

Be Our Guest

Wednesday, April 10

- 4:00pm-6:45pm** **Registration** *Location: Hotel Lobby*
- 4:30pm-6:00pm** **OSHA Return to Work Programs and the True Cost of Workers' Comp Claims.** Workers' comp claims can greatly impact your business. This session will help you understand workers' compensation claims, premium, and Experience Mod Management. In addition, return to work ideas and the disconnect with OSHA logs will be discussed.
Stacey Cheese, East Coast Risk Management *Location: Presidential Ballroom*
- 6:00pm-7:30pm** **Welcome Reception with Exhibitors** *Location: Courtyard*

Thursday, April 11

- 6:30am** **Registration** *Location: Hotel Lobby*
- 7:00am-8:00am** **Breakfast with Exhibitors** *Location: Courtyard*
- 8:00am-8:30am** **Opening Welcome** *Location: Crystal Ballroom*
Timothy W. Coughlin, PALA President, and Margie Zelenak, PALA Executive Director
- 8:30am-10:00am** **Keynote Session**
If Disney Ran Your Business, What Would it Look Like? Have you ever wondered how the Disney Company continues to create memorable client experiences, engages their staff to achieve excellence, efficiency and a positive team working environment? Imagine if you knew the secrets behind Disney's strategies on how to create a Disney-like culture in your community and build a positive 'whistle while you work' team environment today. Join John Formica, the "Ex-Disney Guy," to imagine what your community might look like.
John Formica *Location: Crystal Ballroom*
- 10:00am-10:30am** **Break with Exhibitors** *Location: Courtyard*

Concurrent Sessions

- 10:30am-11:30am** **Advocacy through Relationships of Trust: The Role of the LTC Ombudsman.** Under the federal Older Americans Act (OAA) every state is required to have an Ombudsman Office that addresses complaints and advocates for improvements in the long-term care system. Each Office is headed by a full-time State Long-Term Care Ombudsman (Ombudsman) who directs the program statewide. Across the nation, staff, and thousands of volunteers, are designated by State Ombudsmen as representatives to directly help residents, family members, and others understand residents' rights and support residents in exercising their rights guaranteed by law.
Margaret Barajas, State Long-Term Care Ombudsman, PA Department of Aging *Location: Crystal Ballroom*
- 10:30am-11:30am** **Deficiency Free Med Room: Fact or Fiction** This session will look at the most common preventable med errors, uncover contributing factors to med errors and look at how to improve the logistics of your Med Room. Statistics have proven distractions are one of the main contributing factors to med errors. Have you considered lessening med errors with a "no interruption" policy? We will help you develop new and innovative strategies to keep your staff more productive and your residents safe.
Charles Plazio, Diamond Pharmacy *Location: Regency Ballroom*
- 10:30am-11:30am** **A Resident Elopement – A Home's Worst Nightmare** Learn how to prevent your facility from being sued due to an elopement including techniques to keep your residents safe, train your staff to respond to elopements, and how to use technology to prevent and respond to an elopement.
Theodore Cannon, Philadelphia Protestant Home *Location: Presidential Ballroom*
- 11:30am-12:45pm** **Lunch with Exhibitors** *Location: Courtyard*
- 12:45pm-1:45pm** **Are You Prepared for Emergencies?** Good planning is essential to making sure your personal care home/assisted living facility is effectively prepared for emergencies. Topics include developing a realistic Emergency Action Plan, who is responsible for implementing the plan, employee training, coordination, plan review, and updates.
Edward Copper, CFA-Firesafe *Location: Crystal Ballroom*
- 12:45pm-1:45pm** **Sepsis: What You NEED to Know** Did you know sepsis affects over 26 million people worldwide each year? Approximately 258,000 Americans die from sepsis annually - one every 2 minutes; more than prostate cancer, breast cancer and AIDS combined. Any type of infection can cause sepsis, from the flu to an infected bug bite. Learn the etiology, signs and symptoms, treatment and prevention of sepsis. With timely identification and treatment, we can change the incidence and outcomes of sepsis. Until a cure for sepsis is found, early recognition is the best hope for survival.
Trina Plazio, Diamond Pharmacy *Location: Regency Ballroom*

