

MOMENTUM

Conference Program & Learning Journal



LeadingAge
Tennessee

ANNUAL CONFERENCE AND TRADE SHOW
Marriott Cool Springs | Franklin, TN
September 13-14, 2022

MOMENTUM



Dear Colleagues & Friends,

Welcome to the 2022 LeadingAge Tennessee Annual Conference and Vendor Showcase!

When teams get **MOMENTUM**, incredible things can happen. This meeting is designed to build on your leadership abilities and keep your fire burning! With a theme of **MOMENTUM**, we'll build on what we've accomplished, we'll reignite your passion as a servant leader and we'll take a look at best practices for you to bring back and share with your team.

You'll have time to connect with your colleagues and share visions for our future. We'll have time to recharge and dive deep into our competitive side. There will be great solutions and quality time with our business partners and exhibitors. And we've built in time in our final breakout session for you to share ideas and collectively identify issues that need attention as we advance our missions.

Helping our seniors live more meaningful lives is not just an end goal — it's a journey. To continue on that journey, you need a conference that's created for leaders like you, a forum where you can discuss the tough moments from the last year, hear ideas that can transform your organization, and make sure you are ready for the next wave of innovation in the aging services field. This conference continues our commitment to high quality education that serves the needs of all aging service providers: long-term care, assisted living, senior housing, and community service programs.

On behalf of the LeadingAge Tennessee Board of Directors, and ourselves, we are so glad you are here!

Sincerely,

Katlyn Clifton, Chair
LeadingAge Tennessee
Executive Director
CT&M, Gallatin

Gwyn E. Earl
Executive Director
LeadingAge Tennessee



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Who is LeadingAge Tennessee?

The **Premier Organization** representing the continuum of aging services in Tennessee. **Your Voice on Advocacy Issues** for affordable housing, assisted living and nursing homes.

Forward-Thinking Leader dedicated to make Tennessee a better place to grow old.

Your source for **First-Rate Professional Development** offering unrivaled opportunities for continuing education through cutting-edge conferences, seminars and workshops.

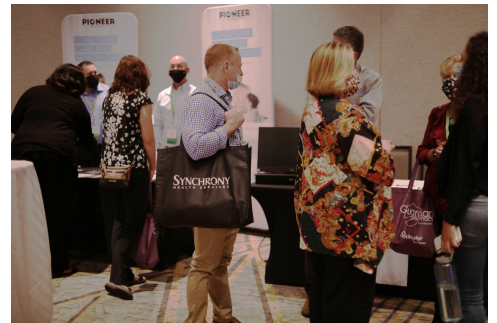
An **Extensive Network** of peers who provide healthy, affordable, and ethical aging services.

The **Link** connecting providers and business partners to improve the quality of aging services.

Visionaries creating the future of aging services of Tennessee.

OUR MEMBERS:

- Assisted Living Facilities
- Continuing Care Retirement Communities
- Nursing Homes/ Skilled Nursing Facilities (hospital-based & free-standing)
- Retirement Housing Communities
- Senior Housing Communities + HUD Housing Communities
- Various Agencies serving Senior Tennesseans



Welcome Reception & Awards Celebration

Tuesday, September 13 · 4:15 – 6:00 PM

Join us Tuesday evening, immediately following our Let's Get Going: Workforce! Session, to meet-and-greet with colleagues and valued business partners. Our Welcome Reception will provide us with a time to reconnect, have fun, and take a moment to recognize and our LATN2022 Award Recipients. This is always a special part of conference, and make sure this year you are brushed up on your "Name That Tune" skills!



KEYNOTE SPEAKERS

Let's Get Going! A Panel Session on Workforce

Tuesday, September 13 · 2:00PM–4:00PM

Together we will discuss what we can do better to support, and strengthen, the long-term support services workforce. Dr. Robyn I. Stone, noted researcher and leading authority on aging and long-term policy, will kick off this discussion. Dr. Stone is the Senior Vice President of Research, LeadingAge and Co-Director, LeadingAge LTSS Center @UMass Boston. Her research and insight in to workforce challenges will help guide us in the direction of some tangible solutions. We will then hear from our panel experts on "all things workforce" in the here and now and discuss resources currently at our disposal. We will close up the hour with a time of Q & A with attendees.

