ADVANCING EXCELLENCE dhcfa

DELAWARE HEALTH CARE FACILITIES ASSOCIATION

726 Loveville Road, Suite 3000
Hockessin, Delaware 19707
Phone: (302) 235-6895 Fax: (302) 239-4214

YOU ARE CORDIALLY INVITED TO JOIN US FOR DHCFA'S 26th ANNUAL TRADE SHOW AND EDUCATIONAL CONFERENCE

"Communication Strategies for a Successful Workforce"
Presented By: Lou Ann Brubaker, President of Brubaker Consulting
Thursday, September 19, 2019 at the Dover Downs Hotel, Dover, DE

About Lou Ann Brubaker

Lou Ann Brubaker founded her company in 1988 exclusively to serve post-acute care providers and ancillary companies providing them supportive products and services. A diverse professional expertise enables her to address today's most critical skill development needs, including daily management of staff, creation of higher performance teams, dynamics of change, census development and strategic planning at the Board level. Her two-day 'selling to senior care boot camp' for ancillary product and service companies has been offered for over two decades. She is a frequent and highly rated speaker at AHCA/ NCAL Conventions and you are in for a learning treat!

ABOUT DHCFA:

The Delaware Health Care Facilities Association represents both non-proprietary and proprietary health care operations licensed as comprehensive care facilities, post-acute care facilities, assisted living facilities and continuing care retirement communities in the State of Delaware. Our 75 provider members account for over 6,300 assisted, and post-acute care beds across the LTC Continuum in Delaware. DHCFA is an information and educational resource to members, associates, long-term care professional consultants, the public, media and governmental agencies. DHCFA performs a vital function by advocating for and keeping members informed about laws, regulations and overall changes affecting the long-term healthcare community in Delaware.

ABOUT THE ATTENDEES:

The DHCFA trade show and educational conference brings together a diverse group of attendees including: CEOs, CFOs, owners, administrators, directors of nursing, administrators in training, clinical directors, regional managers, social workers, activity directors, CNAs, Caregivers, department heads and employees as well as educators and consultants who provide quality care in:

***Nursing Facilities** **Assisted Living Facilities** **Post-Acute Care** **Continuing Care Retirement Communities**
Specialty Long Term Care Service Providers** **Regulatory Agencies

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DHCFA'S TWENTY-SIXTH ANNUAL TRADE SHOW AND EDUCATIONAL CONFERENCE

To: Business Associates and Friends of DHCFA **From:** DHCFA

Event Date: Thursday, September 19, 2019 **Place:** Dover Downs Hotel, Dover, DE

"Communication Strategies for a Successful Workforce"

Presented By: Lou Ann Brubaker, President of Brubaker Consulting

7:30 – 8:30 a.m. Registration and Continental Breakfast ~ Visit Exhibits, Sign up for Drawings!

8:30 – 8:45 a.m. Welcome, Acknowledgments and Speakers Introduction-

8:45 – 9:00 a.m. Keynote: Senator Nicole Poore- Majority Leader, Delaware State Senate

9:00– 10:00 a.m.

Successful Transitioning to PDPM Speaker: LaShuan Bethea RN, Atty, VP Legislative Affairs- Genesis Healthcare

The Patient Driven Payment Model (PDPM) is a new reimbursement system for SNFs that will be used to determine payment for all Medicare patients beginning October 1st. While there are many things that are changing, there are several key items that will remain the same. This presentation will focus on the critical operational and clinical areas impacted by PDPM and review the steps that an operator or clinician can take to prepare for a successful transition to PDPM. Following this session attendees will be able to:

- Identify 2 operational areas that will be impacted by PDPM
- Identify facility staff that will be impacted by PDPM
- Analyze a facility's staff readiness to transition to PDPM
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10:00 – 10:30 a.m. Mid-Morning Break ~ Visit Exhibits, Sign up for Drawings!

10:30 – 12:00 p.m.

Communicating & Driving Change in Your Facility - Lou Ann Brubaker

The only constant in health care is change. How leaders communicate, as well as the authentic interactions make ALL the difference in success. This session targets the framework that drives great communication, between managers and between managers and staff. Following this session participants will be able to:

- Describe critical communication targets supported by great managers
- Address dysfunctional communication between peers and direct reports
- Explain why staff resist change
- Support change within the facility pro-active communication.
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12:00 – 1:30 p.m. Lunch Break ~ Visit Exhibits, Sign up for Drawings!

