

**Taking Charge of Change - PADONA's 27th Annual Convention  
March 25-27, 2015 at The Hotel Hershey, Hershey, Pennsylvania**

**PROGRAMS**

**Paula Sanders** will present **"Effective Documentation: Strategies for Success."** This interactive session will provide attendees with insight and ideas for how to improve documentation, address the complex issue of documentation in electronic medical records, and explore best practices in avoiding cloning in an electronic medical record and preparing for government audits.

**Betty Robison** will present **"Sudden Confusion in the Elderly: What Does it Mean?"** The occurrence of confusion in the older adult population is one of the most common geriatric syndromes that we see day to day in our practice. Sudden confusion is usually indicative of a serious underlying condition that needs to be investigated promptly. Unfortunately most nurses do not recognize the onset of delirium or the precipitating and predisposing factors which places an older adult at risk for delirium development. In this session educational methods to ensure staff competency will be explored along with the latest research related to prevention and management of delirium.

**Kathleen Pagana** will present **"Balancing Your Life in the Midst of Change & Chaos."** Would you describe your life as sane and satisfying or chaotic and crazy? Overloaded people often abandon key self-care practices that bring relief and help them cope in times of stress and change. The resulting situation is unhealthy, unsustainable, and unnecessary. During this fun, lively, and interactive program, you'll find ways to make vital adjustments in your personal and professional lives to handle the multiple decisions and requests bombarding all aspects of your life. You'll learn that balance isn't a *luxury* but a *necessity* for an energizing personal life and a rewarding career.

**Leta Beam** will present **"Leading from Every Seat."** Let's face it: We're navigating some powerful currents of change in healthcare! More and more of us are sitting in our seats at work with a growing awareness that we simply aren't at our best or doing our best work in today's business environment. What's more important, is that, more than ever before, we're just itching for things to be both different & better. And we realize that we can't keep being who we've been and expect that to happen! We're restless for a brand new 'us' at work.

What's it going to take to turn this itch into a full-fledged movement that changes the way that we think and behave at work forever? In her high energy program, Leading From Every Seat, Leta Beam dares us to redefine leadership in our organizations and offers some powerful ways to jump start that transformation in our workplace communities so that we begin to enjoy what we all want more of success, belonging, fulfillment & satisfaction. **Every seat must be a power seat! Every person must be a leader!**

**Nancy Morgan** will present **"Pressure Ulcers: Choosing the Right Treatment."** There is more to healing a pressure ulcer than just a bandage. Attend this session to learn pressure ulcer treatment interventions for: repositioning and offloading, support surfaces, seating and overview of topical products for healing pressure ulcers. Participant Learning Objectives: At the conclusion of this offering, the participant will be able to: 1) Discuss offloading techniques and interventions for pressure ulcer treatment based upon ulcer location and characteristics and 2) Discuss 3 topical pressure ulcer treatment options based upon ulcer characteristics.

**Candace McMullen** and **Denise McQuown-Hatter** will present **"Financial Management for Non-Financial Managers."** Key Revenue Streams/Payor Sources: How our payment systems work, How reimbursements are calculate, Using benchmarks to identify opportunities for improvement; Expense Management: Review high cost ancillaries, Management solutions to manage costs, How to measure profitability or losses, Using benchmarks to evaluate expenses; Evaluating Nursing costs: Staffing considerations; Budget Monitors/Tools; Understanding financial statements: What is a balance sheet and how does it impact the facility and P&L analysis.

**Susan Williamson** will present **"Department of Health Update."** This session will include a review and discussion of Statewide Facility and Survey statistics, including frequently cited deficiencies and frequently filed complaints. This will include ways to avoid formal complaints. Following this session, the attendee will have an understanding of all the recent updates from the Department of Health.

