

**Delaware Health Care
Facilities Association**

dhcfa

Trade Show/ Education Conference/ Annual Meeting

Thursday, March 10

**Chase Center on the Riverfront
Wilmington**

**Four Education Sessions for
3.5 CE's available for
NHAs and RNs**

**COVID-19 Health and Safety
Protocols in Place**

Jerald Cosey, Keynote Speaker



Lori Dierolf



Kris Mastrangelo



**Exhibitor
Hunt
Grand Prize:
APPLE WATCH
Plus
door prizes!**

EDUCATION at the DHCFA TRADE SHOW and EDUCATION CONFERENCE

The Companionship Culture: Resident/ Caregiver Engagement Through Life Stories

Grane Rx

KEYNOTE SPONSOR

Jerald Cosey, The Change Champion and Senior Healthcare Professional

Jerald's Message to You

Today's operational and clinical leaders navigate "white flag" moments daily. Responsibilities include quality outcomes, operational excellence, and staff development within a highly regulated industry, which may influence burnout as a healthcare professional. Isolation within the elder community is rising and with detrimental consequences. This trend is a reality for many residing within a healthcare community and frequently starts with physical separation before admission. The worldwide pandemic has compounded realities for the senior healthcare community. An epidemic that has scrutinized yet galvanized the industry and required professional and personal sacrifice. This motivational message designed to recognize and honor healthcare professionals for their contribution during this worldwide pandemic. Moreover, it influences a cultural movement to reduce isolation to improve person-centered care.

Learning Objectives:

- Honor healthcare professionals from a patient and health facility administrator's perspective.
- Reignite the calling to serve humankind as a senior healthcare professional.
- Bring awareness to isolation's rise in the senior community and its impact on physical and mental health outcomes.
- Uncover strategies designed to improve engagement through intentional relationships between residents and staff.
- Learn the power of life stories and their potential to reduce isolation and improve outcomes.

Revisit their individualized calling to health care and leave the conference with a visual keepsake as a reminder of that calling.



ABOUT: Jerald Cosey is a senior healthcare leader and professional speaker. He currently serves as executive director of Greenwood Meadows, a skilled nursing facility operated by American Senior Communities. His facility earned the 2019 American Health Care Association's Silver Quality Award. In addition to his skilled nursing facility role, Jerald is director of Operational Leadership for American Senior Communities. In this position, he is responsible for development of operational leadership for over 90 skilled nursing and assisted living communities in Indiana and Kentucky. This role complements Jerald's desire to advance senior health care as an industry across the globe. As a professional speaker, Jerald enjoys traveling the country for talks to staff of hospitals, hospice and home health businesses, senior living organizations and health care associations serving the senior care industry. Jerald believes that emotional engagement is the key to minimizing resident isolation and increasing employee connectivity.

Schedule of Events

7:30 - 8:15	Registration and Breakfast, Network with Sponsors and Exhibitors!
8:15 -8:45	Welcome, Acknowledgements, Speaker Introductions
8:45-9:15	The Legislative Landscape .5 CEs
9:15-10:15	Keynote-Jerald Cosey – "Companionship Culture: Resident/Caregiver Engagement Through Life Stories" 1 CE (Sponsor- Grane RX)
10:15-11:00	Take a Break with Sponsors and Exhibitors!
11:00-12:00	"Predictable Success and the New Gold Standard" 1 CE – Kris Mastrangelo (Sponsor- Harmony Health Care)
12:00-1:15	Lunch, visit with Sponsors and Exhibitors!
1:15 –2:15	"The Gift of Music in Dementia Care" 1 CE – Lori Dierolf, BA, PCHA, CDP, CADDCT, CMDCP, CAEd (Sponsor – The Lab at Seascape)
2:15– 2:45	Take a Break with Sponsors and Exhibitors!
2:45 – 3.30	DHCFA Annual Meeting
3.30 – 4:15	Closing, Prize Drawings, Evaluation (Grand Prize Sponsor – BD Medical)

SESSION SPONSORS:



3.5
continuing education
units have been requested
from NAB and the
Delaware Board of Nursing.
To receive credit, you must stay
for the entire session.

Predictable Success and the New Gold Standard Kris Mastrangelo, OTR/L, LNHA, MBA

With the advent of the Affordable Care Act and based on numerous health care reform initiatives, the post-acute market is in a state of transformation. It is much easier to manage a group when you and they know how to be successful. Predictable Success is one of the seven stages of growth and decline through which every organization progresses. The percentage of organizations that reach the stage of Predictable Success is small. In order to remain competitive and viable in the market today, providers need to cultivate a new vision, embed strong organizational values and quality improvement methods, redesign care delivery using evidence-based practices and integrate use of technology to ensure interoperability and efficiency across the continuum. This session will discuss the principles of the New Gold Standard, changing demographics and trends in the post-acute market, where and why providers will look for growth as well as reimbursement/ regulatory policies that are driving decision-making. Predictable Success is a state reachable by any group of people – in which they will consistently (and with relative ease) achieve their common goals. This session will enable learners to identify through the analysis of a successful business model how to promote growth by utilizing reimbursement/regulatory policies to drive decision-making, and ultimately impact patient-centered care and delivery of best practices.

