



OHIO PERSON-CENTERED  
CARE COALITION

# Agenda

## **7:30 – 8:30 – Registration**

Continental Breakfast

Vendor Exhibits

## **8:30 – 8:45 – Welcome**

Elise Tareshawty, LNHA, Chair, Ohio Person Centered Care Coalition

## **8:45 – 9:45 – Opening Plenary: Alzheimer's From the Inside Out**

Richard Taylor, PhD, Individual Living with Alzheimer's disease

I have lived with the diagnosis of Dementia, probably of the Alzheimer's type, and certainly with Alzheimer's syndrome for almost six years. As a psychologist, I bring a different perspective to understanding my own thoughts and feelings as impacted by this awful disease to professionals and caregivers, than do most people living with the disease. Thinking about my own thinking and feelings has led me to observations based on my own experience which seem valuable to people living with the diagnosis, their caregivers, and especially the professionals who are paid to treat us, to help us, to support us.

### Learning Objectives

- Understand what its like to have Alzheimer's disease from one person's perspective who is living with the diagnosis. Better appreciate the humanness of the beings they work with.
- Compare their own understanding of how residents perceive them with the perspective of someone who is living with the diagnosis.
- Understand the impact of the loss of a sense of purpose has upon people living with the disease, and how they can contribute to the creation of a new sense of purpose and reinforce that sense of purpose in persons living with the disease.

## **9:45 - 10:45 – Regulatory Committee Plenary Presentation**

Moderator: Diana Waugh, RN, Chair Regulatory Committee

David Davis, LNHA, RN, Genesis Health & Rehab – McConnellsville

Dionne Nicol, LNHA, Crown Pointe Care Center

Melvin Zehnder, LNHA, Lutheran Home at Napoleon

Make eating with residents part of the job description of the staff and be in compliance with the long term care survey? What about potlucks? The Coalition Regulatory Committee wants to share the good news they have gathered through the process of reviewing the Federal Survey Guidelines. The vast majority of F-tags support person-centered care. This presentation will show you the support, a few possible barriers, and ways to "make person-centered care happen" while in compliance with the regulations.

### Learning Objectives

- Provide examples of the F-tags in the LTC Survey that support PCC.
- Discuss areas of the LTC Survey that might be perceived as a barrier to PCC.
- Describe ways to successfully implement PCC and be comfortable with their actions as related to the LTC Survey process

## 10:45-11:00 – Break

## 11:00 – 12:00 – Breakout Session I

*Leadership Track– Panel Discussion: Bringing Staff on Board with Person-Centered Care and Keeping it Going*

Moderator: Kelly Aneshansel, LNHA, The Pines

Kay Flannigan, RN, Chapel Hill Community

Jeremy Kauffman, LNHA, Walnut Hills

Lisa Mansour, LNHA, Breckinridge

Panel presentation with question and answer session on implementing the person-centered care concepts. Panel shares both positive and negative personal experiences with implementing culture change within their organizations and how to keep an ongoing focus.

### Learning Objectives

- Discover ways to bring administrative staff on board with the PCC
- Learn how to get front-line staff to participate in the educational process
- Discover ways to keep the person-centered care concepts moving forward in their facilities

*Clinical Track – Nursing Implications of Person-Centered Care*

Kathy Locke, RN, National Church Residences

Joanne Whiteman, RN, LNHA, National Church Residences

Nurses often feel they are only affected by medication time changes in person-centered care. However, nurses are affected by changes in sleep, dining, consistent staffing, and activities. In this organization, nurses were assessed through surveys and learning circles. Results of nurses' concerns and control issues will be shared. The results may assist other organizations in PCC planning.

### Learning Objectives

- To explore nursing implications of person centered care as a philosophical shift
- To explore nursing implications of residents' life patterns
- To explain nurses' concerns & control issues with person-centered care

*Direct Care Track – Panel Discussion: A Recipe for Dining Services*

Moderator: Gretchen Robinson, MS, RDLD, FADA, Chair OHCA Dietary Council

Sharon Emley, RDLD, HCR Manorcare

Amy Kotterman, RDLD, United Church Homes

There are several ways to drive culture change within a long term care facility, but few are as influential as enhancing dining services. The ability to choose food, socialize with friends, interact with attentive staff members, and enjoy a delicious and healthy meal provides a dignity unmatched by other services. Whether you are a traditional facility or an organization in transformation, whether you are well along your culture change journey or perhaps just thinking about change, this session is designed for you. Come learn from a panel of experienced practitioners who have taken the culture journey of making mealtime more than a temporary diversion in the day to an adventure to the far corners of the palate. Learn how to make the dining experience something to write home about.

