On behalf of the Board, I'd like to welcome you to the conference, which is a great opportunity to re-charge and re-connect with friends and colleagues. When we met last year, the organization was embarking on significant changes, including in leadership, to start our next decade of advocacy. Our staff has done a tremendous job in coming together and maintaining their focus on residents and consumers of long-term care. They have worked hard to pull together a terrific agenda that focuses on the most important issues facing long-term care consumers today. With so many changes and challenges facing individuals needing long-term care, the work of the Consumer Voice is as important as ever. We appreciate your attendance at the conference and encourage your active support and involvement with the organization.

Warm regards,

Michael Koenig
President
Consumer Voice Governing Board

Welcome to the Consumer Voice Annual Conference! My Voice Matters! Our theme this year is meant to highlight efforts for engaging long-term care consumers at the policy table and in national discussions around long-term care and services. Whether we’re talking about quality standards in nursing home regulations, the implementation of more person-centered care in home and community based services, or how managed care is changing long-term services and supports, consumers need to be fully engaged in shaping the future of long-term care. Let’s come together at this 40th annual conference and explore our best efforts for making Our Voices Matter! We’re glad you’re here!

Lori Smetanka
Executive Director
Consumer Voice Leadership

2015-2016 Governing Board

The Governing Board is responsible for traditional governance functions, including fiscal oversight and fundraising.

- Michael Koenig, President
- Jonathan Evans, MD, Member
- Peter Reed, PhD, Member
- Iris Y. Gonzalez, J.D., President-Elect
- Nancy Stone, J.D. MPH, Member
- Joshua M. Wiener, PhD, Member
- Hanna Fink, Treasurer
- Yvette Green, Member
- Judy Peres, Member
- Lori Walsh, Secretary
- Mary Ellen Jacobs, Member

2015-2016 Leadership Council

The Leadership Council is responsible for developing the organization’s policy and programmatic agendas.

- Mitzi McFatrich - Chair
- Katharine Bradley - Vice Chair
- Heather Armstrong
- Norma Atteberry
- Bill Bard
- Michelle Brown
- Josh Casper
- Carmen Castro
- Carole Hayes Collier
- Jennifer Golle
- Robin Guy
- Frances Keeler
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- Steven Levin
- John McDermott
- Darcy McMaughan
- Anne Montgomery
- Deanna Okrent
- Gwen Orlowski
- Erin Pettigrew
- Julie Pollock
- Joseph Rodrigues
- Cynthia Rudder
- Joy Nathan Stern
- Greg Thompson
- Bernie Vonderheide
- Patricia Warnick
- Lydia Williams

Consumer Voice Staff

- Lori Smetanka, J.D., Executive Director
- Robyn Grant, MSW, Director of Public Policy and Advocacy
- Amity Overall-Laib, MA, Director of the National Ombudsman Resource Center
- Carol Scott, Ombudsman Specialist
- Katie Kohler, Program and Outreach Associate
- Alisha Lineswala, Public Policy Specialist
- Alejandra Ona, Bookkeeper/Accountant
- Christina Steier, Communications and Membership Coordinator
- Sara Hunt, Consultant to NORC
- Maria Greene, Consultant to NORC

Making It Happen: Conference Supporters

The Consumer Voice sincerely thanks the following organizations and individuals for supporting the 40th Annual Conference & Meeting. This support enables the Consumer Voice to keep registration fees affordable and to offer scholarships to consumers and those who would otherwise be unable to attend.

