

## AGENDA

THURSDAY, NOVEMBER 4, 2004

*Subject  
to  
change.*

<u>Time</u>	<u>Title</u>
7:30 - 8:30	Registration and Refreshments
8:30 <b>SHARP</b>	Welcome
	Course Objectives
	<b>Module One: Resident Care and Services</b>
	Admissions
	Quality care begins before admission
	Pre-admission assessments
	Creating resident profiles
	Resident agreements
	Resident Care
	The importance of communication in resident care
	Effective care coordination and teamwork
	Assisted living nurses
	Resident Care in Special Situations
	Changes in health status
	Pain management
	Falls
	Unique market niches
	<b>BREAK</b>
	High Acuity Residents
	Creating guidelines for high acuity residents
	State regulations
	Capability assessments
	Resident service plans
	Mental health conditions
	Chronic physical disabilities
	Dementia care
	Uniformity is not key
	Management support
	What makes your program special
	Training staff
	Hallmarks of a well-run program
	Elopement
	Involving families
	Person-centered care
	Inappropriate sexual behavior
	Detecting pain
	Nutrition and hydration for high acuity residents
	Effective approaches to bathing high acuity residents
	<b>LUNCH</b>
	Advance Care Planning
	The components of end-of-life care treatment

- Regulatory considerations
- Complications of advance care planning
- End-of-Life Care
  - Hospice
  - Leadership during death
  - End of life resources
  - Death of a resident
  - Service plans and resident assessment
- Medication Management
  - Increased risk for elderly
  - Contraindicated drugs
  - Drug interactions
  - Psychotropic drugs
  - Medication administration
  - Auditing medication administration

**BREAK**

- Transfer and Discharge
  - Policies
  - How it affects marketing
  - Applicable state regulations

5:00 pm  
Evening

- Wrap Up
- Homework: Small Group Intensive Case Study Project**
- Results reported on Day Two

**FRIDAY, NOVEMBER 5, 2004**

<b>Time</b>	<b>Title</b>
7:30 - 8:30	Registration and Refreshments
8:30	<b>SHARP</b>
	Welcome and Course Objectives
	<b>Homework Reporting by Small Groups</b>
	Present and discuss the results of your case study to the group
	<b>Module Two: Risk Management for a Litigious Environment</b>
	Steps for Avoiding Lawsuits and Promoting Safety
	Collecting, analyzing and acting on data
	Sample incident report
	Sample trending report
	The most frequent causes of lawsuits
	Transfer and discharge as it relates to risk management
	Gathering support from staff in risk management
	The Role of Families in Risk Management
	Families are the most frequent cause of lawsuits
	Change in status calls
	Gathering support from families in risk management
	Managing risk by setting reasonable expectations
	<b>BREAK</b>
	Negotiated Risk Agreements

Understanding the risks and rewards of negotiated risk agreements

Critical thinking regarding risk agreements

Where risk agreements fail

Risk Management and Operations

Protecting yourself with arbitration agreements

Saving money on insurance

Worker's compensation claims

Loss prevention

## **LUNCH**

### **Module Three: Handling Complaints and Grievances**

Handling Complaints and Grievances

Why customer complaints aren't always a bad thing

A four-step method for handling customer complaints

Understand the arguments for and against apologizing to customers

Communicate fee increases with confidence

## **BREAK**

### **Module Four: Staffing**

Finding – and Keeping – the Best Employees

Calculating the cost of turnover

Advanced interviewing

Group interviews

Using a predictive index

Identify ways to boost retention

Finding good employees

Choosing the right benefits package

What do your employees want? Will they pitch in to get it?

What are your competitors offering?

What can you afford?

What if you have to take away a benefit (like health insurance or free food for staff)?

5:00 pm

Wrap Up and Evaluation