

2016 THCA/TNCAL Convention & Trade Show
August 28-31, 2016 • Knoxville Convention Center

networking

e d u c a t i o n

trade show

DRIVE

for

EXCELLENCE

entertainment

awards

opening & closing sessions

prizes

▶▶ **WHERE to STAY**

HILTON KNOXVILLE

501 W. CHURCH AVENUE
KNOXVILLE, TN 37902
(865) 251-2578 or (800) 445-8667

Special THCA/TNCAL rate:

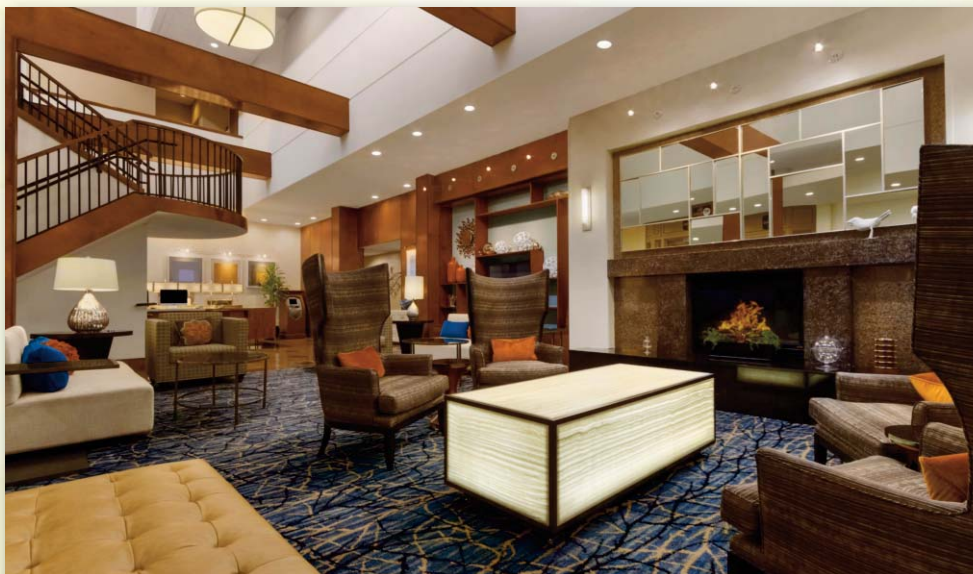
\$119 per night plus tax for single or double occupancy

To make a reservation:

When you call for reservations, use the group code THCA16. For online reservations, go to www.thca.org and click on the convention link.

What else you need to know:

The Hilton is just two blocks from the Knoxville Convention Center. Self-parking in the hotel garage is at the special rate of \$8 per car per day.



HOLIDAY INN WORLD'S FAIR PARK

525 HENLEY STREET
KNOXVILLE, TN 37902
(800) 264-1579

Special THCA/TNCAL rate:

\$119 per night plus tax for single or double occupancy

To make a reservation:

When you call for reservations, use the group code THC. For online reservations, go to www.thca.org and click on the convention link.

What else you need to know:

The Holiday Inn World's Fair Park is across the street from the Knoxville Convention Center. Self-parking in the hotel garage is at the special rate of \$8 per car per day.



▶▶ **The deadline for the group rate at both hotels is Thursday, Aug. 4, 2016, or if the room block sells out (whichever occurs first). Don't wait to make your reservations!**

▶▶ KEYNOTE SESSION

MONDAY, AUGUST 29, 8:30-10:30 A.M.



DEREK DALY

The Culture Gearbox Shift: How to Shift from Good2Great2Extraordinary

Remember “Good to Great”? Today, that theme has shifted to “Great to Extraordinary.” Align this platform with the right culture, and you develop something truly unique: a Culture of Extraordinary. This year’s opening speaker, Irish driving legend Derek Daly, will help you understand how to think and act differently as you push yourself to the edges and boundaries of what might be possible; in short, you will embrace what it means to go beyond your best. Drawing upon a 17-year racing career that included multiple starts in the Formula One World Championship and Indianapolis 500, Daly uses powerful, real-life sports analogies in a unique, compelling, and often hilarious manner that both inspires and entertains. An author and former motor sport color analyst for ESPN, Daly has worked with Xerox, Bayer, Federal Reserve Bank, State Farm and a host of other organizations to help motivate their teams. Don’t miss this terrific presentation from a fascinating personality! (2 hours NAB/NCERS, CDR, DMA, and NCCAP credit applied for)

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▶▶ CLOSING SESSION

WEDNESDAY, AUGUST 31, 9-11:30 A.M.