Robyn Stone, *LeadingAge LTSS Center @ UMass Boston*

EXPERT PANEL:

Facilitated by Kyle Svec, Advanced Health Institute

Herschel Murner, *Uplands Village*

Kevin Maginnis, *Workforce International Network*

Carrie Ermshar, *Preferred Healthcare Insurance Group*

Lynn Fossen, *Advanced Health Institute*



Leading and Living Through Your Values

Wednesday, September 14 · 8:00AM–9:30AM

Who you are, what you hold dear, what upsets you, and what underlies your decisions as a leader are all connected to your personal values. The missed opportunity is, most people never take the time to learn what those precious and powerful intrinsic things are! In this session you will have the opportunity to do an introspective reflection on your very own personal values, and recognize how they influence your personal and professional endeavors including overcoming the current staffing crisis. You'll learn practical strategies you can implement immediately to apply these values in your daily routines, allowing you to use them as a driving force and a personal true north star.

Denise Boudreau, MHA, LNHA, is President of Drive, which helps healthcare and senior living organizations measure and improve their culture, resulting in improved recruitment and retention.



SCHEDULE OF EVENTS

Tuesday – September 13

1:00 – 3:00PM	Vendor Set Up
12:30 – 6:00PM	Registration Open
2:00 – 4:00PM	Opening Session Let's Get Going! A Panel Session on Workforce Dr. Robyn I. Stone, LeadingAge LTSS Center @ UMass Boston
4:15 – 4:45PM	Welcome Reception
4:45 – 6:00PM	Award Ceremony

Wednesday – September 14

7:00 – 10:00AM	Registration Open
7:00 – 8:00AM	Breakfast
8:00 – 9:30AM	Welcome Keynote Leading and Living Through Your Values Denise Boudreau, Drive
9:30 – 9:45AM	Hydration Break
9:45 – 10:45AM	Concurrent Session 1A Strategic Technology Planning: Future Proof Your Community Amber Bardon, Parasol Alliance
9:45 – 10:45AM	Concurrent Session 1B Power of Apprenticeships: Recruiting, Upskilling, and Retaining Todd Schmiedeler, Thumbprint Consulting

CONTINUED TO NEXT PAGE

SCHEDULE OF EVENTS

Wednesday – September 14

9:45 – 10:45AM	Concurrent Session 1C From Leisure to Wellness: Branching Out Beyond Bingo Karen Welsh & Brittany Austin, Functional Pathways
10:45 – 11:00AM	Hydration Break
11:00AM – 12:00PM	Concurrent Session 2A Public Policy: Federal and State Updates & Reviews
11:00AM – 12:00PM	Concurrent Session 2B Big/Little WHENS: The WHENS That Work Annette Marlar, Kirby Pines
12:00 – 2:00PM	Trade Show and Lunch
2:00 – 3:00PM	Concurrent Session 3A Mitigating Risk Associated with Incident Reporting Lynn Fossen, AHI Institute
2:00 – 3:00PM	Concurrent Session 3B Infection Prevention Programs in SNF & ALF Carol Strickland, Lora Crowe, OPTUM
2:00 – 3:00PM	Concurrent Session 3C Investing in the Emotional Wellbeing of your Caregiving Team Tim Knight & Jacquie Hurt, Park Springs
3:00 – 3:15PM	Hydration Break
3:15 – 4:15PM	Concurrent Session 4A Keep Going Strong! Panel Discussion
4:15 – 4:45PM	Closing Comments and Drawings

SESSION DESCRIPTIONS

Opening Session (2.0 CEU)

Tuesday, September 13 · 2:00 – 4:00 PM

Let's Get Going! Workforce Panel Session with speaker Robyn Stone

Together we will discuss what we can do better to support, and strengthen, the long-term support services workforce. Dr. Robyn I. Stone, noted researcher and leading authority on aging and long-term policy, will kick off this discussion. Dr. Stone is the Senior Vice President of Research, LeadingAge and Codirector, LeadingAge LTSS Center @UMass Boston. Her research and insight into workforce challenges will help guide us in the direction of some tangible solutions. We will then hear from our panel experts on 'all things workforce' in the here and now and discuss resources currently at our disposal. We will close up the hour with a time of Q & A with attendees.

