

Joint Provider Surveyor Training

Culture Change: Person-Centered Care in a Regulatory Environment

Tuesday, September 23, 2014 • 8:00 am - 4:00 pm

Suburban Collection Showplace, Novi, MI

Time	Topic	Speaker	Room
8:00 - 8:45	Registration		Expo Hall C
8:00 - 8:45	Continental Breakfast		Expo Hall C
8:45 - 9:00	Welcome & Bureau Update	Carole H. Engle , Director, Bureau of Health Care Services (BHCS)	Diamond Ballroom
9:00 - 10:30	Culture Change: One Vision	Anna Ortigara , RN, MS, FAAN, Organization Change Consultant, PHI Cheryl Van Bemden , RN, NHA, Guide/Director of Nursing, Porter Hills Green House® Homes Mattie Warren , MSN, RN, Licensing Officer, BHCS	Diamond Ballroom
10:30 - 10:45	BREAK		
10:45 - 12:15	IT Concierge Program	Mark Stevens , MPA, NHA, Ingham County Medical Care Facility Michelle Darnold , RN, Clinical Reimbursement Director, Ingham County Medical Care Facility Christopher Hamstra , RN, NHA, BSN, Director of Clinical Technology, Ciena Healthcare Tomika Timmons , Nurse Manager, Burcham Hills Health Center Eugenia Dumlao Reedy , MSN, MPS, RN, Survey Monitor, BHCS	Diamond Ballroom
12:15	LUNCH		Expo Hall C

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<i>Room</i>	<i>Crystal Sapphire Ruby Ballroom</i>	<i>Onyx Opal Garnet Ballroom</i>	<i>Amethyst Emerald Ballroom</i>
1:15 - 2:30	<p>Emergency Preparedness: Nursing Home Incident Command System</p> <p>Sheri Waldron, RN,BSN, Clinical Informatics & Emergency Planning Coordinator, Carson Health</p>	<p>Adequate Nutrition, Food Portions & Food Choices</p> <p>Hollis Turnham, J.D., Midwest Director, PHI</p> <p>James Hunter, CDM, Continuing Arts Degree, CFPP, General Manager Grand Traverse Pavilion/Sodexo</p> <p>Barbara Phillips, MS, RD, Survey Monitor, BHCS</p>	<p>Holiday Decorations</p> <p>Cean Eppelheimer, BS, PHI Midwest Organizational Change Consultant</p> <p>James C. Elenbaas, CFPS, MPA, Fire Marshal Supervisor, Bureau of Fire Safety</p> <p>Jay Sprunger, BS, RS, Surveyor, BHCS</p> <p>Kathy Simko, BA, Life Enrichment Specialist, Upjohn Care & Rehab Ctr.</p>
2:30 - 2:45	BREAK		
2:45 - 4:00	<p>Emergency Preparedness: Total Building Evacuation and Survey Readiness</p> <p>Sister Margaret Mary Turner, RSM, LNHA, St. Francis Home</p> <p>John Reed, RN, MSN Surveyor, BHCS</p>	<p>Potlucks, Homemade Food, & Garden/Pond Raised Foods</p> <p>Cean Eppelheimer, BS, PHI Midwest Organizational Change Consultant</p> <p>Marna Robinson, BSN, NHA, Administrator, Meadow Brook Medical Care Facility</p> <p>Cheryl Patton, RN, BS, Director of Nursing, Meadow Brook Medical Care Facility</p> <p>Anne Walsh, CDM, CFPP, Director of Dietary Services, Meadow Brook Medical Care Facility</p> <p>Darlene Smith, D.O.N., Pinecrest Medical Care Facility</p> <p>Barbara Phillips, MS, RD, Survey Monitor, BHCS</p>	<p>The Great Outdoors</p> <p>Hollis Turnham, J.D., Midwest Director, PHI</p> <p>Cheryl Van Bemden, RN, NHA, Nursing Home Administrator/Director of Nursing, Porter Hills Green House® Homes</p> <p>Eugenia Dumlao Reedy, MSN, MPS, RN, Survey Monitor, BHCS</p>
4:00	CONFERENCE ENDS		

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Suburban Collection Showplace

General Information

Going Green

No paper packets or handouts will be provided at the conference. Please make sure to pick up your complimentary USB flash drive at registration that contains the presentations of each session. You may also download them at www.events.mphi.org by clicking on Upcoming Events and select the JPST meeting.

Expo Hall C

The continental breakfast and lunch will take place in Expo Hall C.

Sessions

The morning sessions will take place in the Diamond Ballroom which will be set up theater style. Following the conclusion of the IT Concierge Program, the ballroom will be closed to set up for the afternoon sessions.