TIM RICHARDSON

Think Don’t Sink Your Healthcare Career

Thinking is a critical skill that is infrequently taught – and even less frequently mastered. Closing speaker Tim Richardson will offer techniques to increase personal brainpower and teach attendees how to think innovatively and creatively. How do you create an environment that supports innovation and new thinking? How can you turn laggards into supporters of innovation? How do you work effectively with co-workers at the opposite end of the thinking spectrum? Richardson will answer all of these questions and more. A full-time professional speaker since 1988, Richardson is the author of “Jump Starts: Wit and Wisdom to Super Charge Your Day” and co-author of “Transformation Thinking: Tools and Techniques That Open the Door to Powerful New Thinking.” (2.5 hours NAB/NCERS, CDR, DMA, and NCCAP credit applied for)

▶ HIGHLIGHTS

QUALITY INTENSIVE: A Day with Teepa Snow



Monday, Aug. 29, 10:30 a.m.- 12:30 p.m.; 2 - 5 p.m.

This year's Quality Intensive session will have two parts: one in the morning for activities, nursing and social services, and one in the afternoon for everyone. Teepa Snow is one of the leading educators on dementia. Working as an occupational therapist for more than 30 years, her wealth of experience has led her to develop Positive Approach™ to Care techniques and other training models that are used by families and professionals working with persons with dementia or other brain changes. In addition to training engagements, she has an independent practice as well as clinical appointments with Duke University's School of Nursing and University of North Carolina-Chapel Hill School of Medicine. She is an extremely popular speaker, as THCA discovered when we booked her 18 months ago. Attendees will really enjoy her perspective on aging and will learn much from her technique.

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Affiliate meetings

Monday, Aug. 29, 1:15 - 2 p.m.

Members of THCA's five affiliate organizations - the Activity Coordinators of Tennessee (ACT), Dietary Supervisors Association (DSA), Directors of Nursing Association (DONA), Environmental Supervisors Association (ESA) and Social Service Workers Association (SSWA) - will elect state officers and report on their annual activities during these valuable networking events. Don't miss the opportunity to share ideas and talk with your affiliate colleagues from throughout the state!



Our education sessions offer timely, relevant content on a broad range of subjects for nursing home and assisted living facilities alike. From staff members to corporate officers, the extensive slate of seminars provides something for everyone. Again this year, registrants will receive a username and password for THCA's website to log on and print handouts. Paper copies will not be provided onsite.

TNCAL Day

Sunday, Aug. 28

Education: 1 - 5 p.m.

Annual business meeting and reception: 5 - 6:30 p.m.



Tennessee Center for Assisted Living (TNCAL) members are invited to attend the first annual TNCAL Day! Education sessions for assisted living staff will be offered throughout the afternoon, and TNCAL's annual business meeting and reception will be from 5 - 6:30 p.m. State officers will be elected and attendees will hear a report from the TNCAL president. Note: TNCAL members can register for just the first two days of the convention or for all four days. See the TNCAL registration form for more information.

Awards Luncheon Tuesday, Aug. 30, Noon - 2 p.m.

The association's annual Awards Luncheon recognizes Tennessee's top caregivers, programs and volunteers. Your ticket includes lunch and the presentation of the 2016 Awards of Excellence. Come as you are and celebrate your colleagues' successes! Tickets can be purchased with the Convention registration form.



Trade Show

Monday, Aug. 29, 10:30 a.m. - 12:30 p.m. (executive hours); 2 - 4 p.m.

Tuesday, Aug. 30, 9:30 - 11:30 a.m.