### Learning Objectives

During the presentation you will have the opportunity to:

- Learn how to make meal time the most important part of the residents' day.
- Explore multiple opportunities as simple as providing a continental breakfast to creating a five star dining experience.
- Discuss barrier elimination to implementation of less restrictive diets.

## 12:00 – 12:45 – Lunch

Included with Registration

Vendor Exhibits

## 12:45 – 1:45 – Breakout Session II

### *Leadership – Moving Through the Arch: Overcoming Stuckness*

Brad Stock, PhD, LNHA, Glenmont

Have you begun your journey in culture change, but feel that you keep hitting a glass wall or are moving through molasses – that you never quite get through the archway into a new era? This session will help you understand how to get past the ‘totems’ of culture change into an era where a real change of heart – a real appreciation of each resident and staff member – results in an expanding sense of love, home, and community. A new three-fold model of care will be presented.

#### Learning Objectives

- Participants will better understand the elements of culture change – substance vs. totems.
- Participants will recognize the kinds of things that slow or obstruct organizational and individual progress.
- Participants will better understand the nature of care that empowers residents and staff, fostering growth and spontaneity.

### *Clinical Track – Panel Discussion Topic: PCC – Working with Pharmacy and Therapy Providers*

Moderator: Deanne Sprenger, RN, LNHA, Pharmacy Management Group of Ohio

Jeremy Kauffman, LNHA, Walnut Hills

Dan Seighman, RPh, Pharmacy Management Group of Ohio

Lisa Stumpf, SLP, Therapy Partners

Connie Woeber, RN, Sem Haven

Your vendor says, “what are you trying to do?” Not only do you have to get your staff by in for person-centered care, but NOW you have to convince your vendors that PCC is the direction you are taking! This session will give you ways to approach your vendors, site rules and regulations, and implement as a team. And we will show you it is not as hard as it seems!

#### Learning Objectives

- Be able to identify ways to approach key vendors in participation of person-centered care
- Be able to review rules and regulations as it relates to the industry and person-centered care
- Be able to implement person-centered care and integrate vendor as part of the interdisciplinary team

### *Direct Care Track – Panel Discussion: Life Enrichment – What’s Our Role*

Moderator: Amanda Trzcinski, LNHA, Friendship Village of Columbus

Idrissa Kamara, STNA, Crown Pointe Center

Ryan Stark, STNA, Eliza Jennings

Anna Thomas, STNA, Crown Pointe Center

Do decisions related to person-centered care at your building remain at the management level? As a direct care staff person, do you hear the phrase person-centered care and struggle in knowing how you fit into the concept? This session will help you to understand ways that person-centered care can move from the top down. Direct care staff from all disciplines will share their experiences and roles in making Person-centered care a reality at their facilities!

#### Learning Objectives

- Participants will gain an understanding about the roles that different disciplines play in person-centered care within the nursing facility.
- Participants will recognize the types of things that empowers and motivates different direct care workers including STNA's, universal workers, housekeepers and food service workers

- Participants will hear thoughts and ideas on how they can better engage their direct care staff in understanding Person-centered care.

#### **1:45 – 2:00 – Break**

#### **2:00 -3:00 – Breakout Session III**

##### *Leadership Track– Taking Culture Change to the Next Level*

Denise Gannon, RN, Eliza Jennings Senior Care Network

Elise Tareshawty, LNHA, Eliza Jennings

Changing the organizational culture to become person-centered can be a difficult task, but sustaining those changes and moving the home to the next level is even more difficult. Join us to learn how one home has continued their culture change journey.

##### Learning Objectives

- Participants will understand the process used to advance culture change in the home.
- Participants will understand the system changes that need to be made in the home.
- Participants will be able to create a plan for their homes

##### *Clinical Track – Managing Challenging Behaviors Including Falls*

Diana Waugh, RN, Waugh Consulting

This session will focus on resident-centered factors that impact behaviors, including falls, while looking for that individualized intervention that will make both the resident's and the staff member's culture of the long term care setting successful.

##### Learning Objectives

- Describe the causes of behaviors.
- Discuss the components of the assessment that must be done to determine who the resident is.
- Describe the interventions that can be employed to reduce challenging behaviors and increase the quality of life of the residents and the staff.

