



PRIVATE DUTY SYMPOSIUM

November 13, 2019 / 8:30AM-4:00PM

NIU-Naperville Campus
1120 East Diehl Road
Naperville, IL

Schedule of Events

Time	Session	Room
8 AM	Registration for Attendees and Exhibitors/Sponsors	Atrium
8:30-9 AM	Welcome and Legislative Update	Auditorium
9 - 10 AM	Keynote Presentation: Taking the Pulse of Modern Health Care: Where are we now? - William Rhoades, DO, FACP	Auditorium
10 - 10:15	Break with Exhibitors/Sponsors	Atrium
10:20-11:20	Session II - ER Visits: Helping Families to Avoid the Boomerang – Margaret Fitzpatrick	Auditorium
11:20-12:20	Breakout Sessions A. Music and Memory – Aishling Dalton-Kelly B. Essentials of Online Reputation Management – Carl White C. Managing Difficult Conversations-A Legal View – Adam Guetzow	Special Events Room A, B, C
12:25 - 1:15 PM	Lunch with Exhibitors/Sponsors	
1:15 - 2:15 PM	Breakout Sessions A. Communication strategies for people with Dementia – Chelsey Byers Gerstenecker B. Home Care Model Innovation: "Caresharing" – John Larson C. Anatomy of an Abuse or Incident Investigation – Meredith Duncan	Special Events Room A, B, C
2:15 - 2:30	Break with Exhibitors/Sponsors	Atrium
2:35-3:35	Session III - IDPH Update – Jack Fleeharty	Auditorium
3:35-4:00	Closing Remarks and Evaluations and Prize Drawings	Auditorium

New this year: Breakout sessions will not be repeated. They are organized into three main tracks. Track A focuses on dementia, track B is focused on business operations and track C will focus on legal issues. You are welcome to select any of our breakout sessions and are not required to select a particular track.

Registration Information

Registration is Now Open. You may register as an **HCAOA Member**, **LeadingAge Illinois Member**, or **Illinois Homecare and Hospice Council Member**

Rates	Early Bird (Expires Sep. 20)	Standard (Expires Nov. 1)	On-Site
Member	\$105	\$135	\$150
Non-Member	\$155	\$185	\$210

Continuing Education Credit

LeadingAge Illinois, as an approved sponsor of continuing education through the Illinois Department of Financial and Professional Regulation, will provide the following professionals licensed in Illinois: Nursing home administrators, Nurses, Clinical social workers/social workers, Registered and certified public accountants, Physical therapists/physical therapy assistants, Occupational therapists/occupational therapy assistants, Prof. counselor/clinical counselor With up to 5.0 continuing education credit hours.

When offering CE credit, LeadingAge Illinois must abide by the rules and regulations of all applicable professional accrediting boards and agencies. As such, LeadingAge Illinois cannot provide full CE credit to participants who arrive late or leave early. Credentialing bodies and licensing boards have the final authority on the acceptance of individual courses.

Keynote and Main Sessions

Keynote Session

Taking the Pulse of Modern Health Care: Where are we now? William Rhoades, DO, FACP

Dr. Rhoades is a geriatrician in practice at Advocate Lutheran General Hospital since 1995. Since 2009, he has been the Chair of the Department of Medicine at Advocate Lutheran General and Vice-Chair of Clinical Science and Director of Medicine at Chicago Medical School at Rosalind Franklin University since 2011.



He will discuss the patient safety journey from the Institute of Medicine's initial 1999 report "To Err is Human" discussing the safety of health care in US hospitals. Where have we come in 20 years? Hint: it is not such good news, however, there are significant movements going on at many health systems. Dr. Rhoades will attempt to make some predictions for the next decade in health care. What will modern medical care look like in the outpatient and hospital environment. How will these new innovations affect patient care and patient's relationships with physicians and other health care providers.

Main Sessions

ER Visits: Helping Families to Avoid the Boomerang Margaret Fitzpatrick, MS, RN, CRNA

Margaret Fitzpatrick has invested over 20 years in critical care nursing. She has spent her career as a nurse anesthetist in community hospitals serving inner-city populations in and around Chicago. In this interactive



session, providers share the challenges they have with sending clients to the ER. We explore strategies to reduce the repeat visit boomerang effect up to 50%. It starts with involving clients and their family members, helping them to set individual goals for care. Introducing the concept of Do Not Hospitalize order and helping staff and family members to honor the goals without fear.

IDPH Update Jack Fleeharty RN, EMTP

Mr. Fleeharty is a Registered Nurse with the Illinois Department of Public Health. He has been serving as a program manager within the Office of Health Care Facilities and Programs since January of 2018. In that role he oversees the Home



Nursing, Home Services and placement programs. Prior to Joining the Office of Health Care Regulation Mr. Fleeharty spent 9 + years serving as the Division Chief of Emergency Medical Services and Highway Safety for IDPH. Prior to joining IDPH, he served 28 years as a hospital manager and paramedic for an advanced life support EMS Agency. The majority of his career has been in health care. Mr. Fleeharty will be providing an update regarding IDPH.

Breakout Session Tracks

Track A: Dementia

Music and Memory – Aishling Dalton-Kelly

The use of music specifically targeted to the era of the patient and personalized music selections that had meaning to the patient can enhance the temperament and behavior of the client. It can suppress depression, raise awareness, bring back words and speech which had previously disappeared. It showcases meaningful quiet time for the client and the caregiver.

Communication Strategies for People with Dementia – Chelsey Byers Gerstenecker, Karla Belzer

When caring for someone with dementia, communication can be difficult as the disease advances. Forgetfulness, agitation, repetition, and mood fluctuations can make caregiving difficult. Learn about common communication problems and behaviors caused by dementia, and learn strategies caregivers can do for better interactions.

Track B: Business Operations

Essentials of Online Reputation Management – Carl White

There are many parts to any business' reputation. Two essential parts are:

1. Client reviews - Having your current clients say good things about you to other people. Business'
2. Contact information - making it very easy for your current and potential clients to find your practice and understand what you do.

The need for each is NOT new. What is new is how businesses do each of these successfully online today. Given that more than 50% of a typical purchase decision is made online before the client contacts your business, managing your reputation online is critical.

Home Care Model Innovation: "Caresharing" – John Larson

Senior living provider Cantata has turned to "caresharing" to transform their home care services. The innovative task-based outcome focused model is less intrusive, and lower cost. All while using less staffing, paying higher wages, and increasing margins. You will look at what innovation is and why it is so important right now. Along with what is "caresharing" and why it is a win, win, win.

Track C: Legal

Managing Difficult Conversations: A Legal View – Adam Guetzow, Aimee Delaney, David Alfini

This session will explore how to best manage difficult conversations with both employees and clients. On the employee side the presentation will touch on how to navigate discussions concerning performance, discipline and discharge with risk reduction in mind. On the client services end, the presentation will explore best practices for tackling communication with clients following adverse events.

Anatomy of an Abuse or Incident Investigation – Meredith Duncan, Jason Lundy

During this session, we will explore what is needed to conduct a proper, comprehensive and thorough investigation into an incident, accident, complaint or allegation. We will then also discuss what a provider should do in response to an investigation, including all legal and contractual obligations to communicate reports and findings to other providers and community agencies.

Sponsorship/Exhibitor Opportunities

Please click [HERE](#) to view sponsorship, exhibit and advertising opportunities at this fantastic symposium, if you have any questions, please contact Nataly Schwartz at nataly@hcaoa.org

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