The afternoon sessions will be held in the following rooms (theater style):

- Crystal Sapphire Ruby Ballroom
- Onyx Opal Garnet Ballroom
- Amethyst Emerald Ballroom

Parking

Parking is free to all participants and is located adjacent to the facility.

Meeting Room Temperatures

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

2015 Joint Provider Surveyor Training

March 24, 2015- DeVos Place, Grand Rapids, MI

September 29, 2015- DeVos Place, Grand Rapids

Presenter Biographies

Mary Lou Boughton

Ms. Boughton started her professional career in youth development and philanthropy. She is the program director for Youth United Way, founder and past director of Kalamazoo Youth Development Network, and an advocate and trainer in positive youth development strategies. As a primary care giver for her father for the last ten years of his life, before passing at the age of 97, she realized she enjoyed working with the elderly population as much as with the youth. Ms. Boughton found that the basic skill set necessary to provide quality care for elders is similar to meeting the needs of adolescents. Listening to their concerns, offering choice, providing safe appropriate activities and spaces, encouraging them to explore their abilities. As a certified trainer in Adolescent Development, she has taught these strategies in community and college settings...and used them with her Dad. Common sense, knowledge of state and national regulations along with honest caring go a long way towards creating an atmosphere that is "less institution and more home." As part of the Life Enrichment Team at Upjohn Care and Rehabilitation Center, Ms. Boughton enjoys the challenge of meeting the needs of a physically and cognitively diverse population of wonderful people.

Michelle Darnold, RN

Ms. Darnold currently serves as the electronic medical record coordinator and project lead for the implementation of EMR at Ingham County Medical Care Facility (ICMCF). Previous to this position, Michelle received her LPN certificate and began working as a floor nurse for ICMCF, where she quickly progressed through various floor positions on both the long term care and rehabilitation units to MDS nurse. After three years of working as an MDS nurse, she returned to school and obtained her RN degree. Since that time, she has completed more than 50 percent of the EMR transition process and continues to work on implementing additional modules. Michelle has been committed to improving communication between surveyors and providers during annual surveys and is a member of the IT workgroup. Michelle is also involved in testing the MI-ACTS software, which will eventually be used by CMS so all states have consistency in review of facility reported incidents.

Eugenia Dumlao-Reedy, MSN

Ms. Dumlao-Reedy is a survey monitor in the Long Term Care Division (LTC) for Licensing and Regulatory Affairs. She has served as a nurse consultant for the LTC Division and a surveyor in the Mental Health Section for the Department of Community Health. Eugenia has worked in various capacities as a manager, staff nurse, clinical instructor, and play therapist. She has assisted and promoted the nurse practitioner program in the Philippines. Ms. Dumlao-Reedy and has been a guest lecturer and speaker at conferences and CMS training events. She received her education from the University of the Philippines, Boston University, Loyola University and London University.

Jim Elenbaas, CFPS, MPA

Mr. Elenbaas became the Fire Safety Supervisor for the Bureau of Fire Services Region 4 in November 2012. Previously, since 2005, he worked as the inspector in the Marquette Field office. He began his career with the State of Michigan in 1997 in the Office of Fire Safety as a plan reviewer specializing in schools, adult foster care facilities, fire alarm, sprinkler, and special hazard systems. In the past, Jim has also worked for both a fire protection contractor and a fire and life safety consulting firm. He has also served as a volunteer firefighter, fire officer, fire service instructor, and a full-time fire chief. Mr. Elenbaas holds both a Bachelor's Degree in Fire Science Engineering Technology and a Master's Degree in Public Administration. He is also a Certified Fire Protection Specialist through NFPA.

Cean Eppelheimer, MS

Ms. Eppelheimer is an Organizational Change Consultant for PHI Midwest and has accumulated an extensive resume of culture change experience over the past seventeen years. As a Training Coordinator and Trainer for BEAM (Bringing the Eden Alternative to the Midwest), and Vice President of Culture Transformation for Trinity Senior Living Communities (TSLC), she worked closely with administrators, direct-care staff, residents, family members and the larger community to improve the quality of care and quality of life for those living in nursing homes. During her time with TSLC, she was instrumental in the creation of the Sanctuary model of care, a transformation household model that exemplified the Trinity mission. She is an Eden educator and Eden mentor and as part of the PHI training team, has been instrumental in creating the Coaching curriculum for the Eden Alternative Path to Mastery and support curricula for the Green House Legacy project as well as supporting organizations in the creation of coaching communities. Ms. Eppelheimer also served on a state-level workgroup that developed training on person centered planning and co-facilitated One Vision: Moving Forward, an initiative focused on removing barriers to person centered care in the state of Michigan.