- 12:45pm-1:45pm** **The ABCs of POAs** This interactive session will review Powers of Attorney and similar instruments and directives of residents in Assisted Living and Personal Care Facilities. In addition to providing an overview of the types and purposes of Powers of Attorneys, this session will provide pragmatic guidance to facility management and personnel in addressing the challenges posed by residents and family members relying upon these instruments, including in making financial and medical decisions.
Steven T. Boell, Esq., Peter Iorio, Esq., and Devin A. Amin, Esq. Fitzpatrick Lentz & Bubba, P.C.
Location: Presidential Ballroom
- 1:45pm-2:15pm** **Break with Exhibitors and Prize Giveaways**
Location: Courtyard
- 2:15pm-3:45pm** **PA Department of Human Services – Bureau of Human Services Licensing (BHSL)** The BHSL Bureau Director will provide information on changes and clarification related to regulations and inspections. The session will include an opportunity for attendees to participate in a Q & A.
Jacci Rowe, BHSL Director
Location: Crystal Ballroom
- 3:45pm-4:00pm** **Snack Break**
Location: Outside Crystal Ballroom
- 4:00pm-5:30pm** **How to Find and Hire Magical People!** Let John Formica show you how to find the best-suited candidates for the job, but more importantly, how to eliminate the candidate you don't want! Just by following his unique tips and strategies, you will have great people working in your organization. That is when the "Magic" begins in your business.
John Formica
Location: Crystal Ballroom
- 5:30pm-6:30pm** **"Be Our Guest" Reception**
Location: Presidential Ballroom

Friday, April 12, 2019

- 6:30am** **Registration**
Location: Hotel Lobby
- 6:30am-8:00am** **Breakfast**
Location: Courtyard
- 6:30am-8:00am** **Breakfast and Learn (Tickets are required)**
Harrisburg Happenings This presentation will provide information on the regulatory and legislative issues pertaining to Personal Care and Assisted Living including legislation that may affect providers of these services.
Margie Zelenak, PALA Executive Director
Location: Presidential Ballroom

Concurrent Sessions

- 8:00am-9:30am** **Are You Inspection Ready?** Learn how to be ready for all types of inspections. This session will review how a home prepares for the state to show up unannounced, how the home reacts when the state arrives, how to prepare staff for the state's arrival, and how to respond to violations.
Sandi Wooters
Location: Crystal Ballroom
- 8:00am-9:30am** **Finger Prickin' Good - Diabetes Management** Diabetes has a high prevalence in long-term care facilities and is associated with significant disease burden and higher cost. Patients in this population have varying levels of complexity when it comes to comorbidities and overall health status, requiring personalized goals and treatments for diabetes. This presentation will help identify the characteristics, challenges, and barriers present in this population, as well as how to individualize our approach to improve diabetes management while lowering the risk of hypoglycemia and ultimately improving quality of life.
Christopher Bender, Diamond Pharmacy
Location: Regency Ballroom
- 8:00am-9:30am** **Legionella, Risk Management for Building Water Systems** This session will discuss what legionella is, where it is cultured, and who is at risk. The ASHRAE 188 standard will be reviewed as well as how to develop and implement a water management plan. An overview of the "Legionella Risk Minimization Best Practices" will be provided for future reference.
Scott Stewart, Guardian CSC
Location: Presidential Ballroom