Robyn Stone · LeadingAge LTSS Center @ UMass Boston

Herschel Murner · Uplands Village

Kevin Maginnis · Workforce International Network

Carrie Ermshar · Preferred Healthcare Insurance Group

Lynn Fossen · Advanced Health Institute

Facilitated by Kyle Svec · Advanced Health Institute

Reception and Awards Session (1.0 CEU)

Tuesday, September 13 · 4:15 – 6:00 PM

Chris Morhman will share best practice case studies as we recognize and honor our LATN2022 Award Winners in the categories of: Innovators in Action, On the Front Row, and Grand Positive Influence.

Chris Mohrman · Markentum

Keynote Session (1.5 CEU)

Wednesday, September 14 · 8:00 – 9:30 AM

Leading and Living Through Your Values

Who you are, what you hold dear, what upsets you, and what underlies your decisions as a leader are all connected to your personal values. The missed opportunity is, most people never take the time to learn what those precious and powerful intrinsic things are! In this session you will have the opportunity to do an introspective reflection on your very own personal values, and recognize how they influence your personal and professional endeavors including overcoming the current staffing crisis. You'll learn practical strategies you can implement immediately to apply these values in your daily routines, allowing you to use them as a driving force and a personal true north star.

Denise Boudreau · Drive



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- Lead Nurturing
- Email Marketing
- CRM Integrations
- Strategic Insight
- Reporting & Analytics



- Digital Media Creation
- Graphic Design
- Content Marketing
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OUR GOALS

Creating and implementing a robust omnichannel solutions.



OUR PASSION

Marketing and seniors.



WHERE TO FIND US

Daytona Beach, FL

SESSION DESCRIPTIONS

SESSION 1A (1.0 CEU)

Wednesday, September 14 · 9:45AM – 10:45AM

Strategic Technology Planning: Future Proof Your Community

Now more than ever, having a holistic technology strategic plan in place is essential for senior living providers to succeed. In this session, learn how to build a customized technology plan for your community based on decades of experience and real-life learnings from other senior living communities. Learn how to build and execute the technology roadmap based on existing and new business priorities, review communication and implementation strategies to execute your plan, and learn how to plan financially for technology investments.

Amber Bardon · Parasol Alliance

SESSION 1B (1.0 CEU)

Wednesday, September 14 · 9:45 – 10:45AM

Power of Apprenticeships: Recruiting, Upskilling, and Retaining

Registered Apprenticeship is an employer-driven model that combines on-the-job learning with related classroom instruction that increases an apprentice's skill level and wages. It is a proven solution for businesses to recruit, train, and retain highly skilled workers. Apprenticeship is a flexible training strategy that can be customized to meet the needs of every company, including LeadingAge member communities. It can be integrated into current training and human resource development strategies and can be new hires or current employees. Apprenticeships are a good way to reward high-performing entry-level employees and move them up the career ladder within the company.

Todd Schmiedeler · Thumbprint Consulting

SESSION 1C (1.0 CEU)

Wednesday, September 14 · 9:45 – 10:45AM

From Leisure to Wellness: Branching Out Beyond Bingo

Activities programming is found in every type of retirement community; however, wellness is typically only seen in assisted and independent living. This session focuses on the importance and value of bringing wellness concepts to all long-term care settings to enhance the leisure activities already being provided. Wellness is meant to increase resident and staff engagement, prevent functional declines, and expand the breadth of how we provide comprehensive dimensions of care for residents. We will discuss ageism and its impact on programming across all care settings. We will redefine the mindset on what wellness looks like, who the target demographic is, and why it's beneficial to provide these services to residents.