1:30 – 2:45 p.m.

Planning & Creative Problem Solving - Lou Ann Brubaker

Available resources are tightening, daily staff stress is increasing, and deadlines don't stop. What can make a substantial difference in how senior care responds to each? Exceptional planning skills – used by leadership and understood by staff. In this session we'll address the planning process, introduce a tool to organize tasks AND build upon the previous session in ways the Quality Assurance process is incorporated into planning. Attendees will also be asked to solve three problems that require their creative and logic skills. Following this session, participants will be able to:

- Explain why and when planning should be used, as well as their three functions
- Describe the six steps of the planning process
- Incorporate the QA model into pre- and post-planning
- Use two planning tools
- Find solutions to three problems designed to use their creativity.

2:45 – 3:15 p.m. Recognition of Yrene E. Waldron – DHCFA Executive Director 1998-2019

3:30 – 4:45 p.m.

Setting Objectives & Addressing Sub-Par Performance - Lou Ann Brubaker

If staff doesn't know or understand performance expectations it is unlikely they will hit them. Being able to write an objective in a measurable way sets the stage for staff achievement. They're also vital when using the progressive discipline process. Attendees will learn how to use this objective format to address everything from staff punctuality and reliability to teamwork and attitude issues. Following this session, participants will be able to:

- Describe why a measurable objective is at the heart of all performance
- Write a performance objective, using a four-part format, that can be used in nearly every type of performance expectation
- Address sub-par performance within the progressive discipline process.

4:30 – 5:00 p.m. Prize Drawing, Closing and Evaluation

Five (5.0) Credits have been requested for this conference applicable to the licensing requirements for the Delaware Nursing Board and NAB.

DHCFA's Twenty-Sixth Annual Trade Show & Educational Conference Registration Form

Date: Thursday, September 19, 2019 **Place:** Dover Downs Hotel, Dover DE

Check date:_____
Check #:_____

Paid by CC:_____
For office use only

- First Attendee (other than CNA): $ 130
- Second Attendee (other than CNA): $ 105
- All other additional attendees: $ 90
- First CNA or Caregiver: $65
- Second CNA or Caregiver: $55
- Non-Members add $ 50.00 (Per Attendee)

Late Registrations received after **August 30th** add $50 per person to total cost
Continental Breakfast, Breaks, and Lunch will be provided and are included in cost

Facility Name: _____ Phone#: _____

Contact Person: _____ Fax#: _____

Attendee Name, Title (Please Print Neatly):	NHA-NAB ID # / NSG License #	Member Cost:
1._____	_____	__$130__
2._____	_____	__$105__
3._____	_____	__$90__
4._____	_____	__$90__
5._____	_____	__$90__
CNA/Caregiver Name:		
1._____	_____	__$65__
2._____	_____	__$55__

*** Non - Members: Add $50(per attendee)**

*** Late Registrations received after 8/30th - Add $50 per person** $ _____

Total Cost: $ _____

Method of Payment:

Check Enclosed: ☐
Credit Card Payment:

☐ Visa ☐ Master Card ☐ American Express ☐ Discover

Card #: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ Expiration Date: _ _/_ _

Card Holder _ _ _ _ For your security, please provide the three or four digit code from the signature line on the back of your credit card.

First Name: _____ Last Name: _____

Fax Number (Please only provide If receipt is requested): _____

Credit Card Billing Address: _____ State: _____ Zip: _____

** If receipt is requested, Make sure you fill out your Fax Number on the above requested line, Otherwise it will be kept on file in the DHCFA Office **

If paying by check, please send payments to:
Delaware Health Care Facilities Association
726 Loveville Road, Suite 3000
Hockessin, DE 19707

Signature: _____ Date: _____

Please return this registration form with payment by mail no later than: Friday, August 30th, 2019 OR you may fax your registration form and credit card information by email through our ***Secure Line: (302) 239-4214*** *to assistant@dhcfa.org .Please Note: you are responsible for payment if you register but do not attend. If your facility is under survey on the day of the event, you will be issued a credit.*

THANK YOU!!

