



PROTECT PEOPLE &
PROMOTE BUSINESS



SPRING 2024

Bureau of Community and Health Systems

Joint Provider Surveyor Training Registration Brochure

Reconstructing Culture Change

Tuesday, April 9, 2024

Registration Deadline: March 25, 2024

Michigan.gov/LongTermCare

This activity will be submitted to the Wisconsin Nurses Association for approval to award contact hours. The Wisconsin Nurse Association is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation. This activity will also be submitted to the National Association of Long-Term Care Administrator Boards (NAB) for approval to award nursing home administrator (NHA) continuing education credits; and the NASW-Michigan Social Work Continuing Education Collaborative for social work CE hours.

CONFERENCE AGENDA

JOINT PROVIDER SURVEYOR TRAINING

Tuesday, April 9, 2024

Reconstructing Culture Change

8:00 - 8:45 a.m.

Registration/Continental Breakfast.....EXHIBIT HALL A

8:45 - 9:00 a.m.

WelcomeEXHIBIT HALL A

- Opening Remarks: **LARA Director Marlon I. Brown**
- Bureau update: **Larry Horvath**, Director, Bureau of Community and Health Systems
- Overview of the Moving Forward Coalition: **Alice Bonner, PHD, RN**, Chair, Moving Forward Coalition and IHI Senior Advisor for Aging

9:00 - 10:15 a.m.

Plenary One.....EXHIBIT HALL A

- **Changing Institutional Culture and Language**
Learn principles and practices of changing institutional culture including language and the regulations that support them.
 - **Carmen Bowman**, Edu-Catering: Catering Education for Compliance and Culture Change

10:15 - 10:30 a.m.BREAK

10:30 - 11:45 a.m.

Plenary Two.....EXHIBIT HALL A

- **Individualizing Care Plans & Highest PracticABLE Level of Physical, Mental & Psychological Wellbeing**
Learn the practices and regulations that call for individualized care plans that include the services furnished to help each person attain/maintain their highest practicable level of physical, mental, and psychological wellbeing.
 - **Carmen Bowman**, Edu-Catering: Catering Education for Compliance and Culture Change

11:45 - 12:30 p.m.

Lunch.....BALLROOMS 1-8

12:30 - 1:30 p.m.

Plenary Three.....EXHIBIT HALL A

- **What Matters Most to Me: People Living in Nursing Homes**
In this session, panelists will discuss aspects of living in a nursing home and what is most important to residents to live a self-directed and high-quality life. Participants will learn how small changes can have a big impact on quality of life for the residents they serve.
 - **Salli Pung**, State Long Term Care Ombudsman, Michigan Long Term Care Ombudsman Program, Michigan Elder Justice Initiative

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1:30 - 1:45 p.m.BREAK

1:45 - 2:45 p.m.

Plenary Four.....EXHIBIT HALL A

- **The Journey to Rebuilding Person-Directedness Using Artifacts 2.0**

This session will discuss how one nursing home implemented the Artifacts of Culture Change 2.0 with support, guidance and membership in the Michigan Culture Change Coalition as well as how providers, surveyors and ombudsman can work together to create positive change.

- **Jennifer Altman, B.S. Education, CENA**, Activities Director, Medilodge of Rogers City
- **Karrie Craig, MPA**, Assistant State Long Term Care Ombudsman, Michigan Long Term Care Ombudsman Program, Michigan Elder Justice Initiative
- **Kelly Grossett, LNHA**, Administrator, Medilodge of Rogers City
- **Melissa Schulze, RN, BSN, MSN, FNP**, Healthcare Surveyor, Bureau of Survey and Certification

2:45 - 3:00 p.m.BREAK

3:00 - 4:00 p.m.

Plenary Five.....EXHIBIT HALL A

- **Leaders Lead in Changing Institutional Culture**

This session will build on content from earlier sessions addressing person-centeredness, amplifying the voice of nursing home residents, and collaboration across and within settings. It will focus on building and strengthening the inter-professional team, leading with purpose and creating a positive, non-institutional community in which lives are nurtured, residents are empowered, and where people want to work.