Karen Welsh & Brittany Austin · Functional Pathways



For information about
Bradley's Post-Acute and
Long Term Care team,
contact **Michael D. Brent**
at 615.252.2361 or
mbrent@bradley.com



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SESSION DESCRIPTIONS

SESSION 2A (1.0 CEU)

Wednesday, September 14 · 11:00AM – 12:00PM

Public Policy Updates & Reviews

There is much to discuss in the session! We will receive the latest federal updates from the LeadingAge national policy team and state updates from the newly formed Health Facilities Commission leadership. We will also discuss the topics of violence in communities and the goals during the 2023 General Session.

Panel Discussion

SESSION 2B (1.0 CEU)

Wednesday, September 14 · 11:00AM– 12:00PM

Big/Little WHENS: The WHENS That Work For You

We will dive into evidence-based information and have the opportunity to learn about and practice the importance of balance between residents and their environment. We will discuss how our mind-body language impacts the responses of others and fine tune our communication skills as caregivers. Using the WHEN-WHEN tool, we will identify how personal responses to environmental triggers impact our residents' emotions and body language. Group participation in reading body language, facial expressions, and situation scenarios will provide attendees the opportunity to use the knowledge gained to evaluate their own dementia care skills.

Annette Marlar · Kirby Pines LifeCare Community

SESSION 3A (1.0 CEU)

Wednesday, September 14 · 2:00 – 3:00PM

Mitigating Risks Associated with Incident Reporting

Bad things happen. It is how you manage through them that counts. During this session, we will learn ways to employ new strategies to minimize risk associated with incidents. We will define what constitutes Risk and what steps need to be made, and not made, in reporting. We will discuss real scenarios and together walk through the necessary and appropriate actions to take in reporting and resolving.

Lynn Fossen · Advanced Health Institute

SESSION DESCRIPTIONS

SESSION 3B (1.0 CEU)

Wednesday, September 14 · 2:00 – 3:00PM

Infection Prevention Programming in SNFs & ALFs

This session will highlight why an infection preventionist program is important and identify the most common communicable diseases in SNFs and ALFs. We will also review how the facility can partner with the IP team, including involvement/education from an epidemiologist to the IP Nurse Practitioner, and how this is utilized and shared with the facility.

Carol Strickland & Lora Crowe · OPTUM, Senior Community Care

SESSION 3C (1.0 CEU)

Wednesday, September 14 · 2:00 – 3:00PM

Investing in the Emotional Wellbeing of your Caregiving Team: Everyone Wins!

SPIRIT training is Isakson Living's special sauce when it comes to its employee training programs. All associates are required to go through this 6 module training that covers topics such as emotional intelligence, vulnerability, sharing stories, engagement, the meal time experience and the importance of being present.

Tim Knight & Jacquie Hurt · Park Springs

SESSION 4A (1.0 CEU)

Wednesday, September 14 · 3:15 – 4:15PM

Keep Going Strong!

We will end LATN2022 with a unique opportunity to share and grow what we have learned! During these panel led discussions, we will discuss our greatest 'take aways and leaves' as we go back to our communities to better invest in our staff and better serve our residents/clients. We will share best practices of improving services already offered and ways to create new opportunities to enrich the lives of our staff and residents. This session will consist of three groups: LTC Leadership, Affordable Housing/Social Services/HCBS, and Marketing/Life Enrichment.

Roundtable Discussions

CLOSING & REFLECTIONS

Wednesday, September 14 · 4:15 – 4:45PM

We'll end Wednesday by coming back together for a few closing comments, fabulous door prizes, and give away some **cold, hard, cash!**

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SAVE THE DATE

2023 LATN Annual Conference & Vendor Showcase

September 12 - 13, 2023

LEADINGAGE ANNUAL MEETING + EXPO

2023

Chicago, IL

November 5 - 8, 2023

2024

Nashville, TN

October 27 - 30, 2024