Spring 2023

Bureau of Community and Health Systems & Bureau of Survey and Certification

Joint Provider Surveyor Training

Registration Brochure

Post Pandemic:

Focusing on Person-Centered Care

Tuesday, April 11, 2023

REGISTRATION DEADLINE: MARCH 31, 2023

LARA
LICENSING AND REGULATORY AFFAIRS

This activity has been submitted to the Wisconsin Nurses Association for approval to award contact hours. The Wisconsin Nurses 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

LARA

CONFERENCE AGENDA

JOINT PROVIDER SURVEYOR TRAINING

Tuesday, April 11, 2023

Post Pandemic: Focusing on Person-Centered Care

8:00 a.m. – 8:45 a.m. CHECK-IN & CONTINENTAL BREAKFAST . . . . . **EXHIBIT HALL A**

8:45 a.m. – 9:00 a.m. . . . . . **EXHIBIT HALL A**

- **Welcome & Bureau Update**
  - **Jennifer Belden, MSHA, CPXP,** Director, Bureau of Survey and Certification (BSC)

9:00 a.m. – 10:15 a.m. SESSION I . . . . . **EXHIBIT HALL A**

- **Using the Artifacts of Culture Change 2.0 to Change Institutional Culture**
  This session will provide the following: History of the Artifacts tool; overview of how to use it; overview of its five sections; some examples of culture change practices on the tool; highlighting the practice of intentionally changing institutional language as language has power to create culture and we can use it proactively to create a normal, home culture enjoying the fact it costs no money to change language.
  - **Carmen Bowman, Edu-Catering,** Catering Education for Compliance and Culture Change

10:15 a.m. – 10:30 a.m. . . . . . **BREAK**

10:30 a.m. – 11:45 a.m. SESSION II . . . . . **EXHIBIT HALL A**

- **Complaint Management via Culture Change 2.0 Service Recovery Model**
  In this session, participants will learn the fundamentals of recognizing crucial conversations, how to respond to conflict, and develop a tangible tool kit.
  - **Jennifer Belden, MSHA, CPXP,** Director, Bureau of Survey and Certification (BSC)
  - **Salli Pung,** Michigan Elder Justice Initiative/State- Long-Term Care Ombudsman, Michigan Advocacy Program

11:45 a.m. – 12:30 p.m. LUNCH . . . . . **BALLROOM 1-8**

12:30 p.m. – 1:30 p.m. SESSION III . . . . . **EXHIBIT HALL A**

- **Proactive Practices to Prevent Falls**
  Regulatory, advocacy, and hands-on provider perspectives regarding fall prevention. The goal of the session is to assist participants in finding proactive approaches and person-centered practices to prevent falls and serious injury for residents residing in long-term care homes. Ideas for improving proactive strategies, tracking, and trending, root cause analysis of falls, fall prevention, and long-term care homes staff communication which will include cultural changes will be presented.
  - **Carmen Bowman, Edu-Catering,** Catering Education for Compliance and Culture Change
  - **Char Murphy, RN,** Chief Nursing Officer, Dobie Road – Ingham County Medical Care
  - **Jennifer VanWormer, RN,** Healthcare Surveyor, BSC

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1:30 p.m. – 1:45 p.m. . . . . . **BREAK**

1:45 p.m. – 2:45 p.m. SESSION IV . . . . . **EXHIBIT HALL A**

- **Collaborative Wound Care Program Evaluation**

  Members of the State Licensing Consultative Team and facility staff who have experienced the collaborative wound care survey process will share insights and lessons learned. There will be an in-depth discussion of methods to evaluate wound care policies, procedures, and perform facility audits. The goal of the session is to educate and guide participants in developing their own process and program that is successful for their team and residents.

  This collaboration is aimed to reduce citable concerns for wound related policies and procedures. The steps for identifying, examining, verifying, planning, and reviewing findings will be discussed.

  - **Jennifer Heim, RN, BSN**, Health Care Surveyor, State Licensing Consultative Section formerly known as State Licensing Infection Control Section (SLICS), BCHS
  - **Jacklyn Hutchinson, RN, BSN**, Health Care Surveyor, State Licensing Consultative Section formerly known as State Licensing Infection Control Section (SLICS), BCHS
  - **Emily Kastner, RN, BSN**, Assistant Director of Nursing, SKLD Livonia
  - **Karen Metropoulos, RN, CDP, ICP**, Director of Nursing, SKLD Livonia

2:45 p.m. – 3:00 p.m. . . . . . **BREAK**

3:00 p.m. – 4:00 p.m. SESSION V . . . . . **EXHIBIT HALL A**

- **Michigan Physician Order for Scope of Treatment (MI-POST)**

  This session will provide an overview of the MI-POST legislation, discuss early implementation, and understand how MI-POST may be utilized as a physician order in skilled nursing homes.

  - **Dave Donahue, RN, BSN**, Director, Long-Term Care Division, Bureau of Survey and Certification (BSC)

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 **Tammy Bagby** at LARA-BCHS-Training@Michigan.gov or call **(517) 243-9351.** Please ask in advance so we may respond to your individual needs.

LARA

JOINT PROVIDER SURVEYOR TRAINING

Tuesday, April 11, 2023

REGISTER TODAY at: Michigan.gov/LongTermCare

Look Under: Joint Provider Surveyor Training

Registration Fee:
$135.00 by March 31, 2023.

No registration will be permitted on site.
No refunds will be given for cancellations.
Substitutions can be completed online.

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 check.

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. It cannot be accessed prior. (Example: You can't check in for a 9:00 a.m. start time at 8:30 a.m.)
- 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.

NEW!

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.

For additional FAQ's click here.

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@teamengage.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.
- Please **click here** for complete continuing education information.

JOINT PROVIDER SURVEYOR TRAINING

Tuesday, April 11, 2023

VENUE INFORMATION & ACCOMMODATIONS

Lansing Center & Radisson Hotel, 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 adhere validation to your ticket. 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.

OVERNIGHT ACCOMMODATIONS

Radisson Lansing

111 Grand Ave., Lansing, MI 48933

$85 + tax per night • Event Name: LARA23

Reserve by March 31, 2023 to receive special rate.

Instructions for Reserving a Room

To make a room reservation online please click on **Radisson Hotel 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 is 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 Book Now button and the reservation will be sent immediately to the Hotel.

To make room reservation by phone call (800) 333-3333. It is important that each of your guests identify themselves as part of the group, and provide us with guest name, requested type of room and the dates of the conference. Use the Promotional Code: "LARA23" to receive your discounted group rate.

Radisson Lansing Parking Information

We reinstated our valet services on Monday, January 13, 2023 with the hours of operation running from 6:00 am to 12:00 midnight, seven days a week. The Radisson Hotel Lansing offers all overnight guests valet parking for a nominal fee of $28.00 per night, per vehicle.

Temporary self-parking is available on a space available, first come, first served basis in the city-owned ramp conveniently connected to the Radisson Hotel Lansing via a climate controlled pedway. The current parking rate is $1.50 for each ½ hour, maximum of $15.00 per day.