Learning Objectives:

- State the 5 elements of Predictable Success.
- Define the Organizational Growth Track.
- Provide an example of how reimbursement/regulatory policies are driving provider decision-making.
- Apply the New Gold Standard's 3 steps of service to their organization.



ABOUT: *Kris Mastrangelo is a nationally recognized keynote speaker with more than 28 years of experience in the Health Care industry with a specialty in the Long Term Post-Acute Care Setting.* An Occupational Therapist degree from Tufts University followed by a Master's in Business Administration from Salem State University coupled with a Nursing Home Administrator's License, affords Kris an in-depth perspective into the clinical, financial, and operational components critical for business success. Initially providing direct care as an Occupational Therapist, Kris became familiar with the Medicare, Medicaid, and multiple other reimbursement systems. Kris currently owns and operates Harmony Healthcare International (HHI) which she founded in 2001. Harmony Healthcare International (HHI) is a recognized consulting firm that uses a systematic approach in addressing the C.A.R.E.S. platform.

The Gift of Music in Dementia Care Lori Dierolf, BA, PCHA, CDP, CADDCT, CMDCP, CAEd

There's a reason why music is so effective on reaching individuals living with dementia! This session allows attendees to personally experience the various ways that music is "hard-wired" into our brains and helps explain ways to utilize this "gift" to support those living with Alzheimer's disease.

Learning Objectives:

- To understand how music boosts brain activity;
- To recognize why music is so closely associated with memory;
- To learn ways to utilize music to reconnect with individuals living with dementia.



ABOUT: *Having earned her bachelor's degree in Psychology from Millersville University of Pennsylvania, with a concentration in Human Relations, Lori Dierolf began her career as a Care Aide working with individuals who had suffered traumatic brain injuries.*

In 1996, she became the Human Resources Director in a skilled nursing facility, where she was responsible for all aspects of staff development and education for long-term care. Since then, in addition to her experience in skilled care, Lori has worked in a continuing care retirement community, and in personal care, where since 2006 she has also held certification as a Personal Care Home Administrator. She has conducted training sessions for the Boy Scouts of America, local senior centers, and other organizations and associations. Lori brings her light, entertaining style to all of her trainings. She engages her learners in ways that keep them interested and includes real-life examples to help learners put new skills into everyday practice.

WHEN WE MEET, WE'LL DO IT SAFELY.

DHCFA is committed to your safety its Trade Show/Education Conference/Annual Meeting. That is why during our entire convention, all attendees and exhibitors will be required to follow federal, state, or local health and safety standards.

Before arriving at Chase Center on the Riverfront

DHCFA continues to closely monitor CDC guidance related to the COVID-19 pandemic and has determined the best possible attendee and exhibitor experience will require:

- If you or a member of your household are feeling sick prior to the meeting, please do not attend.
- A 3-step process is required for all registrants to be cleared for in person participation at the DHCFA Trade Show/ Education Conference/Annual Meeting:
- Accept a liability waiver
- Answer a health screening survey
- Provide proof you are fully vaccinated against COVID-19. To be considered fully vaccinated, you must be:
 - Two weeks past your second dose in a 2-dose series (Pfizer or Moderna) or
 - Two weeks past a single-dose vaccine (Johnson&Johnson/Janssen).
- Provide proof of negative test up to 72 hours prior*

Accushield is DHCFA's official Health and Safety partner for the Trade Show/Education Conference/Annual Meeting and will facilitate the collection of vaccination proof documentation.

The following is acceptable as proof of full vaccination:

- Image of your vaccination card (which includes name of person vaccinated, type of vaccine provided, and date last dose administered) uploaded prior to onsite arrival via the secure Accushield mobile app. Proof of vaccination documentation will be stored in Accushield's HIPAA/PHI compliant dashboard when collected via their mobile app.
- Attendees and exhibitors will receive an email from DHCFA prior to the event onsite arrival and must answer a health screening survey, review and accept a consent form/liability waiver, and upload their documentation via the app. You will receive instructions on how to download and use the Accushield mobile app, plus complete the 3-step health clearance process.
- Once you have been successfully completed the 3-step process, you will receive a scannable, dated QR code you will use to check in onsite. To ensure the best convention experience, it is important you take the time to **set up the mobile app before you head to the event.**

For information about religious or medical exemptions to this policy, please contact dhcfa@dhcfa.org.