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Additional Contributors

Mary Anne Brennan
Barbara Frances Delo
Sue Drumm

Arlene Germain
Elma Holder
Mary Ellen Jacobs

Wednesday, November 2

7:00am – 7:00pm
Registration Open

7:30am – 12:00pm
New State Long-Term Care Ombudsman Orientation (invitation only)

Studio D

12:00pm – 6:15pm
Consumer Voice Governing Board Meeting (invitation only)

Presidential Suite

1:00pm – 5:00pm
NASOP Meeting (invitation only)

Studio B

1:00pm – 4:00pm
Intensives

1. Striking a Balance: LTC Residents’ Sexual Rights and Diminished Capacity
During this intensive, participants will explore the complex issues surrounding the ability to consent to sexual activity among long-term care residents. Discussion will include determining consent, including among residents with diminished capacity; protection of residents’ rights; and the LGBT perspective. Collaborative efforts will be explored; and the session will include recommendations and strategies for establishing effective partnerships, protecting rights, and addressing the challenges of Dementia-related illnesses.

Presenters: Merea D. Bentrott, Executive Officer, Iowa Office of the State Long-Term Care Ombudsman; Deanna Clingan-Fischer, Iowa State Long-Term Care Ombudsman; David Godfrey, Senior Attorney, ABA Commission on Law & Aging; Sadiya Abjani, Training Specialist, SAGE

2. The ABCs of the LTCOP for Ombudsmen
Delve into your heritage as an ombudsman, affirm the strengths of your role, and gain a national perspective on the long-term care ombudsman program. In this session, you will explore the program’s roots and how they affect ombudsman practice today. Learn why misunderstanding of the ombudsman role occurs and how to respond. Ethical considerations and core ombudsman principles will be discussed and clarified through examples. Be introduced to national resources and tools for ombudsmen. Gain tips from experienced ombudsmen. This interactive session is open to all advocates; however, it is designed for ombudsmen who have been serving residents two years or less or those wanting a refresher course to revitalize their advocacy efforts.

Moderator and Presenter: Carol Scott, Ombudsman Specialist, National Long-Term Care Ombudsman Resource Center

Presenters: Becky Kurtz, Director, Office of Long-Term Care Ombudsman Programs, Administration for Community Living; Denise Kennedy, District Ombudsman, Bluegrass Area Development District, Kentucky; Lynn B. McCamie, Manager, Long-Term Care Ombudsman Program Baltimore County Department of Aging, Maryland

4:15pm – 6:15pm
Consumer Voice Leadership Council Meeting

Studio E

7:00pm – 9:00pm
Welcome Reception for All Attendees

Salons 1-3
Thursday, November 3

7:30am – 8:15am
Breakfast on your own

8:00am - 7:00pm
Registration Open

8:30am - 9:00am
Ballroom
Opening Remarks & Welcome

9:00am - 10:30am
Ballroom
Plenary - The Changing Long-Term Care System - The Impact of Managing Care
As states look to control health care costs, they are looking to options such as managed care and demonstrations such as CMS’s Medicare-Medicaid Financial Alignment Initiative. But what does this mean for the consumer receiving care? For this session, hear about the new CMS final rule on Medicaid Managed Care, and the important role for advocates in state implementation. Get the latest on the Financial Alignment Initiatives and what we have learned from them. Take advantage of the opportunity for dialogue and ask national experts what these systems will mean for consumers in your state.

Presenters: Diane Menio, Executive Director, CARIE, Philadelphia, PA; Lindsay Barnett, Director, Models, Demonstrations and Analysis Group, Medicare-Medicaid Coordination Office, CMS; Eric Carlson, Directing Attorney, Justice in Aging

10:30am - 11:00am
Break

11:00am - 12:30pm
Workshops

Studio B
The Wave of the Future for the Long-Term Care Ombudsman Program
Three major initiatives are impacting the Long-Term Care Ombudsman Program and its services to residents. How will the implementation of the federal rule and the 2016 reauthorization of the Older Americans Act impact the program? A comprehensive evaluation of the program is underway. What will ACL do with the results? What is the expected impact on the program? How will the revision of the data collected (NORS) benefit ACL, ombudsmen, researchers, reporters, and others? Hear the views of NASOP and NALTCO. Join the discussion.