Christopher Hamstra, RN

Mr. Hamstra is currently the director of Clinical Technology for Ciena Healthcare, a management company with skilled nursing facilities throughout Michigan and Connecticut. He graduated from Andrews University with a bachelor's in Nursing degree in 1998 and has worked in skilled nursing facilities for the past 13 years. His experiences include working as a CNA, MDS coordinator, director of Nursing, nursing home administrator, and regional MDS/clinical consultant. Christopher also serves on the AHCA Health Information Technology Committee, representing long term care providers across America. In his current position, Christopher assists facilities in the implementation of electronic medical record systems, as well as evaluating how the EMR system is incorporated in the everyday activities of the facility to improve the adoption of technology. His past experiences have provided him with a broad knowledge base of both clinical and operations, allowing him to effectively evaluate and implement technology and EMR systems in the skilled nursing facility setting.

James Hunter, CDM

Mr. Hunter has worked in or managed over 75 senior services properties over the last 22 years, including two hospitals, three banquet facilities and four restaurants in all parts of Michigan, Baltimore, Washington, D.C., Boston, Philadelphia, Chicago and Cleveland. Mr. Hunter has a culinary arts degree from Macomb Community College and was certified as a dietary manager over 17 years ago. He has participated in culinary competitions from Detroit to Chicago and has trained under master chefs in Chicago, Detroit, and Paris, France.

Anna Ortigara, RN, MS, FAAN

Ms. Ortigara works as an Organization Development and Workforce Consultant with the Coaching and Consulting Services Team at PHI. She joined PHI after working in the fields of gerontology and long-term care for more than three decades. After beginning her career as a registered nurse, Anna has since gone on to work with elders in a variety of settings, including nursing homes, adult day care, and home care settings. She serves on the board of the Pioneer Network, is a fellow of the American Academy of Nursing, is the primary author of LEAP for the 21st Century LTC Workforce, VP of Culture Change for Life Services Network of Illinois, past Director of Residential Care Services for the Rush Alzheimer's Disease Center in Chicago and past Associate Director of Long Term Care Accreditation at Joint Commission. Ms. Ortigara spent the last six years at The Green House Project, where she worked closely with PHI to adapt the PHI Coaching Approach to fit the Green House Model. She frequently appears at various national and international conferences, speaking about culture change, person-centered dementia care, and other long-term care issues. Ms. Ortigara received her Master of Science in Nursing at Northern Illinois University and her BSN from St Xavier College in Chicago. She was named a Leader of Tomorrow by Long Term Living in 2014.

Cheryl Patton, BS, RN

Ms. Patton has a Bachelor's of Science degree in Health Systems Management, a certificate of Gerontological Nursing and is a certified dementia care practitioner. She has been employed at Meadow Brook Medical Care Facility for 26 years and has been the Director of Nursing for 17 years.

Barbara Phillips, MS, RD

Ms. Phillips was born and raised in Northern Lower Michigan. She obtained her Associates of Arts Degree from the University of Montana, her Bachelor of Science degree in Nutrition from Washington State University along with her Registered Dietitians' credential. She obtained her Master of Science in Nutrition Degree from the University of Nevada at Reno and provides research services as a Research Dietitian for the Nevada School of Medicine. Ms. Phillips has been employed as both a Clinical Dietitian in the hospital and rehabilitation settings. She has been employed with the State of Michigan since 1998 as a Health Care Surveyor and Survey Monitor.

John Reed, RN, MSN

Mr. Reed has a Master's of Science Degree in Nursing Leadership and Management, including FEMA Certificates of Achievements in ICS-100 and IS-000700. While working in an 11 bed ICU for Carson Health Network, Mr. Reed was also a member of the facility's Chemical Decontamination Unit. He is currently employed with the State of Michigan as a Health Care Surveyor working for the Lansing North Team.

Marna Robertson, BSN, NHA

Ms. Robertson has 32 years long term care experience. She has worked in various capacities while at Meadow Brook from Certified Nursing Assistant, Nursing Supervisor, Quality Assurance/Corporate Compliance Director to her current position as the Administrator.

Kathy Simko, ADC

Ms. Simko studied Therapeutic Recreation at Indiana University-Bloomington. Her career has spanned from hospitals to nursing homes. Over the past 32 years Ms. Simko's focus has been in elder care, as she has seen the growth of the baby boom generation. As the manager of Life Enrichment at Heritage Community of Kalamazoo, it is her goal to provide exceptional activities that truly enrich the lives of residences.

Darlene Smith, MBA

Ms. Smith has worked at Pinecrest Medical Care Facility for 40 years. Her career has progressed from CNA, LPN, RN, Director of Nursing and now Administrator. Ms. Smith is an Eden Associate and manages two Green Houses; the first was completed in 2006.