**Emily Mallit** will present **"Inappropriate Medications in the Elderly: What to Stop and Start."** As the body ages, physical changes occur that impact the effect of medications on the body. This presentation will discuss the need for stopping or starting drug therapy based on the unique medication needs of the elderly. Lecture attendees will learn which medications are potentially inappropriate for seniors, as well as which drugs are preferred for disease state management and optimized medication regimens. Join us at this presentation to gain the tools to be able to identify potentially inappropriate medications and ways to take action to achieve safe and effective medication regimens for the elderly.

**Sophie Campbell** will present **"MDS Information for DONs."** Directors of Nursing are very often placed in positions of being the responsible manager for the MDS assessment office, where MDS assessments are generated. Additionally, they are responsible and accountable for assuring there is support for the MDS assessment coding and generated RUG classifications that are billed when there is any external state or federal audit completed for compliance, including Department of Health surveys, utilization reviews and missed regulatory required assessments. It is a very difficult position to be placed in - to be responsible for areas that were not included in your education as a nurse and that are very specialized. This inconsistency results in many Directors of Nursing becoming frustrated by responsibilities and accountabilities that they have not been and are

not adequately prepared for. While the Director of Nursing does not need to have the detailed understanding of the MDS assessments from scheduling through CAAs, they do need to have at least a cursory knowledge of what is required, why it is required and what the consequences are if these requirements are not met. This session will provide the Directors of Nursing with a basic understanding of these items while providing them with tools to assist them in managing these responsibilities and better equipping them for the discussions at the management level involving MDS assessments, reimbursement and audits.

**Alison Sprankle** will present the ***“Best Practices in Dementia Care for Successful Surveys.”*** This presentation will briefly discuss what is happening in the state of PA regarding the Pennsylvania State Plan for Alzheimer's Disease and Related Disorders. The focus of this presentation will be the principles of CMS National Partnership to Improve Dementia Care.

**Ashley Baker** and **Becky Weber** will present ***“Person-Centered Dining - Feeding the Body and the Soul.”*** Garden Spot Village has been providing Person-Centered Dining for the past eight years. We have been striving to meet the dietary needs of our residents as we create home. Our household kitchens are the heart of our households. From the smells of bacon frying to the sounds of silverware clinking and the voices of residents engaging with each other and staff, the dining experience becomes the keystone of all we do. Person-Centered dining brings the dining experience to our residents, through our country kitchens and the homemakers that prepare and serve meals to residents. It is a full team effort to provide dining to our residents. We will provide a framework, a recipe so to speak for how we created our program and how we continue to evolve it as our journey continues. We will tell you our stories!

**Nathan Giunta** and **Suzanne Sheaffer** will present the ***“Recognizing and Responding to Care-Dependent Neglect a Facilities Response.”*** This program will review the mandated requirements of the Older Adult Protective Services Act amendments that address the mandatory reporting for abuse and neglect issues by all nursing homes and licensed caregivers. This session will define the differences between abuse and neglect and mandatory reporting guidelines and the facility role in criminal investigations. Examples of medical neglect, signs and symptoms of abuse, use of physical and chemical restraints and the potential of injury, pressure ulcers and repeated falls as they relate to neglect will be given. Steps in an abuse investigation will be reviewed and how to identify potential for abuse/neglect upon admission and assessment of risk prior to discharge.

## **PRESENTERS**

**Paula Sanders, Esquire** is a Principal and Chair of Post & Schell's national healthcare practice. She focuses her practice exclusively on healthcare law. She represents clients on both substantive and procedural aspects of health facility regulation and investigations, such as licensure; Medicare/Medicaid; compliance; RAC, MIC, PERM, CERT and ZPIC audits; accreditation; fraud and abuse, and voluntary disclosures. Ms. Sanders is skilled in dealing with multiple regulatory and law enforcement agencies and coordinating an integrated response to their issues. Her clients include continuing care retirement communities (CCRCs), long-term care facilities, personal care homes, assisted living providers, hospices, home health agencies, rehabilitation providers, and adult day care centers, as well as intellectual and developmental disability providers. Ms. Sanders has written and lectured extensively on the topics affecting the health care industry. She speaks regularly before international, national and statewide organizations. She is on the Editorial Board of Eli Healthcare Long Term Care Survey Alert, is a member of the national legal committee of the American Health Care Association and was previously a member of the LeadingAge legal committee. Ms. Sanders has been named a Pennsylvania Super Lawyer for Health Care by her peers.