Presenters: Becky Kurtz, Director, Office of Long-Term Care Ombudsman Programs, Administration for Community Living; Louise Ryan, Ombudsman Program Specialist, Office of Long-Term Care Ombudsman Programs, Administration for Community Living; Patty Ducayet, Texas State Long-Term Care Ombudsman, President, National Association of State Long-Term Care Ombudsman Programs; Cindy Englert, Ombudsman Program Coordinator, Centralina Area Agency on Aging (North Carolina), Chair, National Association of Local Long-Term Care Ombudsmen.

Facilitator: Patricia Hunter, Washington State Long-Term Care Ombudsman

Studio D
Raise the Floor: Quality Nursing Home Care Depends on Quality Jobs
Nursing assistants and workers providing laundry, food, and housekeeping services in our nation’s nursing homes are underpaid, often viewed “as a cost to be managed rather than as an asset in which to invest.” Keeping the wage floor low leads to 50 percent of nursing home workers leaving their positions each year and adds to the growing number of vacant positions. This session provides an overview of key findings and policy recommendations from the Paraprofessional Health Institute’s (PHI) recent report, “Raise the Floor: Quality Nursing Home Care Depends on Quality Jobs.” To recruit and retain CNAs to provide improved quality care to nursing home residents, PHI recommends that workers receive higher pay, full-time hours with consistent scheduling, better training, and opportunities for career advancement. Participants will also hear first-hand accounts directly from a panel of certified nursing assistants and support staff regarding their experiences in the industry and how, as part of the largest movement of underpaid workers, they are fighting to improve working conditions and quality of care for nursing home residents.

Presenters: Stephen Campbell, Policy Research Associate, Paraprofessional Healthcare Institute (PHI); Maribel Rodrigues, Certified Nurse Assistant, Waterbury, CT; Kayley Westfall, Certified Nurse Assistant, Erie, PA

Studio E
Welcome Home: Supporting LGBT Older Adults in Residential Communities
Residential communities serve as a cornerstone to quality care for older adults. Approximately 3 million lesbian, gay, bisexual and transgender (LGBT) older adults live in the United States today, growing to 7 million by 2030, so residential communities large and small are exploring ways to ensure that LGBT older adults feel welcome and supported. This session provides volunteers and professionals with skills and knowledge to advocate for LGBT older adults.

Presenter: Sadiya Abjani, Training Specialist, SAGE

Studio F
Nursing Home Quality Measures: What Advocates Need to Know
Newer nursing home/skilled nursing facility (SNF) quality measures (QMs) have been recently developed for public reporting. Gain an understanding of the purpose of QMs, how they are developed, the data they’re based on, risk adjustments, and exclusions. Learn why new QMs were developed, their purpose, and how they are different from the current QMs on Nursing Home Compare. Hear about the purpose of the SNF Quality Reporting System and how it incorporates QMs. How can the new measures and the SNF Quality Reporting System be useful to consumers, advocates, policymakers, researchers, and providers? Find out how current QMs are being used for consumer education and advocacy and how advocates might work with and be informed by the new measures.

Presenters: Karen Reilly, Director of Quality Measurement and Health Policy Program, RTI International; Beverly Laubert, Ohio State Long-Term Care Ombudsman
At age 16 she applied to, and was accepted by, the University of Grenoble, France where she spent her freshman college year. Eventually, she completed a PhD in French Language and Literature with a specialization in psychology and literature. Her professional career was spent as a foreign-language faculty member and administrator - French at the University of Michigan/Ann Arbor and the Peace Corp Training Camp/St. Thomas/USVI; English Language Learning at the University of Michigan/Ann Arbor, the Instituto de Estudios Superiores /Santo Domingo/Dominican Republic, Boston University, UMass/Boston and the Kennedy School of Government at Harvard.

In 2001, Penny had an acute non-resolving episode of Guillain-Barre syndrome with respiratory failure requiring intubation. Decannulated in 2006, she rebuilt her life slowly. In 2011, she had the chance to join the Board of the Massachusetts Advocates for Nursing Home Reform and soon thereafter that of the Disability Policy Consortium in Boston. She is also currently a board member of the TJCOG staff in November 2006 after working in hospital administration and the Kennedy School of Government at Harvard.