Tennessee's largest gathering of long-term care vendors will feature exhibitors from across the state and beyond. Executive hours give owners, corporate officers, administrators and directors of nursing an exclusive look at the profession's top goods and services. New this year is a free buffet lunch Monday from 12:30-1:30 p.m.




Relax and enjoy at the annual reception

Tuesday, Aug. 30, 5:30 - 7:30 p.m.

Meet colleagues and friends for our annual reception following a long day of learning. The gathering will be on the Cumberland Concourse in the Knoxville Convention Center this year. Hors d'oeuvres, drinks and great conversation - doesn't get any better!

▶ EDUCATION SESSIONS

Sessions for assisted care living facility (ACLF) staff are noted with a  symbol. Sessions are tentative as of May 10, 2016; the number and content of sessions may change before the convention in August.

SUNDAY, AUGUST 28, 2016

1 – 2 pm

Collections: Best Practices for a Successful and Compliant Nursing Home Operation

The economic health of any nursing home is dependent on an efficient, effective and compliant debt collection practice established by implementing protocols to address each resident's situation. The ability to collect is governed by a web of federal and state regulations which will be addressed in this session. Presented by Minton Mayer, Esq., Wiseman Ashworth Law Group, PLC. (1 hour NAB credit applied for)

Audience: Nursing Home Owners, Finance Directors, Administrators, Marketing/Admissions and Billing Staff

TNCAL Track – Emergency and Disaster Preparedness: Policies, Training and Staff

This presentation will guide assisted living professionals on how to respond to emergencies and disasters while considering systemic and environmental hazards, resident vulnerabilities, sheltering-in-place, evacuation, and state requirements. Presented by Ray Miller, Director of Risk and Safety Solutions, Direct Supply. (1 hour NAB credit applied for)

Audience: Assisted Living Staff 

1 – 3 pm

Culture Change: Integrating the Built Environment, Systems and Psychology


This session will present modern thoughts and solutions on integrating features of the household model in facility plans. Attendees will interact in a forum-like setting with an architectural designer, psychologist, and consultant to come up with realistic goals. (2 hours NAB credit applied for)

Session sponsored by HFR Design, Inc. Audience: Both Nursing Home and Assisted Living Staff 

2 – 3 pm

TNCAL Track – QAPI: A Formula for Success

Participants will learn a successful formula for understanding and implementing an effective quality improvement program for assisted living. Presented by Linda Estes, BSN, NHA, THCA Director of Quality & Regulatory Affairs. (1.5 hours NAB credit applied for)

Audience: Assisted Living Staff 

2 – 4 pm

Understanding CMS' Proposed SNF/NF Rule

In July 2015 CMS released a proposed rule to improve resident care and safety and reduce hospital readmissions, among others. The presenters will explain the scope and detail of the proposed regulation and what




will be required of facility staff. Presented by Chris Puri, Esq., Bradley Arant Boult Cummings, and Anita Impink, Esq., SavaSeniorCare. (2 hours NAB credit applied for)

Audience: Nursing Home Owners, Corporate Staff, Administrators and Directors of Nursing

2 – 5 pm

Active Shooter/Armed Intruder Survival Program – BACK by popular demand!!

It's an unfortunate fact that your facility could be faced with weapon violence at some point in the future. Every facility needs a written policy that prescribes steps to be taken to maximize the chances of survival for everyone involved. This session combines cognitive awareness with practical skills. Presented by Steve Wilder, President & COO, Sorenson, Wilder & Associates. (3 hours NAB, CBDM, and NCCAP credit applied for)

Audience: Both Nursing Home and Assisted Living Staff 

3 – 4 pm

Effectively Using Technology to Improve Clinical Outcomes

Frontline nursing staff face numerous clinical challenges. Effective technology can identify key indicators which must be monitored regularly to better manage clinical and financial outcomes. Presented by Dr. Simon Mittal, Director of Medical Affairs, COMS Interactive, LLC. (1 hour NAB credit applied for)

Audience: Nursing Home Owners, Finance Directors, Administrators and Directors of Nursing