**Betty Robison, MSN, RN-BC** is employed at the Aging Institute of UPMC Senior Services and the University of Pittsburgh as the Gerontology Educator, and at Chatham University as adjunct faculty in the RN-BSN Program. Her career spans 42 years working primarily with the older adult population in a variety of settings, along with an extensive background in geriatric education.

**Kathleen Pagana, PhD, RN** is President of Pagana Keynotes & Presentations. She is also an Emeritus Professor of Nursing from Lycoming College in Williamsport, PA. Her BSN is from the University of Maryland. Her MSN and PhD in nursing are from the University of Pennsylvania. Kathy has been a leader in healthcare for more than 35 years with experiences including college teaching, administration, clinical practice, consulting, and business management. Kathy has written more than 85 articles. She and her husband are co-authors of 28 books with translations in French, Chinese, Korean, Spanish, and Portuguese. Almost 2 million copies of the Pagana & Pagana *“Mosby's Diagnostic and Laboratory Test Reference”* have sold worldwide. Kathy has published *“The Nurse's Etiquette Advantage: How Professional Etiquette Can Advance Your Nursing Career.”* She is also a contributing author of *“Chicken Soup for the Nurse's Soul.”* Her newest book title is *“The Nurse's Communication Advantage: How Business-Savvy Communication Can Advance Your Nursing Career.”*

Her book, *The Nurse's Etiquette Advantage: How Professional Etiquette Can Advance Your Nursing Career*, was published in 2008. Her newest book, *The Nurse's Communication Advantage: How Business-Savvy Communication Can Advance Your Nursing Career*, is now available.

**Leta Beam, MA** is the woman you need for today's business transformation! Leta is one of the most powerful and energetic voices for business transformation, sharing her message of full throttle engagement and leadership from every seat through coaching, teaching, speaking, entertaining and writing. Her award winning book, *Take The Lead*, is a must read for absolutely everyone in today's workplace. It speaks to Executive Directors as well as nurses, receptionists and “middle management.” She

**Taking Charge of Change - PADONA's 27th Annual Convention**  
**March 25-27, 2015 at The Hotel Hershey, Hershey, Pennsylvania**

is President of Vantage International, a premier leadership and business coaching enterprise, dedicated to serving high performing professionals and the organizations that they lead. In front of both international, national and regional audiences, "Leta...leaves them (the audience) changed." You can really have it all in one presentation! - Informational and transformational learning; humor and challenge; sparks of possibility. Leta has been described in newspaper and journal articles as the "energetic woman who can beat psychosclerosis (hardening of the attitudes)."

Regardless of setting, Leta's framework is the same.... Each of us is a powerful force in our own experience, if we choose to be. In order for us to improve our conditions, then, we must intentionally change, not because we are told to or because someone manages, directs, cajoles or browbeats us. Rather, through our own will. Sustainable shifts are intentional and self-induced. Every seat is a power seat!

Not everyone is ready to open the throttle up and put the pedal to the metal. Yet Leta creates a safe space in which others can temporarily suspend current judgments and begin to think about things differently. Her infectious energy, engaging style and results-oriented messages help those around her to believe that everything is possible and to be inspired to more actively engage at work.

Leta doesn't simply talk or present to an audience. Even in large settings, she creates a connection with participants that feels personal and opens a portal for refreshing dialogue. She provides both the business case for transformation and deceptively simple ways to apply her points in real work life situations. Participants shift as a result of Leta's leadership dare. Sometimes it's a quantum leap forward; most of the time, it's small sustainable changes that steadily moves the person closer to their best self. And allows them to begin to lead from their seat in the organization more often.