Presently, Carmelita is spearheading the planning, development, and implementation of the pilot Dementia Inclusive Durham, a community-wide project dedicated to serving as a catalyst in enhancing the well-being of persons living with dementia in Durham County. She continues to lead the Music in My Mind and the TJAAA Sowing the Seeds of Culture Change initiatives in the Triangle region. She holds a Master of Science in Health Administration from University of Colorado's Executive Program, Denver, CO; a Bachelor of Science in Business Administration from Gwynedd Mercy University, PA; and a Graduate Nurse Diploma from Saint Paul University, Philippines.

Penelope Ann Shaw PhD, has been interested in people from other cultures from a young age - the Mennonites and Native Americans she saw on vacation in Northern Michigan, her pen pals in Germany and Japan, and especially her high school French teacher sent by the Fulbright Program. At age 16 she applied to, and was accepted by, the University of Grenoble, France where she spent her freshman college year. Eventually, she completed a PhD in French Language and Literature with a specialization in psychology and literature. Her professional career was spent as a foreign-language faculty member and administrator - French at the University of Michigan/Ann Arbor and the Peace Corp Training Camp/St. Thomas/USVI; English Language Learning at the University of Michigan/Ann Arbor, the Instituto de Estudios Superiores /Santo Domingo/Dominican Republic, Boston University, UMass/Boston and the Kennedy School of Government at Harvard.

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Penelope Shaw

This award was established in 2000 after the death of Janet Tulloch, a nursing home resident, author, committed advocate and long-time member of the Consumer Voice’s Board of Directors. It honors a citizen advocate, family caregiver, or long-term care consumer who has worked directly with and for consumers to improve the lives of long-term care consumers.

Penelope Ann Shaw PhD, has been interested in people from other cultures from a young age - the Mennonites and Native Americans she saw on vacation in Northern Michigan, her pen pals in Germany and Japan, and especially her high school French teacher sent by the Fulbright Program. At age 16 she applied to, and was accepted by, the University of Grenoble, France where she spent her freshman college year. Eventually, she completed a PhD in French Language and Literature with a specialization in psychology and literature. Her professional career was spent as a foreign-language faculty member and administrator - French at the University of Michigan/Ann Arbor and the Peace Corp Training Camp/St. Thomas/USVI; English Language Learning at the University of Michigan/Ann Arbor, the Instituto de Estudios Superiores /Santo Domingo/Dominican Republic, Boston University, UMass/Boston and the Kennedy School of Government at Harvard.

In 2001, Penny had an acute non-resolving episode of Guillain-Barre syndrome with respiratory failure requiring intubation. Decannulated in 2006, she rebuilt her life slowly. In 2011, she had the chance to join the Board of the Massachusetts Advocates for Nursing Home Reform and soon thereafter that of the Disability Policy Consortium in Boston. She is also currently a policy advisor to the Nursing Home Division and Survey and Certification Group, CMS [central office]. Now in her 14th year as a resident, with the help and support of her colleagues, she speaks, testifies, participates in work groups, and writes and publishes in the professional long-term care journals. In all these endeavors, she takes a resident’s perspective on topics related to improving the quality of care and life of residents. She also answers a helpline providing resources and support to residents, family members and others who call. Penny feels this opportunity to provide direct service gives her the most satisfaction as an advocate.

Carmelita Karhoff

Carmelita Karhoff is Regional Long-Term Care Ombudsman for Triangle J Council of Governments’ (TJCOG) Area Agency on Aging in Durham, North Carolina. Carmelita joined the TJCOG staff in November 2006 after working in hospital administration and management consulting for over 20 years. Since then, in her role as a Long Term Care Ombudsman, she represents the interest of residents in Durham County and serves as advocate for their rights to quality of life and quality of care. Additionally, she co-convened the NC Local Area Network for Excellence in Long-Term Care (NC LANE), held a leadership role for the North Carolina Action Collaborative for Excellence (NC ACE) for Long-Term Care project, and served as Co-Chair of the NC Long-Term Care Ombudsman Association.

