



2014 Consumer Voice Annual Conference

Hilton Crystal City at Washington Reagan National Airport
2399 Jefferson Davis Highway, Arlington, Virginia 22202

November 15-18, 2014

PRELIMINARY AGENDA

Saturday, November 15	
8:00am – 12:00pm	New State LTC Ombudsman Orientation (invitation only)
1:00pm – 5:00pm	NASOP Membership Meeting (invitation only)
5:00pm – 6:00pm	New Consumer Voice Conference Attendee Orientation
6:00pm – 8:00pm	Welcome Reception for All Attendees
Sunday, November 16	
8:30am – 9:00am	Opening Remarks & Welcome
9:00am – 10:30am	<p>Plenary- <u>Better Staffing: The Key to Better Care</u></p> <p>Staffing is critical to achieving quality care. Learn how to connect staffing to quality care using research findings and staffing data. Hear about a new database from an investigative reporter. Gain ideas about advocacy strategies and how to persuade others to join in advocacy efforts. Receive the latest updates on the Consumer Voice's national staffing campaign.</p> <p>Presenters: Jeff Kelly Lowenstein; Sarah Greene Burger; Diane Carter</p>
10:30am – 10:45am	Break
10:45am – 12:15 pm	<p>Workshops</p> <ul style="list-style-type: none"> - Crafting An Effective Advocacy Message - Staffing Advocacy Strategies in the States - How Medical Directors Influence Quality Care - Transitioning Successfully to the Community
12:30pm – 2:15pm	Awards Luncheon (open to all conference attendees)
2:30pm – 4:00pm	<p>Workshops</p> <ul style="list-style-type: none"> - Delivering Your Message: Meeting with a Key Decision-Maker - QAPI: Tools for Consumers and How to Use Them - Making Your Wishes Known Through Advanced Care Planning

	- Enforcement – It’s Important!
4:15pm – 5:15pm	Assisted Living Consumer Alliance meeting – all invited
4:15pm – 5:15pm	National Association of Local Long-Term Care Ombudsmen (NALLTCO) Membership Meeting
5:30pm – 6:30pm	Consumer Voice Annual Business Meeting
6:30pm – 8:30pm	Reception & Video Screening – <i>The Thin Edge of Dignity</i> – Meet Richard Weinman
Monday, November 17	
7:30am – 8:45am	Roundtable with Elma Holder
7:30am – 8:45am	LTCOP Volunteer Management Dialogue
9:00am – 10:30am	<p><u>Plenary: New Standards in HCBS Settings: What Do They Mean?</u> In 2014, CMS published regulations that establish new rights and standards for individuals receiving Medicaid-waiver services in home and community based settings. What does this mean for consumers? Do they apply to assisted living facilities? What should advocates be doing to prepare themselves and consumers? Hear the answers to these questions and more during this session and discuss strategies you can take back to your state as it begins the process of implementing these new regulations.</p> <p>Presenters: Eric Carlson, National Senior Citizens Law Center; Ralph Lollar, CMS (invited); Elizabeth Prialux, National Disability Rights Center</p>
10:30am -10:45am	Break
10:45am – 12:15pm	Workshops <ul style="list-style-type: none"> - Delivering Your Message Through Traditional Approaches and Social Media - Adverse Events in Nursing Homes - Person-Centered Care Under the HCBS Regulations - Using Data from the AARP Score Card to Support Advocacy
12:30pm – 2:00pm	Residents’ Luncheon – White House Conference on Aging Listening Session (all conference attendees invited) Special Guest – Nora Super, Executive Director, White House Conference on Aging
2:00pm – 2:15pm	Break
2:15pm – 3:45pm	Workshops <ul style="list-style-type: none"> - Growing, Supporting, and Activating Your Network - LTC Ombudsman and Protection & Advocacy Systems – Partnering to Promote Rights and Good Care - Educating and Empowering Family Caregivers - Managed Long-Term Services and Supports – The Impact on Consumers
3:45pm – 4:00pm	Break

4:00pm – 5:30pm	Workshops <ul style="list-style-type: none"> - Assisted Living Challenges and Strategies - Working Systemically to Improve Care - Ombuds Services in Dual Demonstration Projects - Moving the Needle on Elder Abuse
6:00pm – 7:30pm	Roundtable Discussion w Elma Holder
6:00pm – 8:00pm	Ombudsmanager Users Group Meeting
6:00pm – 8:00pm	Consumer Voice Governing Board and Leadership Council Meetings
Tuesday, November 18	
9:00am – 12:00pm	<p><u>Plenary – Developing Strategies and Partnerships in the Search for Individualized Care</u></p> <p>What internal nursing home processes are essential to achieve and sustain individualized care? How can advocates promote implementation of these elements in their advocacy and consumer education? What does individualized care mean for a person with dementia who cannot say in words what they want? How can we use our advocacy to operationalize new practices that focus on meeting the needs of the resident rather than just responding to behaviors? This session integrates staffing, quality improvement, and culture change in advocacy for the highest practicable well-being of each resident. Come ready to learn tips, strategies, and communication techniques to use in promoting person-centered care for all residents of long-term care facilities during this engaging, interactive session conducted by national experts.</p> <p>Presenters: Barbara Frank & Cathie Brady – B&F Consulting</p>
12:00pm – 12:15pm	Conference Closing