- Moving Forward Coalition represented by:
 - **Alice Bonner, PhD, RN**, Moving Forward Coalition and IHI Senior Advisor for Aging
 - **Doug Pace, NHA**, Senior Director, Long-term & Community-Based Care, Alzheimer's Association, Co-Chair, Quality Assurance Committee, Moving Forward Coalition

4:00 p.m.

Conference Ends

Special Needs Accommodations are Available

If you have any registration questions or special needs or concerns regarding program access or your participation in the program, contact Marie Kone at LARA-BCHS-Training@Michigan.gov or call (517) 335-3396. Please ask in advance so we may respond to your individual needs.



JOINT PROVIDER SURVEYOR TRAINING

REGISTER TODAY! Michigan.gov/LongTermCare

Look Under: Joint Provider Surveyor Training (JPST)

Frequently Asked Questions (FAQ)

Q) Does JPST use a conference platform?

- A)** - Yes, JPST will utilize a conference platform in which attendees will check in, complete the individual session evaluations and the conference evaluation. All must be completed to receive continuing education certificates.
- Please note that the check in button will appear on the agenda icon and at the session's scheduled start time.
 - Directions for the conference platform will be provided prior to the conference. Staff will be available at the registration booths to assist if you have any issues.

Q) Can I register on-site at the conference?

- A)** No, we will not be accepting any walk-in registrations for the conference.

Q) I registered online but was not given an option to pay by credit card. How do I pay?

- A)** The payment process has changed. Following registration, you will receive an email with instructions for payment. Credit card payment must be received within three business days of the payment instructions.

Payment Methods:

VISA, Mastercard or Discover are accepted **OR** make checks payable to:

State of Michigan/BCHS/JPST

PO Box 30664, Lansing, MI 48909

Please attach a copy of your registration form with your check.

Registration Fee:

\$150.00 by March 25, 2024

No registration will be permitted on site.

No refunds will be given for cancellations.

Substitutions can be completed online.

Continuing Education & Evaluation Instructions

- Certificates given: nursing contact hours, nursing home administrator credits, Michigan social work credits, general participation credit.
- Please address any questions about continuing education credits to **katy@teamngage.com**. You will receive a response within one business day.
- Attendees will complete CE evaluations and download their certificate(s) through the conference platform. Directions will be provided in an email prior to the conference.



JOINT PROVIDER SURVEYOR TRAINING

VENUE INFORMATION & ACCOMMODATIONS

Lansing Center & Double Tree by Hilton, Lansing, Michigan

The Lansing Center is located at 333 E. Michigan Avenue, Lansing, MI 48933. Complimentary parking is available at the Lansing Center Parking Lots (#19, #20, #21, & #37.) If the parking lot is full, you may park at the North Grand Ramp (NGR.) [Click here for Map.](#)

PARKING VALIDATION: Upon entrance at either lot, you will take a parking ticket. You must bring that ticket with you to the JPST conference parking table. Staff will validate your parking. When departing, you will insert the validated ticket as payment.

If you leave your parking ticket in the car, we will not be able to validate your parking.

Instructions for Reserving a Room

DoubleTree by Hilton - 111 Grand Ave., Lansing, MI 48933

\$85 + tax per night **Event name: BCS**

Reserve by March 25, 2024, to receive the special rate.

To make a room reservation online please visit [DoubleTree By Hilton Lansing](#)

- Once you select the date range and room type, complete the Hotel Booking Form.
- The booking form will ask for the guest details and email address.
- Secure payment option in the section of the booking form that holds your credit card details. Input your credit card information.
- Once you have completed this step click the “Make Reservation” button and your reservation will be sent immediately to the Hotel.

To make a room reservation by phone please call (833) 904-2206:

- It is important that each of the guests identify themselves as **Bureau of Community and Health Systems.**
- Provide the guest name, requested type of room and the dates of the conference.
- Use the reservation code: **BCS** to receive the discounted group rate.

DoubleTree by Hilton Parking Information:

Valet Services are available from 6:00 a.m. to 12:00 midnights, seven days a week.

The hotel offers all overnight guests valet parking for a nominal fee of \$28.00 per night.

Temporary self-parking is available on a first-come first serve basis in the city owned ramp, conveniently connected to the DoubleTree Hotel via a climate controlled pedway.

The current parking rate is \$1.50 for each 1/2 hour, maximum \$15 per day.