Presently, Carmelita is spearheading the planning, development, and implementation of the pilot Dementia Inclusive Durham, a community-wide project dedicated to serving as a catalyst in enhancing the well-being of persons living with dementia in Durham County. She continues to lead the Music in My Mind and the TJAAA Sowing the Seeds of Culture Change initiatives in the Triangle region. She holds a Master of Science in Health Administration from University of Colorado's Executive Program, Denver, CO; a Bachelor of Science in Business Administration from Gwynedd Mercy University, PA; and a Graduate Nurse Diploma from Saint Paul University, Philippines.
Mitzi began her professional career as a United Methodist Minister in a four-congregation rural parish whose members average age was 74. For a decade she served as an advocate for battered women and for abused and neglected children in the juvenile justice system. She has advocated for women and children in legal, social service, educational, and legislative arenas. In 1990, she left her position as Director of the Court Appointed Special Advocate (CASE) Project in Kansas City and moved to New Mexico to study alternative medicine. She returned to Kansas and was a co-founder of the first integrated health care clinic in Johnson County; fellow founders were a former chair of the KU Family Practice Medicine department, a therapist and a Chinese Medicine doctor. The clinic staff promoted a person-centered wellness approach to care and actively advocated on behalf of their clients within the clinic setting. In 2003 Mitzi signed on to lead the Foundation on Aging and their initiative to create a regional planning for aging in the metropolitan area.

### Workshops

**Thursday, November 3**

**Fighting for Dignity: Prevention of Distressing and Harmful Resident-to-Resident Interactions (DHRRI) in Long-Term Care Homes**

Distressing and harmful resident-to-resident interactions in dementia in long-term care homes are a prevalent, concerning, but under-recognized public health problem. Most direct care staff, interdisciplinary teams, and Ombudsman staff may not receive adequate training in addressing this problem. Based on an extensive review of the practice and research literature, and the presenter’s 20-month direct observation study, the session will equip attendees with the knowledge, skills, and tools needed to understand and prevent these behavioral expressions. Several case examples will be used for illustration.

**Presenters:** Eitan Caspi, Gerontologist, Founder and Director of Dementia Behavior Consulting LLC

**The Legal and Practical Impact of the Olmstead Integration**

Since the groundbreaking 1999 Supreme Court decision, Olmstead v. L.C ex rel. Zimring, local governments have been required to provide sufficient services so nursing home residents with disabilities can live in the most integrated settings appropriate to their needs. However, transitioning nursing home residents to the community can be challenging with barriers presented by facilities and the government agencies tasked with making the move possible. This session will explore the legal and practical impact of the Olmstead integration mandate on nursing home residents. The session will discuss the class-action litigation brought by AARP Foundation against the District of Columbia on behalf of residents of city nursing homes who want to live in their own homes. The lawsuit alleges that as many as 3,000 city residents with disabilities are institutionalized in nursing homes despite their ability to live independently if provided information about, and meaningful access to, home and community based services. The lawsuit began in 2010, and the trial has been ongoing since September. This session will review all steps of this litigation and its impact on the class members—nursing home residents. The session will conclude with a discussion by the D.C. Long-Term Ombudsman Program about the practical impact of Olmstead on working with residents who want to move to the community.

**Presenters:** Iris Y. Gonzalez, JD, Senior Attorney, AARP Foundation; Mary Ann Parker, Attorney, D.C. Long-Term Care Ombudsman Program/Legal Counsel for the Elderly

### Elma Holder Founder’s Award

Mitzi McFatrich

Established in 2002 as a lifetime achievement award to honor a person whose life work exemplifies leadership in the field of long-term care reform, the award is also a tribute to Elma Holder, the Consumer Voice’s founder and friend. Elma’s personal commitment, integrity, and vision shaped the organization and quality of care and life in long-term care.