3 – 5 pm

The Times They Are A' Changin

This session will review Medicare Advantage programs, bundled payment initiatives, and accountable care organizations and the impact these programs are having on nursing facility operations. Lengths of stay, resident choice, resident satisfaction, clinical decision making, marketing, and relationships with other health care providers will be discussed by a panel of experts. Session sponsored by Functional Pathways. (2 hours NAB credit applied for)

Audience: Nursing Home Owners, Finance Directors, Administrators, Directors of Nursing and Marketing/Admissions

Diagnostic Collaborations: Impacting Clinical, Financial and Customer Satisfaction Outcomes

Mobile diagnostics can support the SNF healthcare initiatives that were proposed in the July 2015 CMS proposed rule. Decid-



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ing whether a patient is treated in a long term care facility, in the hospital or at home is often at stake. Communication, collaboration and a deeper understanding of diagnostic results are vital to reducing hospital admissions and making an appropriate plan of care. Presented by Lorelei Schmidt, MT, TridentUSA Health Services. (2 hours NAB credit applied for)


Audience: Nursing Home Owners, Administrators and Directors of Nursing

3:30 – 4:30 pm

TNCAL Track – Utilizing Key Resources for a Successful Marketing Plan

Learn how to develop a strategic marketing plan to make your market-

ing efforts more effective and productive. The intent is to align your team with community resources to increase and sustain census. (1 hour NAB credit applied for)

Audience: Assisted Living Staff 

4:30 – 5 pm

TNCAL Track – Building and Sustaining Quality of Life

The focus of this session is person-centered care and resident choice as organization-wide tools to ensure that the individualized care model is maintained and promoted. Presented by Ray Miller, Director of Risk and Safety Solutions, Direct Supply. (.5 hour NAB credit applied for)

Audience: Assisted Living Staff 

MONDAY, AUGUST 29, 2016

8:30 – 10:30 am

KEYNOTE SESSION – The Culture Gearbox Shift: How to Shift from Good2Great2Extraordinary

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10:30 am – 12:30 pm

Quality Intensive – How Life Long Personality Traits and Preferences Affect Behavior and Needs as Dementia Progresses

This session is designed to help attendees understand how life-long personality traits determine our choices, behaviors, reactions, and responses. It will help long term care staff appreciate the value of knowing their individual preferences regarding work situations, being with co-workers, and getting things done. This knowledge and appreciation also applies to how staff interacts with residents. This session will be interactive, while it provides learners with valuable insights into their own behaviors and those they care for and work with! Presented by Teepa Snow, Positive Approach. (2 hours CBDM and NCCAP credit applied for)

Audience: All Nursing Home and Assisted Living Care Staff 


Breaking Barriers in Fine Dining without Breaking Your Budget

This session will provide practical approaches to comply with regulations while increasing resident satisfaction in your person-centered dining program. The journey to transformational dining doesn't have to bite. Develop systems and practices that your team can take ownership of and learn valuable tips to stay within your budget. Presented by Donna Manring, DTR, Manring Consulting and Training. (2 hours CBDM credit applied for)

Audience: Nursing Home and Assisted Living Dietary Staff 

Fire Stop

This session will provide a comprehensive overview of the knowledge required for an NFPA code compliant inspection. Presented by James Flach, Tennova Healthcare. (2 hours non-administrator credit)

Audience: Nursing Home and Assisted Living Environmental and Maintenance Staff 

2 – 3 pm

Patient Advocacy through Documentation: Nursing/Rehab Collaboration

Clinical documentation is a strong form of patient advocacy and one of the only ways to validate that what we do is medically necessary. Nursing and rehab have different roles in patient care but the ultimate goals are the same. This session will examine how nursing and rehab can share tools and ideas to enhance collaboration in documentation. Presented by Barbara Christensen, OTR, Clinical Director, and Lynn Freeman, PT, PhD, Vice President of Clinical Research, Aegis Therapies. (1 hour NAB and TPTA credit applied for) **Audience: Nursing Home Owners, Administrators, Directors of Nursing and Therapy**