- 9:30am-9:45am** **Break**

Concurrent Sessions

- 9:45am-10:45am** **Retaining Talent in a Multi-Generational Workplace** How can you better attract, engage and retain top talent when managing a workforce that represents multiple generations - each with their own unique traits and workstyles? This session will include information on how to manage a workforce that represents multiple generations; understand how to attract, engage and retain top talent; and review strategies that will help your staff work together to enhance the resident experience.
Murry Mercier, PointClickCare
Location: Crystal Ballroom
- 9:45am-10:45am** **Vaccine Preventable Illnesses: Updates and Recommendations in Adults** Modern vaccines have come a long way since Edward Jenner's famed smallpox inoculation of James Phipps. The efforts of modern medicine and vaccine discovery have afforded a dramatic reduction in both the prevalence and burden of vaccine preventable illness. This session will review the basis of immunology and vaccine development in an effort to properly educate both health care providers and patients on the three most common adult vaccine preventable illness - influenza, pneumococcal pneumonia and herpes zoster.
Nicholas Jellots, Diamond Pharmacy
Location: Regency Ballroom

9:45am-10:45am	<p>Personal Care Homes in Pennsylvania: The History, the Crisis, the Ask Personal Care Homes in Pennsylvania have changed over the last 20 years. This session will look at the demographic and financial shifts placing many existing personal care homes on a path of extinction and understand the impact of that shift on rebalancing Pennsylvania's long-term care system. The discussion will follow the journey of one community to engage health systems, use public private partnerships and a social activism model to invest and sustain personal care homes in their community through the ALPHA project. Participants will gain an understanding of the current advocacy around increasing the Personal Care Supplement and how they can personally support the effort.</p> <p><i>Dianna Benaknin, ALPHA Project, and Doug Fouché, CDAL, CVT, PCHA, ALA, PEAK Senior Services, PALA Board of Directors</i></p> <p style="text-align: right;"><i>Location: Presidential Ballroom</i></p>
10:45am-11:00am	<p>Snack Break</p> <p style="text-align: right;"><i>Location: Outside Crystal Ballroom</i></p>
11:00am-12:30pm	<p>Keynote Session</p> <p>Coping with Challenging Behaviors This presentation will help care partners better understand why the person they are trying to help may frequently exhibit 'challenging behaviors.' The first part of the session will help caregivers more accurately understand many of the commonly occurring 'behaviors' encountered in dementia care due to changes in brain structure. The next part of the session will focus on looking beyond the disease to look for other possible factors that may be causing or contributing to the 'challenging '. Key factors such as life-long personality traits; life experiences and preferences; environmental conditions and cues; other medical, sensory or psychological conditions; the structure and flow of the day; and caregiver skills and approaches will be discussed. Finally, a problem-solving approach will be presented to help learners reduce the intensity, frequency, or occurrence of 'challenging behaviors' in dementia care.</p> <p><i>Teepa Snow, MS, OTR/L, FAOTA, Positive Approach</i></p> <p style="text-align: right;"><i>Location: Crystal Ballroom</i></p>
12:30pm-1:30pm	<p>Lunch</p> <p style="text-align: right;"><i>Location: Courtyard</i></p>
12:30pm-1:30pm	<p>Lunch and Learn (Tickets are required)</p> <p>Managing Effective Change Within Your Community This session will look at how to successfully plan for and manage change in your organization, along with the importance of understanding and planning for the impact this change will have on the people in the community.</p> <p><i>Murray Mercier, PointClickCare</i></p> <p style="text-align: right;"><i>Location: Presidential Ballroom</i></p>
1:30pm-1:45pm	<p>Snack Break</p>
1:45pm-3:15pm	<p>Closing Session</p> <p>Humor and Caregiving This presentation will help everyone involved in the caregiving situation recognize and use humor to create a more positive and effective partnership and connection. The session will distinguish between humor that is negative or destructive to a relationship or individual and humor that is healthy and energizing. Evidence about the value of humor in staying or getting healthy will be shared. Additional evidence will be discussed related to the value of humor in developing and maintain healthy attitudes and behaviors in caregiving relationships. Finally, specific examples and strategies for introducing humor into caregiving situations and relationships will be provided and demonstrated.</p> <p><i>Teepa Snow, MS, OTR/L, FAOTA, Positive Approach</i></p> <p style="text-align: right;"><i>Location: Crystal Ballroom</i></p>