Mitzi is the Executive Director of Kansas Advocates for Better Care (KABC), a consumer advocacy organization, and is a member and the current Chair of the Consumer Voice Leadership Council. Since coming to KABC in 2007, she has worked to amplify the voices of older adult consumers, caregivers and elder advocates in policy decision-making by training 6,000+ self and caregiver-advocates, building strong consumer coalitions, and advocating for equity in older consumer representation on state agency workgroups and advisory boards. Mitzi expanded KABC’s engagement by launching a six year, 30 community, multi-disciplinary training approach to prevent and intervene in elder abuse, neglect and exploitation; bringing together law enforcement, social services and older adults. She was selected as one of fifteen to launch a health advocacy fellowship for Kansas non-profits and has trained numerous subsequent fellows on advocating in Kansas since 2008. She looks for innovative ways to bring the needs of older adults and concerns about quality of care to the awareness of policy makers including testimony, participation in state and national work groups, tracking and analyzing facility and provider inspection data, and sharing video recordings of older adults and caregivers describing their experiences.
Thursday, November 3

**Studio E**

**Nursing Home Closures: There is a Better Way**
The closing of a nursing home can have significant detrimental effects on the residents who must then be relocated to a new home. Incidences of chaos, violations of residents’ rights, and transfer trauma are commonly reported. A recent Consumer Voice study, being released for the first time at this conference, explored the issue of voluntary and involuntary closures and identified promising practices in states that have been instrumental in protecting the rights of residents and mitigating potential negative outcomes. Join a discussion around recommendations for improving the closure process for residents, and hear from states incorporating best practices in this area.

Presenters: Cynthia Rudder, Consultant, Consumer Voice; Thomas LaDuke, Ombudsman Relocation Specialist, Wisconsin State Long-Term Care Ombudsman Program; Nancy Shaffer, Connecticut State Long-Term Care Ombudsman; Erin Pettigrew, Ombudsman Projects Coordinator, Ohio State Long-Term Care Ombudsman Program

**Preventing Avoidable Hospitalizations: A Primer for Consumer Advocates**
Preventing avoidable hospitalizations starts with early recognition of a slowly developing medical condition, and then escalation of care whereby nursing home staff practice at the top of their license. For early recognition and effective intervention, organizations need stable engaged staff who work consistently with the same residents and each other. Organizations need an infrastructure of huddles and rounding for frequent communication across the care team. Through this workshop, you will learn about the early indicators of preventable conditions and effective interventions, and the management systems and practices needed to implement them.

Presenter: Barbara Frank, Co-founder of B&F Consulting

3:45pm - 4:15pm | Break

4:15pm - 5:45pm | Workshops

**Getting the Most Value from LTCO Volunteer Representatives**
This interactive session will concentrate on how to create and maintain a vibrant, active, and effective volunteer component in the LTC Ombudsman program. Leadership from the Washington, D.C. and Georgia Ombudsman programs will guide participants through the challenges and successes of volunteer management. Participants will leave with fresh ideas for recruitment, training, and retaining these Ombudsman representatives.

Presenters: Liang-Lin Chao, Ombudsman Services Coordinator, Georgia Office of the State Long-Term Care Ombudsman; Melanie McNeil, Esq., Georgia State Long-Term Care Ombudsman; Mary Ann B. Parker, Attorney, D.C. Long-Term Care Ombudsman Program/Legal Counsel for the Elderly; Genesis Cachedon, Volunteer Coordinator, D.C. Long-Term Care Ombudsman Program/Legal Counsel for the Elderly

**Partnering to Prevent Catheter-Associated Urinary Tract Infections (CAUTI): It Takes a Village**
Healthcare associated infections (HAIs) are a growing problem in nursing homes today. There are 1-3 million serious infections occurring in nursing homes annually, resulting in up to 380,000 deaths. Intervention requires efforts on many fronts. Learn about an exciting and successful project and tools to educate local ombudsmen about CAUTI so they, in turn, can educate nursing home residents and families. The project was adapted to work in different states. Project participants will discuss their experience in delivering trainings, accomplishments, challenges, and lessons learned. Hear the latest research on prescribing practices and efforts to help clinicians know when it is appropriate to prescribe an antibiotic. A wide range of resources and training materials will be introduced.