CPAP, BiPAP, and Ventilators in the SNF: Where, When and Why

This session will review the current rules for device deployment from CMS, Tennessee and a payor perspective. Scope of practice issues will also be covered. Presented by Zachary Gantt, RRT, Encore Healthcare. (1 hour NAB and TPTA credit applied for)

Audience: Nursing Home Owners, Corporate Staff, Finance Directors, Administrators, Directors of Nursing, Social Services, Therapy, and Marketing/Admissions

2 – 4 pm

The Art of Employee Selection

Attendees will learn important elements and models associated with hiring the right employees. What to look for when triaging resumes, crafting the most effective interview questions, understanding how to apply the principles of behavior-based interviewing, and how to avoid common mistakes in the selection process will all be covered. Presented by Kevin Parker, Vice President of Business Development, Special Care Management. (2 hours NAB credit applied for)

Audience: Nursing Home and Assisted Living Owners, Corporate Staff, Administrators, Directors of Nursing, and Human Resource Directors

Becoming a Person of Influence – Becoming a Better Leader

Learn how influence occurs in relationships and the ways to increase your influence with others to become a better leader and manager. What characteristics do influential leaders have that others don't? Come find out! Presented by Juanita Honeycutt, RN, NHA, Regional Vice President - Southern Region, Diversicare Healthcare Services. (2 hours NAB, CBDM, and NCCAP credit applied for)

Audience: All Nursing Home and Assisted Living Staff

2 – 5 pm

Quality Intensive – Managing Other Conditions When the Person Has Dementia

This session will provide information and discussion regarding the impact of dementia on recognizing and managing other medical conditions. Dementia causes changes in areas of brain function that affect the person's ability to recognize and respond to signals and symptoms of a variety of diseases and conditions. The presence of dementia also affects the person's ability to follow through and adhere to treatment protocols or recommendations. At some point, decisions about care and interventions will need to be adjusted to address the complexity of dementia plus other medical conditions. Attendees will be provided with

information on various care approaches and the value of modifying strategies and expectations to focus on quality of life and a holistic view. Presented by Teepa Snow, Positive Approach. (3 hours NAB, CBDM, and NCCAP credit applied for)

Audience: All Nursing Home and Assisted Living Staff

3 – 4 pm

The Shifting of Complex Respiratory Care to Post-Acute Sites: Are We Prepared?

Due to the ever-increasing acuity of patients admitted to skilled nursing facilities, staff must be able to identify complex respiratory cases, create plans for stabilization, and avoid unnecessary admissions to the hospital. Presented by Gene Gantt, RRT, Eventa LLC. (1 hour NAB credit applied for)

Audience: Nursing Home Facility Owners, Corporate Staff, Administrators, Directors of Nursing, Nursing Staff, Social Services, Therapy, and Marketing/Admissions

3 – 5 pm

Calling All Departments! Resident-Centered Meals Served! All Hands on Deck!

Resident-centered meals are not only trendy but also a focus for surveyors. Enhancing the dining experience has proven to lead to better nutritional outcomes, including increasing resident health and reducing the need for supplements. This is an interactive program designed to give attendees the opportunity to share ideas and acquire tools to assess



your dining services. Presented by Donna Manning, DTR, Manning Consulting and Training. (2 hours NAB and CBDM credit applied for)

Audience: Nursing Home and Assisted Living Administrators and Dietary Staff 🌱

Best Practices for Identifying Rehab Needs

This session will outline the best practices to identify the need for rehab services through in-house data collection procedures. Make sure your residents get the appropriate services by identifying functional changes. Presented by Renee Kinder, MS, CCC-SCP, RAC-CT, Clinical Specialist, Encore Rehabilitation Services. (2 hours NAB and TPTA credit applied for)

Audience: Nursing Home Owners, Administrators, Directors of Nursing, Therapy, and Marketing/Admissions

4 – 5 pm

Get a Grip on Your Spend

Is your facility consistently over budget? Not realizing the savings promised by a supplier? Getting hit with late fees? Attendees will learn how to overcome the typical problem areas in long term care like order approval, PPD budgeting, restricted order guides, and price change impact analysis. Presented by Hollie Brogunier, Adelpo, LLC. (1 hour NAB credit applied for)

