) leverage available resources to build a nursing home's public image; 4) more effectively work with local media outlets to improve nursing home news coverage; 5) understand various crisis communication responses; and 6) identify public relations tools and resources

*About the Presenter: **John Matson, BA, APR**, is Communications Director for the Alabama Nursing Home Association. In that role, he tells the story of nursing home residents and their caregivers to help the public better understand the benefits of long term care. John is secretary and treasurer of ANHA's Education Foundation and administers the statewide LPN scholarship program. He is the staff liaison to ANHA's Convention and Public Relations committees and coordinates the Ms. Alabama Nursing Home Pageant and the Mid-Year and Annual conventions. John is vice-president of the American Health Care Association's Society of Long Term Care Communicators, and is Ethics Chair for the Alabama chapter of the Public Relations Society of America. John earned a Bachelor's of Science with honors in Telecommunication and Film from the University of*

*Alabama. John earned his Accreditation in Public Relations from the Public Relations Society of America in 2012. He and his wife have one daughter and are licensed foster parents with the Montgomery County Department of Human Resources. John is available to speak to civic and community groups on behalf of ANHA and its member nursing homes.*

## Thursday, October 23, 2014

7:30 – 8:30 AM

### **Convention Registration, Full Buffet Breakfast & Credentialing Registration**

During this time frame, attendees can enjoy a relaxed full buffet breakfast and pick up their convention packets and information. On-site registration will also be available at this time. IN ADDITION, member facility PRIMARY REPRESENTATIVES who wish to vote and/or nominate during the General Business Session may be credentialed at this time.

8:00 – 8:30 AM

### **ANHA Act/SS Auxiliary General Business Session**

During this general business session, nominations will be taken and elections held for 2015 Auxiliary offices. Only member facilities' credentialed primary representatives may vote in the 2014 Auxiliary elections. *Primary Representatives wishing to nominate, vote or be nominated must be credentialed prior to the session. All representatives from auxiliary member facilities are welcome to attend this session.*



8:30 AM – 12:30 PM Educational Session

### ***“Taking a STAND on Falls: How Therapeutic Rec (Activity) Staff and Social Service Staff Can Reduce Falls in Your Nursing Home – Part I”***

During this full day program, participants will be introduced to The Empira Fall Prevention Program which is a combination of nationally- recognized evidence-based, fall prevention practices and practical applications from the most recent research findings. Empira's program advocates for a restraint-free, alarm-free, correct bed heights and no-floor mats environment, indicating many common past best practices are no longer considered a best practice. This program will focus on the important role of therapeutic recreation/activity staff as well as social service/admissions staff in the prevention of falls. This in-depth seminar will cover the implementation of a comprehensive fall prevention and reduction program and include key programming techniques to be used by therapeutic recreation staff as well as a social service and admissions toolbox to provide interventions to prevent falls.

**Learning Objectives:** By the end of the session, learners will be able to:

- 1) Explain how the Empira Falls Prevention program reduced the prevalence of resident falls between 20% and 30% in 16 long term care facilities;
- 2) Increase knowledge of root cause analysis to prevent falls and

practical applications of going alarm free, restraint free, with no low beds and no floor mats; and 3) Describe the roles and responsibilities of Therapeutic Rec (Activities) and Social Service and Admissions staff as active participants in the Falls Prevention Program

*About the Presenter: **Melinda Jaeger** is a Physical Therapist providing rehabilitative services to the senior health care communities for over thirty years. She has been an Adjunct Instructor at the College of St. Catherine and has provided Healthcare Administration education at the University of Minnesota. Her focused provider services have included falls/balance, general rehab, senior fitness, as well as Sub Acute and Transitional Care therapies. She is currently the Rehabilitative Specialist for Empira, a consortium of 27 skilled nursing facilities. Her responsibilities include research and development of empirical studies to support a currently awarded MN PIPP grant. She has designed and maintains an ongoing data base repository for Empira to track fall trends and sleep patterns to analyze program strategies and measure project outcomes. Additionally Melinda audits, monitors and provides expert counseling and education to all staff within these Empira membership skilled nursing facilities. She has presented at numerous educational venues for both local and national professional organizations.*

**12:30 – 1:30 PM      Lunch on Your Own**

**1:30 – 4:45 PM      Educational Session:**

***“Taking a STAND on Falls: How Therapeutic Rec (Activity) Staff and Social Service Staff Can Reduce Falls in Your Nursing Home – Part II”***

This session is a continuation of the morning program.

