



keynote session ■ thursday, february 23

**andre boykin**



**“ENGAGEMENT AND PRODUCTIVITY STRATEGIES FOR QUALITY@WORK”**



**Quality@Work demands engaged employees.**

But how can department leaders foster that engagement in a challenging, stressful workplace environment? Andre Boykin will show you how. A managing partner with CAPITAL iDEA, a firm that helps organizations improve staff performance and maximize the productivity of leadership, Boykin delivers a powerful message that will motivate you and your team to take action and accomplish goals you never thought possible. He is an accomplished speaker and trainer who has spoken to audiences worldwide for 15 years, and he presented to rave reviews at THCA's 2011 Convention & Trade Show. Boykin's uplifting, humorous style makes him a consistent audience favorite, and his presentation promises to offer real insight and techniques that attendees can take back to their facilities and put into practice right away. *(6 hours non-administrator credit; 6 hours CDR, DMA, NCCAP and TPTA credit applied for)*



friday, february 24, 10 a.m.-noon

**breakout education sessions**

**“UTI SYMPTOMS AND SOLUTIONS PLUS REGULATORY IMPLICATIONS”**

Urinary tract infections are a common problem among elderly residents in long-term care. Learn the latest information about recognizing and preventing UTIs, as well as what federal regulations say about this condition. *(2 hours non-administrator credit)*

**“PROMOTING QUALITY OF LIFE WITHIN A CULTURE OF SAFETY”**

This session will focus on maximizing the strengths of the interdisciplinary team to promote individual resident quality of life through innovative care and staffing practices while minimizing the use of restraints and alarms and reducing falls and fall-related injuries. *(2 hours non-administrator credit; 2 hours NCCAP and TPTA credit applied for)*

**“THE JOY PRESCRIPTION”**

Stress is overwhelming and reduces our enjoyment in life. Join

Ruth Williams, LCSW, as she teaches us how to increase our JQ (Joy Quotient) amid life's ongoing challenges. While you may already know what you need to do to reduce stress, you have not heard it in this way before! *(2 hours non-administrator credit; 2 hours NCCAP and TPTA credit applied for)*

**“REVISITING SANITATION STANDARDS”**

Sanitation training is critically important and a regular requirement for dietary certification. Don't miss this refresher on foodborne illness, food contamination, cleaning and sanitation practices, and common mistakes related to these. *(2 hours non-administrator credit; 2 hours CDR and DMA credit applied for)*

**“PROTECTING THE BOTTOM LINE”**

Business office managers will receive an overview of state and federal fiscal audits and how they affect business operations. There will also be a roundtable discussion on Medicare and Medicaid billing issues. *(2 hours non-administrator credit)*



## 2012 conference for department heads schedule of events



4:30-5:30 p.m. **Great Ideas Poster Session and Reception**

### friday, february 24

8:30-9:30 a.m. **Affiliate Business Meetings**

- Activity Coordinators of Tennessee
- Dietary Supervisors Association
- Directors of Nursing Association
- Environmental Supervisors Association
- Social Service Workers Association

9:30-10 a.m. Morning break

10 a.m. to noon **Breakout education sessions**

- "UTI Symptoms and Solutions Plus Regulatory Implications"
- "Promoting Quality of Life Within a Culture of Safety"
- "The Joy Prescription"
- "Revisiting Sanitation Standards"
- "Protecting the Bottom Line"

(No administrator credit is offered at this conference.)

### thursday, february 23

7:30-8:30 a.m. Registration

8:30-11:45 a.m. **Keynote Session: Andre Boykin**  
"Engagement and Productivity Strategies for Quality@Work "

10-10:15 a.m. Morning break

11:45 a.m.-1 p.m. Buffet lunch provided

1-4:30 p.m. **Andre Boykin (continued)**  
"Engagement and Productivity Strategies for Quality@Work "

2:30-2:45 p.m. Afternoon break



thursday, february 23, 4:30-5:30 p.m.

## great ideas poster session

### what is it?

One of the conference's biggest benefits is the chance to hear new ideas that you can take back to your facility. This year we're making it easier than ever for attendees to share the great things they do for their residents. The first annual Great Ideas Poster Session lets you showcase a program or service that enhanced the care your residents receive or resolved an issue in your facility. It doesn't have to be new – just one you would like to share with your counterparts. All attendees can view the posters during the 4:30-5:30 p.m. reception; facility representatives will be on hand to answer questions.

### how does it work?

- Use a standard size poster (22x28 or 20x30, for example) or a tri-fold poster display to "tell the story" of your department's program or service.
- $\frac{1}{4}$  of the poster space should explain what the program or service was meant to accomplish.
- $\frac{1}{2}$  of the space should demonstrate what the program or service is; use photos, text, graphics, diagrams, actual program items taped to the board – be creative!
- $\frac{1}{4}$  of the space should show the results that followed the program's implementation.
- Develop a one-page descriptive handout as a take-away for attendees. Bring at least 175 copies.

### more information

- Participants must complete a submission form and return it to THCA no later than **Friday, Feb. 10, 2012**.
- Any department represented by an attendee at the conference is eligible to participate. More than one poster idea can come from a single facility, and affiliate member district groups may also create a submission.
- THCA will provide an easel or table for each session participant. Participants are responsible for copying their own handouts and bringing them to the session.
- At least one person must be at each poster display during the reception to answer questions.



## 2012 conference for department heads what you need to know

### who should attend?

The annual conference is specifically designed for department managers in THCA member nursing homes.

### location

The Embassy Suites – Murfreesboro  
1200 Conference Center Blvd., Murfreesboro, TN 37129  
Phone: (615) 890-4464

Make reservations early – reservations received after Feb. 1, 2012, or after the room block has been filled, will be accepted on a space-available basis. A standard suite is \$125 per night. Use the group code HCA when making reservations. Reservations also can be made at [www.thca.org](http://www.thca.org); click on the link to the 2012 Conference for Department Heads.

### how to register for the conference

Send the registration form to THCA, P.O. Box 100129, Nashville, TN 37224 or fax to (615) 834-2502. On-site registration is offered at an additional cost.

### early registration fees

\$199 per person for THCA members; \$400 per person for department heads of non-member facilities

### early registration deadline

Registration form must be postmarked or fax-dated by Feb. 10, 2012.

### late registration fee

Add an additional \$25 per person if registration is postmarked/fax-dated after Feb. 10.

### on-site registration fees

\$250 per person for THCA members; \$450 per person for department heads of non-member facilities

### payment information

Payment by check or credit card is expected by the conference date. If that is not possible, please call THCA's accounting manager. Payment cannot be made with *Value + Plus Education* checks.

### cancellation policy

All cancellations must be made in writing on company letterhead and sent to THCA's office via fax or mail. All cancellations not weather-related that are postmarked or fax-dated after Feb. 15, 2012, will be issued a 50 percent refund. After Feb. 21, 2012, registrants will no longer be eligible for refunds.

### become a member

If you are the department manager for activities, dietary, environmental /maintenance, or social services or are a director of nursing, you might be interested in becoming a member of our affiliate organizations for those disciplines. Please visit the information booth at the Great Ideas Poster Session reception on Thursday, February 23.

