

# The Bureau of Health Systems - Division of Operations

Presents the

## SPRING 2004 JOINT PROVIDER/SURVEYOR TRAINING

*"Focus on Process Improvement"*

Tuesday, April 6, 2004

8:45am – 3:15 pm • Registration begins at 8:00am

Lansing Center

333 E. Michigan Ave • Lansing, MI 48933

### Program Goal

To provide a collaborative experience involving regulators and providers within a resident care focus.

### Program Presenters

**C. Leslie Charles, CSP**, is an award winning speaker and author of seven books. She magically connects with her audiences, bringing authenticity, an authoritative voice, and entertaining approaches for helping people connect with their natural skills, working wisdom, and potential.

**Donna Beebe, RN, BSN, CDON**, NHQI Project Coordinator, Michigan Peer Review Organization, Farmington Hills, MI

**Renee Beniak, RN, BS, LNHA**, NHQI Project Manager, Michigan Peer Review Organization, Farmington Hills, MI

**Michael Engel, DO**, Medical Director, Birchwood Nursing Center, Traverse City, MI

**David Shaltz, JD**, Principal, Shaltz & Royal, P.C., Lansing, MI

**Larry Yachcik, BA, NHA**, Vice President of Operations, Tendercare (Michigan), Okemos, MI

**Jayne Yatzak, ORT/L, BA, BS**, Geropsychiatric Services, Botsford General Hospital, Farmington Hills, MI

### Continuing Education Credits

Application has been made for continuing education for NHA CEUs (4) and Nursing Contact Hours (5.4). Certificates of attendance will be available at the conclusion of the training for all other participants.

## Program Agenda

- 8:00 Registration & Continental Breakfast
- 8:45 Welcome Remarks & CMS Update
- 9:15 *Why Is Everyone So Cranky?*- C. Leslie Charles
- 10:45 Break
- 11:00 **Breakout Session #1**
- A. *Substitute Decision Making: Advanced Directives, Powers of Attorney & Guardianship* - David Shaltz
  - B. *The Resident/Family Connection Program* - Larry Yachcik  
(Determining resident choice to improve satisfaction starting with the admission process.)
  - C. *Appropriate Use of Psychotropic Medications in the Elderly* - Michael Engel
  - D. *Keep on Moving – Don't Stop: Promoting Mobility and Preventing Falls*  
Jayne Yatzak
  - E. *Nursing Home Quality Initiative and the New Enhanced Quality Measures*  
Renee Beniak & Donna Beebe
  - F. *Customer Service: Measures for Maintaining Customer Loyalty* - C. Leslie Charles
- 12:00 Lunch
- 1:00 **Breakout Session #2** (Sessions A-F repeated)
- 2:00 Break
- 2:15 **Breakout Session #3** (Sessions A-F repeated)
- 3:15 Evaluation Collection & Certificate Distribution

## Overnight Accommodations

The Radisson Hotel is located adjacent to the Lansing Center. Reservations can be made by calling (517) 482-0188. Parking is complimentary for overnight guests. Contact the CLTC office (517 324-7340) for other hotels in the area.

## Registration Rates & Deadline Date

Registration fee includes continental breakfast, lunch, refreshment break, continuing education credits, and handout materials. Completed registration form and full payment must be **post-marked by Friday, March 19, 2004** to qualify for the Early Registration Rate (\$100.00 per person). Registrations postmarked after this date or received without payment will qualify for the Late Registration Rate (\$115.00 per person). Faxed registrations (517) 324-7366 will be accepted to reserve a seat, but **will not** guarantee the Early Registration Rate. Confirmation letters **will not** be issued.

## Cancellation Policy

No refund will be given for any cancellation. Substitutions will be accepted. Contact the CLTC office (517) 324-7340 with the substitute's name.

## Meeting Room Temperatures

Room temperatures are often difficult to regulate. We suggest you dress in layers for your comfort.

## Questions?

Questions can be directed to the MPHI-Center for Long Term Care staff by calling (517) 324-7340.

## Directions to Lansing Center

Follow I-96, US-127 or I-69 towards Lansing to I-496 East or West.

**From westbound I-496**, exit at the Pennsylvania/Cedar/Larch Street (exit #7). Follow the service drive past Pennsylvania Avenue and stay to the right hand lane to get onto northbound Larch Street (Larch is one way going North). Go to the third signal light on N. Larch and turn left onto Shiawassee Street. Go one block west to southbound Cedar Street, turn left, get into the right hand lane and make a right turn at Museum Drive (first street) and follow to parking lot entrances.

**From eastbound I-496**, exit at northbound Larch Street (exit #7) and follow Larch to the fourth signal light. Make a left on Shiawassee Street. Go one block west to southbound Cedar Street, turn left and get into the right hand lane and make a right at Museum Drive (first street) and follow to parking lot entrances.

## Parking

Parking is available at the Lansing Center for \$3.50 per car, per day and at the North Grand parking ramp (connected to the Lansing Center via Ped-walk) for \$.65 per half-hour, maximum of \$7.50.

Parking is also available at the South Grand parking ramp located one block south of the Radisson Hotel. Take Michigan Ave. west to Capitol Ave., turn left (south). Go south one block to Allegan and turn left. The ramp is at the end of the street. Please contact the CLTC office to request a street map of the area.

## Luncheon Menu

Chicken Chasseur will be served for lunch. If you would prefer a vegetarian meal, please indicate your request on the registration form. Vegetarian meals must be pre-ordered.

## Registration Form

### SPRING 2004 JOINT PROVIDER/SURVEYOR TRAINING

Tuesday, April 6, 2004 · 8:45 am to 3:15 pm · Lansing Center, Lansing

Mail completed registration form and check payable to **MPHI/CLTC** to: 2438 Woodlake Circle, # 200, Okemos, MI 48864

Facility Name \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Participant Name to appear on name badge	Title	Applicable Credits (circle all that apply)	NHA License#	Registration Rates Early	Late	Vegetarian Meal ?
1. _____	_____	Nursing NHA _____	_____	\$ 100.00	\$ 115.00	<input type="checkbox"/> Yes
I would like to attend the following concurrent sessions (select 3 by circling the corresponding letter)				<b>A B C D E F</b>		
2. _____	_____	Nursing NHA _____	_____	\$ 100.00	\$ 115.00	<input type="checkbox"/> Yes
I would like to attend the following concurrent sessions (select 3 by circling the corresponding letter)				<b>A B C D E F</b>		
Total \$ _____						

Registrations **postmarked by Friday, March 19, 2004** with full payment will qualify for the Early Registration Rate. Any registration fee postmarked or paid after March 19, 2004 will be at the Late Registration Rate. An invoice will be issued for insufficient payment or no shows. Seat reservations can be made via fax (517) 324-7366, but will not guarantee the Early Registration Rate.