

CONCURRENT SESSIONS		1 MONDAY May 23		3 TUESDAY May 24	
AT A GLANCE		10:00 - 12:00 PM	2:00 - 4:00 PM	10:00 - 12:00 PM	2:00 - 4:00 PM
A	Quality of Care	<p>“QI/QM’s in a 3.0 World” Diane Vaughn A, E, N, SW</p>	<p>“Reducing ER Visits and Hospital Readmissions in the Nursing Home Resident” Kim Cook & Donna Hamby A, N, SW</p>	<p>“Training the Wound Care Nurse to be Successful in Long-Term Care” Jeri Lundgren A, N, SW</p>	<p>“Common Coding Errors on MDS 3.0” Cheryl Shiffer A, AD, N, SW</p>
B	Nutrition & Dining Services	<p>“Living to be 100: Emerging Hot Topics in Heart Health” Sharon Smalling A, AD, DS, N, SW</p>	<p>“An Approach to Food Security & Disaster Preparedness for Foodservice” Charnette Norton A, DS, SW</p>	<p>“Effective Quality Assessment & Performance Improvement for Regulatory Compliance in Food Safety & Nutrition Areas” Linda Handy A, DS, E, N</p>	<p>“Taste and Tales of Sicilian Cookery” Thomas Ciapi A, DS</p>
C	Quality of Life	<p>“Elder Mediation: The New Tool in Family Services” Barbara Sunderland Manouso A, AD, E, SW</p>	<p>“Taste and Smell Disorders in the Elderly: Diagnosis, Prognosis, Treatment and its Effect on Quality of Life” Ronald Devere A, AD, E, N, SW</p>	<p>“Living Among the Dying: How to Keep Death from Killing You” Bob Hultgren, Kevin McSpadden, Jeff Mead, Dennis Smith, Eddie Tubbs & Wes Wells A, AD, E, SW</p>	<p>“New Programming Methods for Persons with Dementia” Sarah Kneisler A, AD, E, N, SW</p>
D	Aging Services	<p>“Alzheimer’s Disease Care Considerations: From Diagnosis to End of Life” Janice Knebl A, AD, E, N, SW</p>	<p>“Repositioning: Organic Growth for Aging Senior Campuses” Robert Green, Ron Jennette & Brian Schiff A</p>	<p>“Transformation and Culture Change – A Panel Discussion” Dawn Himes & Jared Flayer A, E, SW</p>	<p>“Senior Living: Updates and Looking Forward” Rich Scanlon A</p>
E	Public Policy & Legal Issues	<p>“Legislative Update” Albert Hawkins & David Thomason A</p>	<p>“Responding to Increased Scrutiny of Charitable Organizations” Cory Macdonald A</p>	<p>“Health Care Reform & 2011 Regulatory Update” Mark Chouteau, Michael Crowe & Daniel Sternthal A</p>	<p>“Update on Changes in CMS Enforcement and Penalties” Jeri Lynn Ward A</p>
F	Marketing & Community Relations	<p>“Re-imagining: Meeting the Expectations of Today’s Residents” Sheryl Callahan, Karen Montgomery & David Ratchford A, M, SW</p>	<p>“Creating Sales Driven Events” Kristin Kutac Ward A, M</p>	<p>“It’s a New Day – Is Your Web Site Ready?” Patty Cisco A, M</p>	<p>“Marketing Mental Floss” Christine Wirthwein A, M</p>
G	Senior Living Improvements	<p>“Successful Senior Housing Development: During Difficult Economic Times” Keith Evans, Rick Lohr & Michael Starke A</p>	<p>“Collaboration: Success Stories of Cooperation & Community Outreach” Denise Aver A, E, SW</p>	<p>“Adult Day Care: Creating a Meaningful Community for People with Dementia & Other Advanced Chronic Illnesses” Martha Spinks A, AD, N, SW</p>	<p>“The Five Key Points of Connection With Your Prospects” Rick Hunsicker A</p>
H	Human Resources & Professional Development	<p>“Improving Staff Selection, Retention and Satisfaction Through Hospitality Culture Infusion” Rick Cumberland, John Fallaine, Julie Fenske & Cindy Smith A, HR</p>	<p>“The REAL Cost of Staff Turnover” Robert Lane A, HR, N</p>	<p>“Discrimination & Retaliation in the Workplace” Stephen Greenberg A, E, HR</p>	<p>“How to Keep Your Organization Union-Free Under a Pro-Union Labor Board” Christopher Antone A, E, HR</p>