Accushield®

GOLD SPONSOR

What will it be like onsite?

The **Accushield kiosks** will be located at the entrance to the Chase Center on the Riverfront, next to the Registration Desk. At these kiosks we'll have you:

- sanitize your hands,
- take your temperature, scan your QR code, and
- receive a screening name badge (in addition to your DHCFA badge) showing you have been cleared to safely attend the event, including access to our registration desks.

The whole check in process will take a few seconds but is well worth it. We highly recommend you answer your health screening questions before you arrive at a kiosk, so you'll have your QR code ready to scan and expedite check in.

Registrants are required to wear a KN95 mask when entering, exiting, or moving throughout indoor, common areas, and Wilmington Hall, the location of the event.

- Only when actively consuming food and beverage indoors should your mask be removed.
- Feeling mask fatigue? Be sure to be outdoors if you need to remove your mask for a prolonged period while not eating or drinking.

The hall will be appropriately spaced. Exhibits are also appropriately spaced.

- Practice frequent, thorough hand washing and take advantage of hand sanitizer stations throughout the space.
- Follow any directional signage indicating the flow of traffic in indoor common areas.

We value the health, safety and well-being of our members and the residents they care for above all else. The above Health & Safety protocols designed by AHCA/NCAL and Accushield are meant to inspire a feeling of wellbeing and security while at the event. If you have any questions, contact dhcfa@dhcfa.org.

**A limited number of rapid tests will be available onsite. Please plan for this as a "last resort."*



Meet the Business Partners That Support Your Team and Your Residents

Visit all sponsors and exhibitors and you could win an APPLE WATCH SE!

Additional door prizes will also be awarded!



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Medicaid Plus, P.C.

Molnlycke Health Care

Oasis Senior Advisors

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Trident Care

DHCFA's Annual Trade Show/Education/Annual Meeting

| Thursday, March 10, 2022 | 7:30 am - 4:15 pm

Chase Center on the Riverfront, Wilmington, DE | 818 Justison St., Wilmington, DE 19801

Registration fees (includes continental breakfast, breaks, lunch):

- First attendee \$155
- Second attendee \$130
- Each Additional (except CNA) \$110
- CNA or caregiver \$ 85
- Nonmembers add \$55 per attendee

REGISTRATION INFORMATION

Facility: _____

Contact Person: _____

Phone: _____

Email: _____

ATTENDEE INFORMATION

MEMBER FEE

Attendee Name: _____

Title: _____ NAB or RN # _____

Email: _____

\$155

Attendee Name: _____

Title: _____ NAB or RN # _____

Email: _____

\$130

Attendee Name: _____

Title: _____ NAB or RN # _____

Email: _____

\$110

Attendee Name: _____

Title: _____ NAB or RN # _____

Email: _____

\$110

CNA/CAREGIVER INFORMATION

MEMBER FEE

Attendee Name: _____

Email: _____

\$ 85

Use additional sheets if needed

PAYMENT METHOD:

Check Enclosed Credit Card
 Invoice (due by March 10)

Non-Members add \$55 per attendee: _____ x \$55 = _____

Late fee after February 26 add \$55 per attendee: _____ x \$55 = _____

GRAND TOTAL DUE: _____

Call 302-235-6895 or email dhcfa@dhcfa.org with questions. Fax to 302-239-4214 for invoice or with attached credit card form; mail with check to: DHCFA, 501 Silverside Rd. Suite 51, Wilmington, DE 19809.



Delaware Health Care Facilities Association

“Fostering Quality Care in the Long Term Care Continuum since 1963”

501 Silverside Road, Suite 51, Wilmington, DE 19809

Phone: 302-235-6895 Secure Fax: 302-239-4214

CREDIT CARD AUTHORIZATION FORM

MAIL or FAX only. Do not email.

Company/Organization: _____

Reason for payment: _____

Credit Card Type: VISA MasterCard American Express Discover

Number: _____

Expiration: _____ Security Code _____ (3 digits on back, or 4 on front if AMEX)

Cardholder Information:

Name on card: _____

Email: _____

Phone: _____ FAX: _____

Billing Address: _____

Signature: _____

TOTAL AMOUNT: \$ _____ Fax Receipt Requested YES NO

Email Receipt Requested YES NO

Receipt will be kept on file unless requested. If receipt is requested, please provide the person’s name who is to receive the receipt, their fax number and email, if difference from the cardholder information above:

Name: _____

Email: _____

Phone: _____ Fax: _____

Mail to: DHCFA 501 Silverside Rd., Suite 51, Wilmington, DE 19809 or FAX to: 302-239-4214