Jay Sprunger, BS, RS

Mr. Sprunger has a Bachelor's of Science Degree in Biology and Chemistry from Eastern Michigan University. He also is a licensed Environmental Sanitarian within the great State of Michigan. Mr. Sprunger has been employed with the State of Michigan for 20 years where served as an Environmental Sanitarian for the Department of Corrections before becoming a Health Care Surveyor for Licensing and Regulatory Affairs.

Mark Stevens, MPA, NHA

Mr. Stevens is a healthcare administrator with 25 years' experience in operations including full profit and loss responsibility, financial analysis, strategic planning, regulatory compliance, corporate compliance, capital and operating budget management, information technology, improving processes, and ensuring quality. He is focused on increased efficiency, effectiveness, and customer service through process improvement.

Tomika Timmons, LPN

Ms. Timmons has been in health care for 18 years. She is currently a nurse manager at Burcham Hills Health Center in East Lansing, MI where she has worked for five years. Along with working with the current IT collaboration between the State surveyors and the long term care community, she is also a part of the advance care planning initiative in the state of Michigan, and is certified as a facilitator.

Sister Margaret Mary Turner, MS, MA, RSM, NHA

Sister Turner is a nursing home administrator with 10 years of training and participation in emergency preparedness in Michigan and Connecticut. Sister's team approach to excellence in nursing care for the St. Francis Home earned recognition by the Michigan Peer Review Organization and Governor Snyder with the 2014 Governor's Award for Excellence in Health Care and the U.S. News and World Report category winner as one of the best nursing homes in the U.S. Sister is a certified dementia practitioner and is Eden trained. She personally compiled the 400 page St. Francis Home Emergency Plan, incorporating Eden principles throughout the plan. This document was her decision making tool during the 2013 evacuation of the St. Francis Home. That evacuation of the St. Francis Home resulted in no injuries to residents, including no bruising or skin tears and in low levels of disorientation and trauma to residents and staff.

Hollis Turnham, JD

Ms. Turnham is the Midwest Director for PHI and leads a team of three staff based in Michigan and Illinois. Hollis has over 30 years' experience in poverty and aging issues, first as a legal services attorney in Adrian, Michigan, and then as Michigan's State Long Term Care Ombudsman for almost 16 years. Prior to joining PHI, Hollis 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 United States Senate Committee on Health, Education, Labor, and Pensions. She has a JD from the University Texas at Austin School of Law. With PHI, Hollis has written the Michigan's Care Gap: Our Emerging Direct-Care Workforce Crisis paper that reports that Michigan will not have enough hands to deliver needed long-term supports and services unless fundamental changes in both public policies and employer practices are implemented now. She works with provider, consumer, and worker organizations across the long-term care continuum as well as government agencies to shape new policy initiatives and improve workplace and caregiving practices. With her experience, Hollis has played a key role in PHI's policy work in other states including Indiana, Iowa, Vermont, Maine and North Carolina.

Cheryl Van Bemden, RN NHA

Ms. Van Bemden is the Guide at the Porter Hills Green House® homes in Grand Rapids, Michigan. As the Guide, she is responsible for coaching, directing and monitoring the quality of care and the quality of life of the elders. She acts as a direct supervisor to the self-managed work teams and is responsible for evaluating the outcomes of their work. In addition, Ms. Van Bemden functions as the Nursing Home Administrator and the Director of Nursing for the two homes and the twenty elders that live there.

Anne Walsh, CDM, CFPP

Ms. Walsh has 25 years of long term care experience. She has been a Certified Dietary Manager, Certified Food Protection Professional, and the Director of Dietary Services at Meadow Brook Medical Care Facility for the past 15 years. She is also Serv-Safe certified. She has been involved with multiple positions in the Association of Nutritional & Foodservice Professional.

Sheri Waldron, RN, BSN

Ms. Waldron is the Emergency Planning/Clinical Informatics Coordinator at Carson Health Network/Carson City Hospital. She is responsible for developing and implementing the Emergency Operations Plan and reviewing, revising and maintaining clinical policy procedures and manuals. She is also a member of the HCIS Center for Education Advisory Committee and Bylaws Subcommittee. Ms. Waldron has been nationally recognized for her work in disaster and emergency preparedness planning.

Mattie M. Warren, MSN, RN

Ms. Warren has both a Master of Science and Bachelor of Science degrees in Nursing. After extensive career experience as a staff nurse in acute care settings, she became a case manager in home health care, followed by an appointment as the administrator of a home health agency. She has also served as adjunct faculty in the nursing program at University of Detroit-Mercy. In 2001, Ms. Warren joined the Department of Community Health as a surveyor and was promoted to a managerial role as Survey Monitor in October, 2007. In February 2011, she assumed the role of Licensing Officer for the Detroit Office with the Long Term Care Division for Licensing and Regulatory Affairs.

Presenters Contact Information

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