Delaware Health Care Facilities Association

726 Loveville Road, Suite 3000, Hockessin, DE 19707
Phone: (302) 235-6895 **Secure Fax** (302) 239-4214
Email: assistant@dhcfa.org **Web:** www.dhcfa.org

Credit Card Payment

Reason for payment: **September 19th, Trade Show**

Facility / Company : _____

Credit Card: ( ) **Visa** ( ) **MasterCard** ( ) **American Express** ( ) **Discover**

Card #: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ **Expires:** _ _ / _ _
Month / Year

_ _ _ _ *For your security, please provide the three or four-digit code from the signature line on the back of your credit card.*

Card Holder:

First Name: _____

Last Name: _____

Phone #: _____ **Fax #:** _____

Credit Card Billing Address: _____

City: _____ **State:** _____ **Zip** _____

Signature: _____ **Date:** _____

Receipt Requested: **Yes** ____ **No** ____

TOTAL: $ _____

Receipt will be kept on file unless otherwise requested.
If requested, your receipt will be faxed to the # listed above.
Thank You!

Directions to the:

Dover Downs Hotel and Casino

1131 North DuPont Highway
Dover, Delaware 19901
Phone: (302) 674-4600

From Baltimore, Washington or Richmond via the Chesapeake Bay Bridge:

Take US 50/301 across the bridge. Follow US 301 North to Maryland Route 302 (right turn at mile marker 102). Turn right onto Maryland Route 454 at Templeville. Route 454 becomes Route 8 at the Delaware state line. In Dover, turn left onto US 13 North (N. DuPont Hwy.). Dover Downs Hotel & Casino is located approximately two miles further on the right. Dover is about 50 miles from the Bay Bridge.

From South of the Chesapeake Bay via Chesapeake Bay Bridge:

Take I-64 West to Richmond, then I-95 North to the Washington Beltway (I-495 North). Take I-495 North to Route 50/301. Take Route 50/301 East over the Chesapeake Bay Bridge. Follow US 301 North to Maryland Route 302 (right turn at mile marker 102). Turn right onto Maryland Route 454 at Templeville. Route 454 becomes Route 8 at the Delaware state line. In Dover, turn left onto US 13 North (N. DuPont Hwy.). Dover Downs Hotel & Casino is located approximately two miles further on the right. Dover is about 50 miles from the Bay Bridge.

From Areas South of the Chesapeake Bay via Bridge-Tunnel:

At Norfolk, cross the Bridge-Tunnel and follow US 13 North to Dover, approximately 170 miles from the Bridge-Tunnel. Dover Downs Hotel & Casino is located two miles north of downtown on the right.

From Baltimore or Washington via Interstate 95:

From I-695 (the Baltimore Beltway), take I-95 North to exit 4A. Take US 1 to Exit 104. Turn left at the light onto US 13 South (N. DuPont Hwy.). Dover Downs Hotel & Casino is located approximately two miles further on the left.

From Areas Served by the Pennsylvania Turnpike:

Take the turnpike East to the Valley Forge Exit, then US 202 South to US 13 South. Follow US 13 South to the split with Route 1 South. Take Route 1 South to Exit 104 (50 cent toll/exact change only). Turn left on US 13 South (N. DuPont Hwy.). Dover Downs Hotel & Casino is located approximately two miles further on the left. Dover is about 70 miles from Center City Philadelphia.

From Philadelphia or Trenton:

Take I-95 South to I-495 South to Exit 1 (US 13 South exit). Follow US 13 South to the split with Route 1 South. Take Route 1 South to Exit 104 (50 cent toll). Turn left onto US 13 South (N. DuPont Hwy.). Dover Downs Hotel & Casino is located approximately two miles further on the left. Dover is about 70 miles from Center City Philadelphia.

Alternate Route From Philadelphia and Trenton:
Take I-95 South through Wilmington to Route 1 South. Follow the rest of the directions above.

From New Jersey and New England:

Take the New Jersey Turnpike South to Delaware Memorial Bridge. Take 95 South to Exit 4A. Take Route 1 South to Exit 104 (50 cent toll/exact change only). Turn left onto US 13 South (N. DuPont Hwy.). Dover Downs Hotel & Casino is located approximately two miles further on the left. Dover is about 45 miles from Delaware Memorial Bridge.