##### *Direct Care Track – Enabling Rather than Disabling Behaviors: Please Don't Treat Me this Way*

Richard Taylor, PhD

When you greet someone with dementia do you say greet him and ask how he is doing? It makes quite a difference in the minds and hearts of people with dementia. Do caregivers see me as half full and the other half empty? Will they referred to me (sometimes even in front of me) as an "empty shell?" In my mind and heart, this disease is not a long good-bye. I am a whole person every day of my life. I may be different from yesterday, but I am still a whole person. Won't you respond to me as if you too believe this to be true? Won't you respond to all of us as if we are still members of the family, still your mom or dad? Still loved? Still entitled to our sense of self, dignity, privacy, and the same place in your heart? Please give us the benefit of your doubts.

##### Learning Objectives

- To provide a perspective from the point of view of a person with dementia on common behaviors of direct care workers.
- To encourage participants to include the perspective of the patient when considering how to behavior on the job with patients.
- To understand the differences in perspectives between direct care workers and their patients.
- To learn how behaviors for direct care workers that better align their needs and the needs of the patients they serve.

**3:00 – 3:15 – Break**

**3:15 – 4:15 – Closing Plenary: Caring from the Heart**

Jim Collins, Ph D, Provider Services

Culture change, person-centered care, the Eden Alternative, and other approaches are receiving more attention now than ever before in the United States. While these approaches offer excellent roadmaps to change, they alone cannot produce fundamental and lasting culture change in traditional nursing homes. Such changes as liberalized diets, spontaneous activities, natural waking and retiring, and flexible medication passes may not mean much to residents who do not receive loving and caring attention. It cannot be stressed enough that these approaches are no replacement for good, old-fashioned, tender-loving care. But when combined, this is when true culture change takes place.

Learning Objectives

- Understand that true culture change doesn't occur through person-centered care, the Eden Alternative or other approaches by themselves. It starts and ends within the hearts of caregivers and management.
- Understand more fully what "institutionalized" people really want in a care setting. There is a huge difference between "quality of care" and "quality of life."
- Understand what "caring from the heart" actually means in everyday practice and interaction with those we care for in nursing homes.

**4:15 - 4:30 – Closing**

Brad Stock, PhD, LNHA Co Chair Conference Committee

# Speaker Biographies

**Kelly Aneshansel, LNHA** is the Administrator of The Pines with 20 years of experience in long-term care. Kelly has been involved in implementing the Person Centered Care concepts at her current facility and researching initiatives for her company corporate wide.

**Jim Collins, PhD.**, has developed and presented continuing education seminars and workshops for over 16 years and has taught college courses in Sociology, Psychology, Anthropology and Gerontology for over 15 years. He holds a Bachelor's Degree in Gerontological Studies, Master's Degree in Sociology, a certificate in Gerontology and Life Span Development, and a Ph.D. in Health Care Administration. He has owned and operated a Geropsychiatric Practice, a nursing home consulting company and is proud to be a part of the Provider Services family of rehabilitation and long term care facilities in the great state of Ohio. He teaches culture change and person-centered care throughout the state and is working on a book in this area.

**David Davis, RN, LNHA** is the Director of Long Term Care and Regional Development at Genesis HealthCare System in Zanesville. He received his Associate's Degree in nursing from Hocking College and at Bachelor of Arts in Business Administration from Muskingum College. Mr. Davis is both a registered nursing and licensed nursing home administrator. He has held positions administrator of a dialysis center and skilled nursing facility, as well as, a clinical director at a hospital.

**Sharon Emley, RDL, RD**, has presented programs on culture change at the Ohio and Nebraska Consultant Dietitians to Health Care Facilities (CDHCF) state level practice groups. Currently she is CDHCF project chair for nursing home culture change, a national level dietetic practice group. Serving more than 25 years as corporate dietitian for HCR Manor care Sharon manages dietitians at the corporate level, develops the menus and assists in development of procedures and guidelines. Her company is dedicated to improving the quality of lives of the long term care resident by implementing and practicing a more resident centered care program including more choice in foods and meals.

**Kay Flanagan, RN**, is a graduate of Akron General Medical Center School of Nursing. Ms. Flannigan has 32 years experience working in long term care and has worked as a staff nurse, MDS Coordinator, restorative nurse and director of nursing. Presently, Ms. Flannigan is the assistant director of nursing at Chapel Hill Community.