Audience: Nursing Home and Assisted Living Owners, Corporate Staff, Finance Directors, and Administrators 🌱

Roadmap for Bundled Payment Success

Risk-based payment models are becoming increasingly common in healthcare, requiring providers to rethink established clinical and business



practices. Bundled payments, in particular, are compelling hospitals and post-acute providers to collaborate to improve care quality and efficiency. This session will provide an overview of bundled payment initiatives and steps that post-acute facilities can take to position themselves for success. Presented by Robert Harrington, MD, SFHM, Chief Medical Officer, Reliant Post-Acute Care Solutions. (1 hour NAB credit applied for)

Audience: Nursing Home Owners, Corporate Staff, Finance Directors, Administrators, and Directors of Nursing

TUESDAY, AUGUST 30, 2016

8 – 9:30 am

Abuse & Neglect – Surveyors’ Instructions and Oversight

What actually constitutes abuse and neglect? What actions and techniques should we be teaching our staff? Surveyor guidance for identifying abuse and neglect will be reviewed and common sense suggestions and interventions to reduce the possibility of this happening in your facility will be discussed. Presented by Cat Selman, Healthcare Communicators, Inc. (1.5 hours CBDM and NCCAP credit applied for)

Audience: Nursing Home Department Managers

8:30 – 9:30 am

Exploring the P in PDSA: A Deeper Look into Discovering the Root Cause

We’ve all heard about QAPI – Quality Assessment Performance Improvement – but how successful is your facility at doing it? The plan for improvement can be daunting. This session will delve into the P in PDSA (Plan, Do, Study, Act). (1 hour non-administrator credit)

Session sponsored by National Research Corporation.

Audience: Nursing Home Nursing Staff

When Grief Hits Your Team

Grief reactions experienced by staff after a resident’s death are common and, for some team members, this can interrupt the delivery of quality care to current residents. Understanding grief and knowing how to help each

other is imperative. Presented by Sandra Jones, MA, Instructor, MTSU and Motlow State Community College. (1 hour non-administrator credit)

Audience: All Nursing Home and Assisted Living Staff 

Are You Trashing Your Bottom Line?

Up to 10% of food is thrown out in foodservice kitchens before reaching a plate which costs between \$8 billion and \$20 billion every year! Cooking equipment, lighting, refrigeration, HVAC, and hot water are all energy guzzlers. Eliminating waste starts with employees being aware of the ways their actions can impact waste streams. Presented by Rayona Baker, RD, LD, Healthcare Specialist, Gordon Food Service. (1 hour CBDM credit applied for)

Audience: Nursing Home Dietary and Environment/Maintenance Staff



2:30 – 3:30 pm

SNF Proactive Planning for Section GG Implementation

The draft MDS for implementation in October 2016 has been released. This session will be an overview of MDS Section GG for all SNF providers to initiate best practices for completion and accuracy. Presented by Christine Twombly, RN, RAC-MT, LHRM, CHC, Harmony Healthcare International. (1 hour NAB credit applied for)

Audience: Nursing Home Owners, Corporate Staff, Finance Directors, Administrators, Directors of Nursing, and Nursing Staff

Qigong as a Recreational Therapy Treatment Intervention

Session participants will learn what Qigong (pronounced 'chee-gong') is and why it is beneficial to use as an intervention technique. Poses are adaptable to all populations and will be demonstrated. Presented by Laura Sims, Activity Director, The Heritage Center. (1 hour NCCAP credit applied for)

Audience: Nursing Home and Assisted Living Activity Personnel 

Have a Lock Tight Quality Improvement Committee (QIC)

Nobody wants to have to hand over their QI Committee's documents to the adverse party in a lawsuit. Attendees will learn about the Tennessee Peer Review statute as well as risk management strategies for your quality assurance committee. Presented by Peter Winterburn, Esq., Lewis Thomason. (1 hour NAB credit applied for)