Discovery. Growth. Sustained Awareness. Action. Mastery. Innovation. *"How good can you stand it?"*

**Nancy Morgan, RN, BSN, MBA, WOCN, WCC, DWC, OMS** combines her expertise as a nurse Certified in Wound Care, along with her extensive background in wound care education and wound management program development. Nancy is a nursing entrepreneur, who is an experienced and recognized international presenter. Her fun motivational teaching style has inspired health care professionals across the nation.

**Candace McMullen, RN, NHA, MHA, CLNC**, currently serves as the VP of Operations for Homewood Retirement Centers where she oversees the operations of five (5) senior living communities caring for a total of 1881 elderly residents. Prior to joining Homewood, she was the Sr. VP of Operations/COO at Affinity Health Services where she was responsible for overseeing the overall operations of seven (7) senior living communities. Candace has several years of experience in long term care as an RN, director of nursing, staff development coordinator, quality assurance nurse and nursing home administrator. Additionally, Candace has worked for Pennsylvania's quality improvement organization, Quality Insights of Pennsylvania, where she assisted nursing facilities with quality improvement principles. Candace also has experience as an operational nurse consultant and a manager working with ParenteBeard. Candace holds both a Bachelor of Science and Master's degree in Health Administration from Penn State University and is a Certified Legal Nurse Consultant. She is also a past member of the Nurse Reviewer Unit for the Pennsylvania State Nurses Association and a current member of the PADONA Board of Directors. She frequently serves as faculty for a number of local, state, and national trade organizations.

**Denise McQuown-Hatter, NHA** has 25 years of long term care experience including financial consulting, nursing home administrator and directing corporate operations. She has worked at both the facility and corporate level for both large publicly held corporations as well small privately held companies. In 1996, Denise was instrumental in forming Affinity Health Services, Inc. Denise currently serves as the President and CEO of Affinity. She is directly responsible for the operational, clinical, regulatory, financial and marketing functions of both the managed and consulting clients. She has also acted as the labor relations' manager for key union negotiations. Under Denise's direction Affinity services private for profit, non-profit, hospital based and governmental sector businesses. Denise is a co-founder of the Indiana County Career Consortium, a member of the Tri-County Workforce Investment Board and a board member of the Visiting Nurses Association.

**Susan Williamson, RN** currently holds the position of Director of the Division of Nursing Care Facilities for the Pennsylvania Department of Health. She is a registered nurse with many years' experience in the long term care arena. Prior to becoming the Director, she held the assistant director position as well as supervisor of the licensure and certification unit within the division. Susan has over 12 years' experience with the Department of Health and has spent nearly 20 years in the long term care setting functioning as nurse aide, staff nurse, and Director of Nursing before coming to the Department of Health.

**Emily Malitt, Pharm D** is a 2014 summa cum laude graduate of the University of Pittsburgh School of Pharmacy. She has over 5 years of experience in long-term care pharmacy and is currently the Director of Clinical Services at GardaRx pharmacy. Emily specializes in consultant pharmacy and geriatric medicine.

**Sophie Campbell, MSN, RN, CRRN, RAC-CT** is the Director, Clinical Advisory Services at Baker Tilly Virchow Krouse, LLP formerly ParenteBeard, LLC an accounting and consulting firm and brings 35 years of operational and consulting experience in the healthcare industry, with a focus on long-term care, and experience in acute care and acute rehabilitation. Her expertise includes clinical operations for long term care providers, including staff development, Minimum Data Set (MDS) accuracy and training, documentation compliance and general regulatory and standards of practice compliance, management training and monitoring, Omnibus Budget Reconciliation Act (OBRA) survey preparation and response assistance from POC development to

Directed In-service delivery, development of performance improvement and clinical compliance programs including QAPI, infection control and wound care, preparation of responses to Recovery Audit Contractor (RAC) audit requests and findings and development of Quality Assurance Performance Improvement (QAPI) programs. Sophie also has experience in admissions management, care planning development and management, restorative nursing program development and management, infection control program management, short-term rehabilitation unit conversions and hospital based Transitional Care Units (TCUs). She has also assisted with Electronic Health Record (EHR) implementations.