**Denise Gannon, RN**, is the Vice President of Clinical and Support Services for The Eliza Jennings Senior Care Network. She holds a Bachelor in Fine Arts from Bowling Green State University and an Associate Degree in nursing from Cuyahoga Community College. Ms. Gannon's professional experience includes Night Shift Supervisor, Case Manager, and Director of Nursing for 150 bed home including memory support unit. In her current role she oversees Risk Management and Quality Assurance for three communities and community-based services programs. Ms. Gannon is a CARF surveyor and has presented at various educational programs including ones for Pioneer Network, OHCA, and AOPHA.

**Jeremy Kauffman, LNHA**, graduated from Goshen College in Goshen, IN with a BA in Business Administration. Began working in long term care during college at a large, not-for-profit retirement community in the maintenance department and worked his way up to become the administrator for their 240 bed skilled nursing facility. He has spent the past five years have been spent working for a single site, family owned retirement community where he is responsible for the nursing home operation and provide guidance to the business functions for the entire organization. Most recently have focused on creating a short-term rehab program and leading the organization through the person-centered care process.

**Idrissa Kamara, STNA**, has worked at Crown Pointe Care Center for six years as a STNA. He has been involved in the person-centered culture change for the last two years at Crown Pointe and he has worked as a universal worker in the last year. Prior to Crown Pointe, Idrissa worked for seven years as an STNA in Ohio nursing homes.

**Amy Kotterman ,RDL, RD**, is a graduate of OSU. She is the Corporate Dietitian for United Church Homes. Amy has given many presentations to enhance the nutrition or older adults including: the importance of liberalized diets and enhancing the dining experience at the OHCA Annual Convention, 2007 American Healthcare Administrators Annual conference and presented World Class Dining at the OHCA summer Dietary Conference. Amy facilitates meeting several times each year with the Food Service Directors at her 12 facilities. All of these facilities have been challenged to "raise the bar" in regards to enhancing the dining experience for residents to embrace person centered care.

**Kathy Locke, RN, MS**, has been involved in the National Church Residences Collaborative. She has taught and supported facilities through PCC. She has experience as an Ohio Department of Health surveyor. She has presented PCC education at facility, multi-facility and organization-wide. She co-developed the nurses' survey and co-lead the nurses' learning circles.

**Lisa Mansour, LNHA** for 13 years. Certified Eden Associate. Ms. Mansour has been actively involved with the Ohio Person Centered Care Coalition for two years. She has received training on transforming the culture of long-term care through the Pioneer Network and the Eden Alternative.

**Dionne Nicol, LNHA** is the Administrator at Crown Pointe Care Center. She is a graduate of Ohio University in Long Term Care Administration with a minor in business. With ten years experience, she has served as the administrator of several different nursing homes. She has been leading the transformational culture change at Crown Pointe that began in 2006.

**Gretchen Robinson, MS, RDL, FADA**, has worked over 30 years in the Health Care Industry as a Consultant, Licensed Nursing Home Administrator and Corporate Dietitian. A speaker, author/editor of countless articles in industry publications and professional journals about nutrition care for older adults including *Nutrition Management and Restorative Dining...Practical Interventions for Care givers*, Gretchen has held many key leadership positions at ADA. Currently Gretchen serves as ODA Delegate, Chair OHCA Dietary Council, ADA Evidenced Based Work Group for Unintentional Weight Loss and Adjunct Professor, Ohio Northern University. Award recognition: ADA Medallion Award, OHCA Named Scholarship.

**Daniel J. Seighman, RPh**, is the Vice President of Pharmacy for PMG and a Graduate of Ohio Northern University with a BS in Pharmacy. Dan has focused his last twelve years of hands-on practice in the long-term care setting. A founding member of Pharmacy Management Group, Dan leads PMG with resident-driven, cost saving practices. Streamlining pharmacy communication and creating effective pharmacy workflow designs have aided in the smooth addition of our two newest pharmacy locations. With his clinical specialty rooted in Pain Management, Dan has created innovative, comprehensive, tools to aid in the assessment of pain and is also acting counsel to Infinity NP's pain management board.

**Deanne Sprenger, RN, BSN, LNHA**, is the Director of Business Development at Pharmacy Management Group and is a graduate of The University of Akron, with a Bachelor of Science in Nursing and minor studies in Business Management. Ms. Sprenger has spent her professional career of 10 years in the Long Term Care industry at the facility level. Beginning her career on the forefront of the facility as a nursing assistant, she expanded her professional knowledge and experiences all the way to role of Director of Nursing and then to Administrator. Deanne has been actively involved with the several healthcare associations in order to keep on top of the ever changing regulations. After spending years in the role of DON and Administrator, Ms. Sprenger the necessity of quality care along with maintaining high customer service and vendor relationships. She understands the importance of cost containment without inhibiting the quality of care that is delivered to the population that we serve.