Audience: Nursing Home Owners, Corporate Staff, Administrators and Directors of Nursing

2:30 – 4:30 pm

Successful Preparation for the Changing Sub-Acute Market

As nursing homes accept more medically complex patients and CMS requires more accountability, operators must create synergies with other providers, including hospitals and home health agencies. This session will cover strategic partnerships and how to plan from a clinical perspective as one facility has done successfully. Presented by Ellen Rychlik, RN,

and National Research Corporation. (2 hours NAB credit applied for)

Audience: Nursing Home Owners, Finance Staff, Administrators, and Directors of Nursing

Highest Practicable: What is It and How Do We Help Our Elders Attain It?

Most facilities, at one time or another, have seen the words, "Based on these findings, facility failed to help resident attain or maintain their highest practicable physical, mental and psychosocial well-being." In this session, the regulation and guidance that includes this language, as well as the insight into



what is being examined, will be explained. Presented by Cat Selman, Healthcare Communicators. (2 hours NAB, CBDM, and NCCAP credit applied for)

Audience: All Nursing Home and Assisted Living Staff 🌱

3:30 – 4:30 pm

Understanding Depression and Suicide in the Elderly

This session will identify the causes and treatment of depression in the older population as well as expose common myths regarding suicide. Facility staff must understand the way to assess risk and find help for those who need it. Presented by Kristin Moore, MS, CDP, Behavioral Healthcare Center at Martin. (1 hour NAB, CBDM and NCCAP credit applied for)

Audience: All Nursing Home and Assisted Living Staff 🌱

Compassion Fatigue

As people in a helping profession, compassion fatigue can be a real danger. Compassion fatigue is typically a form of burnout that manifests itself in various ways. This session will reveal ways to nurture yourself in your daily life. Presented by Laura Sims, Activity Director, The Heritage Center. (1 hour NAB, CBDM, and NCCAP credit applied for)

Audience: All Nursing Home and Assisted Care Living Staff 🌱

Pharmacogenomics: The New Standard for Adverse Drug Management

The medical and economic consequences of adverse drug events constitute a major problem and can lead to patient death. Attendees will learn the function and features of pharmacogenomics and strategies for optimizing medication management. Presented by Chuck Gokoo, MD, CWS, Chief Medical Officer, American Medical Technologies. (1 hour NAB credit applied for)

Audience: Nursing Home Owners, Administrators, and Directors of Nursing

Getting the Pieces Right for QuILTSS

This is a moderated discussion about what facilities have found challenging and financially rewarding in the QuILTSS program. If you plan to attend, bring your best ideas! Moderated by Linda Estes, THCA Director of Quality & Regulatory Affairs. (1 hour NAB credit applied for)

Audience: Nursing Home Administrators

3:30 – 5:30 pm

Risk Reduction: Medical Review and Compliance Strategies

Understanding Medicare audits and recent trends in medical reviews is critical to assessing how your facility could be affected. This session will present operational processes that can be successful in reducing compliance risk and improving Medicare program compliance. Presented by Kerry Wright, OTR/L, Healthcare Therapy Services. (2 hours NAB credit applied for)

Audience: Nursing Home Owners, Corporate Staff, Finance Directors, Administrators, Directors of Nursing, and Marketing/Admissions



A Culture Change Framework for Employee Roles

This session will feature the role of job descriptions and performance evaluations in individualized care. How do they support the creation of a person-directed organizational culture? How can these documents be written in such a way to promote new ways of thinking and acting? Participants will learn strategies for creating human resource systems that support quality improvement. Presented by Meredith Martin, BS, ADC, Education Coordinator, The Eden Alternative. (2 hours NAB, CBDM and NCCAP credit applied for)

Audience: Nursing Home and Assisted Living Administrators and Department Managers 🌱