## **Friday, October 24, 2014**

**8:00 – 9:00 AM      Convention Registration & Full Buffet Breakfast**

During this time frame, attendees can enjoy a relaxed early morning continental breakfast and pick up their convention packets and information. On-site registration will also be available at this time. Attendees should make their plans to check out of their overnight rooms by 11:00 a.m.

**9:00 AM – 12:30 PM      Educational Session:**

***“Defensive Documentation and Charting for Activities and Social Services: Survey and Litigation Perspectives”***

Times have changed. In today’s world, it is imperative that your documentation meets or exceeds the industry standards - not only for your facility, but for your own protection as well. Documentation is often not on your priority "to do" list, but it ultimately affects facility reimbursement and regulatory compliance. Improper documentation can lead to poor resident

care, missed reimbursement opportunities, increased deficiencies and, in the worst case scenario, a lawsuit. All healthcare professionals **MUST** be abreast of what surveyors, attorneys and insurance companies look for when reviewing resident records. Activity and social service personnel are often overlooked when it comes to training on proper documentation. This session focuses on these key areas of the medical record.

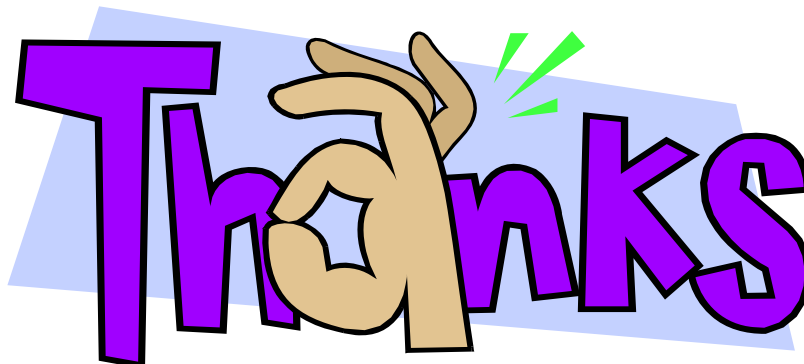
**Learning Objectives:** By the end of this seminar, participants will be able to: 1) describe the intent of regulations related to medical records and understand that documentation is considered evidence; 2) describe ways to implement an effective self-audit process; 3) Identify components of a legal medical record; 4) describe what is expected if you are involved in a medical lawsuit; 5) demonstrate how to properly handle omissions, clarifications, late entries and addendums; and 6) protect yourself with documentation in the workplace.

*About the Presenter: **Kenny Williamson Keith** is a member of the Health Care practice group at Gilpin Givhan. Her practice focuses on counseling and representing clients on issues involving billing and reimbursement, certificate of need, contracting, health care liability litigation, medical malpractice defense, nursing home and senior housing, physician practices, privacy and confidentiality and regulatory compliance. Drawing on past experience as a Registered Nurse, an Associate Professor at UAB's School of Nursing, and a private consultant on epidemiology and community health nursing, Kenny brings a wealth of practical knowledge and experience in assisting clients on compliance with federal and state regulatory requirements, state licensure issues, and general business and contract advice. She is a member of Cumberland School of Law Curia Honoris.*

12:30 PM

Adjourn





**A GREAT BIG "THANK YOU" TO OUR  
2014 BOARD OF DIRECTORS FOR ALL  
OF THEIR HARD WORK ON THIS  
CONVENTION!!**

### **2014 Officers:**

President - Endya Gibbs, Cherry Hill Health Care Center  
Vice President – Katie Davis, Dadeville Healthcare Center  
Secretary – Jamie Backensto, Henry County Health & Rehabilitation Facility  
Treasurer – Gail Gunn, Oak Park  
Past President – Ina Brown, TLC Nursing Center