Presenters: Sue Collier, Clinical Content Development Lead, American Hospital Association/Health Research Educational Trust; Jodi Halsclaw, Eastern Regional Long-Term Care Ombudsman, Kentucky State Long-Term Care Ombudsman Program; Joseph Rodrigues, California State Long-Term Care Ombudsman; Darcy McMaughan, Assistant Professor, Department of Health Policy and Management, Texas A&M University School of Public Health and Director, Program on Disability Research and Community Based Care (PDRCC); Robyn Grant, Director of Public Policy and Advocacy, National Consumer Voice for Quality Long-Term Care

6:30pm - 9:30pm | Reception

Join us for a fun evening of music and dancing, catch up with old friends, and make some new friends! Heavy hors d’oeuvres will be available.
Breakfast on your own

8:30am - 7:00pm
Registration open

9:00am - 10:30am
Ballroom
Plenary - Something Old, Something New: The Revised Federal Nursing Home Regulations
At the end of September, CMS issued newly revised nursing home regulations, the first major overhaul since they were released in 1991. Hear top CMS officials discuss their view of the most important changes and key provisions that were retained. Take advantage of this opportunity to ask questions and to discuss key provisions that advocates and consumers need to know.

Presenters: David Wright, Director, Survey and Certification Group, Centers for Medicare & Medicaid Services; Karen Tritz, Director, Division of Nursing Homes, Survey and Certification Group, Centers for Medicare & Medicaid Services

10:30am - 11:00am
Break

11:00am - 12:30pm
Workshops

Quality Nursing Home Care: Getting Our Money's Worth
The cost of nursing home care consumes a significant percentage of the federal and state budgets. Despite the multi-billions of dollars paid to facilities, there is no guarantee of receiving quality care. This session will examine some of the reasons why, as taxpayers, we are not getting our money's worth, such as the impact of Private Equity firm facility ownership. How can payment and quality of care be linked to improve outcomes? Learn about different approaches state advocates can take to connect payments to quality of care. Ask questions and gain tips that may be adapted for your state.

Presenters: Laura Katz Olson, Professor of Political Science, Lehigh University; Cynthia Rudder, Consultant, Consumer Voice; Cheryl Hennen, Minnesota State Long-Term Care Ombudsman

Engaging & Educating Nursing Home Families & Ombudsmen to Improve Dementia Care
Dementia is a common condition in nursing homes, with the majority of residents having some degree of cognitive impairment. While there have been national efforts to educate providers and surveyors, little has been done to equip nursing home families and ombudsmen with the knowledge and skills that can use to improve dementia care and reduce inappropriate antipsychotic drugging in their facilities. This session will present the results of a two-year project to educate and engage families and ombudsmen. Attendees will learn about the principal standards that support nursing home resident care and dignity and the easy-to-use resources developed for the project that can support their advocacy for residents.

Presenter: Richard Mollot, Executive Director, Long Term Care Community Coalition

12:30pm - 2:15pm
Ballroom
Resident Empowerment Luncheon
Lunch provided by the Consumer Voice. Welcome to all of our guests from long-term care facilities! Remarks from William A. Rivera, Senior Vice President of Legal Advocacy, AARP Foundation. Also featuring a special guest speaker from StoryCorps!

(Open to all conference participants)

2:15pm - 2:30pm
Break

2:30pm - 4:00pm
Workshops

Advocating for Residents with Dementia: Common Scenarios
Approximately 50% of long-term care residents have dementia. As our population ages, researchers estimate that number will rise. Unfortunately, many nursing homes are not prepared or willing to provide the person-centered care that would benefit residents with dementia. This session will address some common scenarios that ombudsmen and families encounter when advocating for a resident with dementia.