**Ryan Stark, STNA** is a nursing assistant at Eliza Jennings. Ryan has been a nursing assistant for five years and is a co leader of a culture change workgroup at Eliza. He has spoken at the annual Career Nursing Assistant Conference.

**Brad Stock, PhD, LNHA**, has been the Administrator of Glenmont for over six years and has been committed to a change in culture throughout that time – in fact, a change in culture played a large role in rescuing his facility from the financial brink. He has a PhD in International Relations from The Fletcher School at Tufts University and has worked as a college professor. He is also a professional game and simulation designer, which included a stint at Parker Brothers. He was one of the Ohio attendees at the St. Louis Accord in 2005 and a founding stakeholder in the Ohio Person-Centered Care Coalition.

**Lisa Stumpf, MS, SLP, LNHA, Vice President of Operations** Lisa holds a M.S. from Bowling Green State University and is a licensed Speech Language Pathologist. She has 20 years experience in long-term care rehabilitation, in both the for-profit and not-for-profit sectors. Lisa has been with Therapy Partners since its inception in 2001 ensuring customer and employee satisfaction and the delivery of quality services. She also holds an Ohio license as a Nursing Home Administrator, which allows her to relate the therapy service outcomes to how it impacts the operations of her customers.

**Elise Tareshawty, MHA, LNHA**, is the executive director of Eliza Jennings. Previously, she was the supervisor of the nursing home project team at Ohio KePRO, the Quality Improvement Organization for Ohio and has 23 years of healthcare experience including acute care, quality improvement activities, and consulting with national chains of nursing homes. Ms. Tareshawty is a licensed nursing home administrator and holds a master in health administration from Xavier University. She has spoken at various educational programs for the Ohio Department of Health, Ohio KePRO, OHCA, and AOPHA. Ms. Tareshawty is the chair and founding member of the Ohio Person-Centered Care Coalition.

**Richard Taylor, PhD**, I was diagnosed with Dementia, probably of the Alzheimer's type, and certainly with Alzheimer's features about seven years ago. I have written a book detailing the first four years of living with the diagnosis – Alzheimer's From the Inside Out. I am a frequent contributor to journals, popular press, and internet publications. I am an even more frequent speaker to caregivers, professionals and people living with the disease

through out the United States. I urge all to stand up and speak out. I share with them my experiences of living with this diagnosis.

**Anna Thomas, STNA,**

**Amanda Trzcinski, LNHA** has been the Administrator at Friendship Village of Columbus for four years. During this time, the staff and residents of FVC have begun the journey of culture change. Amanda enjoys her job when the residents and staff can participate in new processes or activities with a smile on their face because "it is better than it was before." Amanda has served as the co-chair of the PCC Resource Subcommittee for the past 2 ½ years.

**Diana F. Waugh, RN,** is the chair of the Regulatory Committee for the PC3. She is the lead consultant with Waugh Consulting out of Waterville, Ohio and has over 25 years of long-term care experience. Ms. Waugh conducts seminars nationally on clinical geriatric care including topics such as falls mitigation, behavior management, restorative care and restraint freedom. In the management realm she speaks on such topics as recruitment and retention, the role of the DON, and the use of the federal guidelines to drive daily care.

**Jo Whiteman, RN, LNHA,** has been involved in the Person Centered Care movement at Traditions at Stygler Rd, Gahanna, Ohio. She led the team through changes in undisturbed sleep, dining room, medication administration, and implementation of universal workers. She co-presented at the Ohio Coalition Conference in 2006. Since that time, she has led a Collaborative approach to PCC throughout National Church Residences.

**Connie Woeber, RN** has been a nurse since 1977. Most of her career has been in Long-Term Care in a variety of roles - Charge Nurse, Nurse Manager, MDS Coordinator, Restorative Nursing, and Assisted Living Director. She is currently the Quality Improvement Coordinator and Nurse leader on Ripple Ridge Household at SEM Haven Health Care in Milford, Ohio. She is deeply involved in culture change and resident-centered care. She also has accomplished the task of bringing the entire facility on-line with computerized charting and medication administration.

**Melvin F. Zehnder, M. Ed., LNHA,** is the Executive Director of the Lutheran Home Campus in Napoleon. Mr. Zehnder holds a Master's Degree in Education from Concordia University and attended Wayne State University. He is a licensed nursing home administrator. He has 30 years of experience in long term including administrator and executive director of a new CCRC campus.