### **2014 Regional Directors:**

Region 1 – Kim Allred, Hanceville Nursing & Rehab Center  
Region 2 – Mary Ann Parsons, Highlands Health & Rehabilitation  
Region 3 – Barbara Johnson, Eastview Rehabilitation & Healthcare Center  
Region 4 – Britney Denney, Talladega Healthcare Center Rehab Select  
Region 5 – Jackie Finklea, Camden Nursing Facility  
Region 6 – Shonda Young, Bill Nichols State Veterans Home  
Region 7 – JoAnn Smyly, Thomasville Health Care & Rehabilitation Center  
Region 8 – Sheila Dunn, Enterprise Health & Rehabilitation Center  
Region 9 – Debra Dixon, Fayette Medical Center Long Term Care

ANHA Board Liaison – Pam Penland, Health Care, Inc.



# *Continuing Education Credits*



**The 2014 Activity and Social Service Auxiliary Convention has been approved for 14 hours of CEU credits by the Alabama Board of Nursing Home Administrators and the Alabama Board of Social Work Examiners (Provider #0012), the National Certification Council for Activity Professionals (NCCAP31530-15), the Alliance for Long Term Care Quality Improvement (RM13086), and 16.8 contact hours for nurses. ANHA is an approved provider of the Alabama Board of Nursing (ABNP0151 – expires 3/12/2017).**



## **Don't Forget**

**Early Bird Registration for this convention ends Friday, October 10<sup>th</sup>. Any registrations not postmarked and paid by October 10<sup>th</sup> must pay the late registration fees.**

# **The Facts About Auxiliary Elections to be held at the Convention**

**One of the most important reasons that the member facilities of the Alabama Nursing Home Association Activity and Social Services Auxiliary gather together each year for their Annual Convention is to nominate and vote upon officers for the next year's term.**



During the auxiliary's general business session at the convention, nominations will be accepted from the floor for the offices of vice president, secretary and treasurer for the year 2015. The nominating committee for the auxiliary will also announce a selection of candidates. If you would like to recommend a candidate to the nominating committee, please contact Endya Gibbs or Ina Brown. Those individuals who are the credentialed primary representative from active member facilities will be allowed to vote upon their choice for the office during the elections.

## **Who is eligible to nominate, be nominated or vote in AHHA Activity and Social Services Auxiliary Elections?**

**In order for an individual from your facility to be allowed to nominate, be nominated OR vote in an auxiliary election:**

- Your facility must have designated one individual from the activities OR social services department as its official "primary representative" to the auxiliary. It is up to the discretion of the facility's administrator or ownership to designate the credentialed primary representative for your facility.
- Voting is limited by the Alabama Nursing Home Association and auxiliary bylaws to one vote for each member facility.
- You can check who your facility's primary representative is at the convention registration desk or call the Association office (334) 271-6214. If the person listed for your facility is incorrect, ANHA must have a dated signed letter from your facility's administrator identifying the correct primary representative from your facility. This can be presented at the time you are credentialed at the convention.



**2014 ANHA Annual Convention Host Hotel  
Hyatt Regency Birmingham—The Wynfrey Hotel**

**Reserve Your Room Today!**

ANHA Annual Convention Attendee Rates:

- **\$140.00 per Standard/Double Room**
- **\$170.00 per Concierge Level Room**

Reservations:

- Call Hyatt Regency Birmingham—The Wynfrey Hotel at  
1-800-233-1234

**Ask for the “Alabama Nursing Home Association” group rate**

**Website: [www.hyattregencywynfrey.com](http://www.hyattregencywynfrey.com)  
Use code “AAS4”**

To ensure availability, all participants are encouraged to make overnight reservations by Wednesday, October 8.

After Wednesday, October 8, rooms from ANHA’s block which are not reserved will be released for general sales to the public and availability cannot be guaranteed.