Presenters: Denise Kennedy, Bluegrass District Ombudsman, Kentucky State Long-Term Care Ombudsman Program; Mark Burress, Western Regional Ombudsman, Nursing Home Ombudsman Agency; Sherry Culp, Kentucky State Long-Term Care Ombudsman
**Finding Comfort: Care Planning for People with Dementia**

Care planning for people with dementia tends to focus on tasks, along with indications for difficult ‘behaviors’ such as resistance to care, or verbal or physical aggressiveness. However, these ‘behaviors’ are actually signals of significant distress for the resident; by identifying what actually brings comfort to someone with dementia, and integrating these comforts into the care plan, this distress can be prevented or greatly alleviated. The session will address specific care practices, as well as planning tools including the MDS, to assist staff, families, and other advocates in effectively meeting the needs of people with dementia living in residential settings.

*Presenter: Ann Wyatt, Manager, Palliative & Residential Care, Caring Kind, New York*

**Wisconsin Collaborative: Bringing Quality Improvement to Assisted Living Communities**

Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) is an innovative public/private collaborative organized to improve the outcomes of consumers living in Wisconsin assisted living communities (ALC). At this session, you will hear about how this collaborative was formed, how the data repository was built with consumer satisfaction, and quality measures. See a live demo of the website resource and see how ALCs are improving outcomes. Wisconsin is looking to expand the program nationally.

*Presenters: Kevin Coughlin, Policy Initiatives Advisor, Wisconsin Department of Health and Services; Heather Bruemmer, Wisconsin State Long-Term Care Ombudsman*

**Plenary - New Standards for Caring for Individuals with Dementia at Home and in Assisted Living**

New standards of care established by the Home and Community Based Services (HCBS) settings rule are intended to significantly improve how individuals live and receive Medicaid funded services at home and in assisted living. Hear the federal perspective on the expectations regarding rule implementation, particularly for people with dementia, and the importance of the person-centered/community integration philosophy behind the rule. Learn about promising practices related to individuals with dementia, particularly practices related to community access, choice, and wandering/exit-seeking behaviors. Be informed by the recommendations of consumer advocates for people with dementia in both residential and non-residential settings. Gain tips and ideas for improving care in these settings for individuals with dementia in your state.

*Presenters: Ralph Lollar, Director, Division of Long-Term Services and Supports, Disabled and Elderly Health Programs Group, Centers for Medicare & Medicaid Services; Serena Lowe, Senior Policy Adviser, Office of Policy Analysis & Development, Center for Policy & Evaluation, Administration on Community Living; Jennifer Goldberg, Directing Attorney, Justice in Aging*

**Closing Plenary - Overreach by Fiduciaries – Is Supported Decision Making the Answer?**

Overreach by fiduciaries destroys the freedoms and choices of residents in long term care. We see it and hear about it every day. We believe the principles and practices of Supported Decision Making (SDM) are at least part of the answer. SDM is a change in mindset to include and empower the person to make choices and decisions as long as they are able to express a preference or choice. This session will explore integrating Supported Decision-Making methodologies into life care and advance care planning with an emphasis on person driven care planning. We will focus on identifying and honoring the choices, values, wishes and desires of the Individual by engaging and legally empowering the support network of advisors to assure that the person’s choices are heard and carried out. We will talk about how training fiduciaries and caregivers in SDM principles will improve the quality of life for adults who are perceived as being vulnerable.

*Presenters: Morgan K. Whittlatch, Legal Director, Quality Trust for Individuals with Disabilities; Lead Project Director, National Resource Center of Supported Decision-Making; David Godfrey, Senior Attorney, ABA Commission on Law and Aging, Washington, D.C.*
See you next year...

November 8 - 11, 2017
Here again at the Renaissance Arlington Capital View Hotel!

2800 South Potomac Ave.
Arlington, VA 22202

For more conference information...

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