**Alison Sprankle, BS, CMC** has worked in long term care since 1993. Her experience encompasses home care services, social services, care planning, family support, team building, marketing and management. Her practical knowledge in long term care stems from her experience as a home health aide and personal care assistant for over 6 years while attending York College of Pennsylvania where she earned a degree in Long Term Care Administration.

Since graduating in 1999, she has served as a dementia unit director and as an Executive Director/Personal Care Home Administrator of a dedicated dementia care facility.

Alison has been training thousands of professional and family caregivers and speaking on Alzheimer's disease and related dementia for GOOD NEWS CONSULTING, Inc. since 2006. She has conducted training sessions throughout Pennsylvania, Delaware and New Jersey.

She received her CMC designation as a care manager certified in 2010 and serves as a guardianship care manager for GOOD NEWS in York County. She has served as the assistant director at Golden Visions Adult Day Services and Community Senior Center in Hanover, PA. GOOD NEWS had served as the management company for this organization, bringing it into compliance with state and local regulations.

**Ashley Baker, CDM**, Dining Services Manager East Kitchen, began her career at Garden Spot Village as a 17 year old dietary team member. She became a Cook/Supervisor in the Health Care Kitchen when it opened in 2001. She was very involved in our Culture Change Journey and was received a Distinguished Service Award in 2006 as PANPHA's Staff member of the year. She completed coursework for her CDM in 2007 and became East Kitchen General Manager in 2008. She was instrumental in our transition from tray line and food carts to country kitchens and she enjoys the opportunity to share our experiences and help others along the journey.

**Becky Weber, BS, MS, NHA** is currently Director of Health Care Services at Garden Spot Village in New Holland, PA. She has been a nursing home administrator for almost 20 years and began her career in Long Term Care as an Activity Professional in 1976. She has had the opportunity to open the Skilled Nursing Center, along with her Director of Nurses, Connie Fasnacht in September of 2001 and embarked on the Culture Change journey in 2006, which included a building project for 32 beds built in the household model and the renovation of the existing Skilled Nursing Center into two additional Households. Garden Spot Village has embraced a person-centered dining program since our journey began and hopefully our stories will kindle your fire for change.

**Nathan Giunta, Esquire** has been an attorney in the Commonwealth of Pennsylvania for the last ten years. Nathan started his legal career in the Dauphin County Public Defender's Office where he defended cases ranging from misdemeanors to capital murder cases. Nathan left the Public Defender's Office to go to the Pennsylvania Department of State where he was responsible for licensing prosecutions for the medical board, pharmacy board and Real Estate Commission. Nathan is currently a Deputy Attorney General with the Pennsylvania Office of Attorney General, Medicaid Fraud Control Section. Nathan is responsible for the prosecution of cases involving the neglect of care-dependent persons.

**Suzanne Sheaffer, MS, BSN, RN-C, NHA** is currently the Nurse Analyst in the Medicaid Fraud Control Section, Care Dependent Neglect Team at the Pennsylvania Office of Attorney General. Ms. Sheaffer has worked in long-term care since 1991 as an RN, Director of Nursing, Assistant Administrator, Acting Administrator and Regional Nurse Consultant.

She received her undergraduate degree from York College in Nursing, a Bachelor's Degree in Criminal Justice from Central Pennsylvania College, and a Master's Degree from St. Leo's University and is currently a Graduate Forensic Nursing Student at Fitchburg State University. Ms. Sheaffer is an advocate for the safety and welfare of care-dependent persons across the Commonwealth.