▶ LIST OF EXHIBITORS

As of May 19, 2016

360 Care
3MC Consulting, LLC
Accelerated Care Plus
Accurate Healthcare, Inc.
AccuTemp Products, Inc.
Adelpo, LLC
Aegis Therapies
Allergan Pharmaceuticals
Alliant Purchasing
American Health Associates
American HealthTech
American Medical Technologies
Apex Commercial Laundry
atom Alliance/Qsource
Avalon Hospice
Avanir Pharmaceuticals
Basic American Medical Products
Bath Fitter
BKD
Bulk TV & Internet
Calmoseptine
Care Services Management
Caris Healthcare
Carstens
Cates Laundry Equipment
CE Solutions, a division of VGM Education
CenTrak Inc.
CIC Credit
Classic Design Aviaries
Clinical Laboratory Service
The Compliance Store
COMS Interactive
Crossroads Hospice of Tennessee
David Storm & Associates
Direct Supply
Drive DeVilbiss Healthcare

The Eden Alternative
Emergency Mobile Health Care, LLC
Encompass Group, LLC
Encore Healthcare
Encore Rehabilitation Services
EZ Way, Inc.
Felder Services
First Choice Medical Supply
First Quality
Forbo Flooring Systems
Functional Pathways
The Garland Company
Genesis Rehabilitation Services
The Gideons International
Gordon Food Service
Grove Medical, Inc
Healthcare Services Group, Inc.
Healthcare Therapy Services, Inc.
Heritage Healthcare, Inc.
HFR Design, Inc.
Hill-Rom, Inc.
Holsag Canada
HPS
HPSI
IH Services, Inc.
Intelligent Therapy Staffing
Invacare Continuing Care
IPC Healthcare of Tennessee
Jobe, Hastings & Associates
Joerns RecoverCare
Jones Dairy Farm
Just Medical, Inc.
Key Management Associates, LLC
Key Rehabilitation, Inc.
Lifeguard Ambulance
Lilly USA
Linde Healthcare

LTC Pharmacy Services
M&M Marketing Group, Inc.
Marquis Mobile Dental Services
Matheney, Stees & Associates, P.C.
McKesson
Medcart Works
Medex Waste
Medline Industries, Inc.
Med-Mizer, Inc.
Medtronic
Middle Tennessee Pharmacy Services
& Affiliates
Millennium Satellite & Video, Inc.
MMDS Mobile X-Ray
Mobile Images, LLC
MobilexUSA
My InnerView by National Research
Corporation
Navigator Group Purchasing, Inc.
Nestle Health Science
NHRMA Mutual Insurance Company
Novo Nordisk
Nurse Rosie Products
NuScriptRX Pharmacy
Nutricia North America
Olde School Textiles & Furnishings
OmniCare, Inc.
OneCare Dental Solutions, LLC
Optima Healthcare Solutions
Pharmacy Network Services
Pharmerica
Phoenix Textile Corporation
PointClickCare
Premier Radiology Mobile Diagnostics
Prep and Save
Presto Absorbent Products, Inc.
Procter & Gamble

Provider Health Services
Quadriciser Corporation
Quality Mobile X-Ray Services,
a division of Schryver Medical, LLC
Quest Diagnostics
Red Capital Group
Reeves-Sain Family of Medical Services
RehabCare
Reingruber & Associates, Inc.
Reliable Medical Supply
Reliant Rehabilitation
REM Company, Inc.
Royal Cup Coffee
SCA Personal Care, Inc.
Scrubs On Wheels
Select Medical Rehabilitation Services
Select Rehabilitation
Signature Rehab
Simply Thick, LLC
Skil Care
SmartLinx Solutions
Smith & Nephew
Southern Adventist University
Span-America Medical Systems, Inc.
Stratus Pharmaceuticals, Inc.
Sysco Nashville
Team TSI
TIS Insurance Services, Inc.
TridentUSA Mobile Clinical Services
Turenne PharMedCo
United Healthcare Community Plan
US Foods
Vericare
Vohra Post-Acute Physicians
Waste Medic
WB Brawley Company
Wellness Solutions, Inc.

▶ **TENTATIVE EVENT SCHEDULE**

All events are at the Knoxville Convention Center

SUNDAY, AUGUST 28

11 a.m. – 5:30 p.m.

Registration desk open

1 – 5 p.m.

Concurrent education sessions for all

5 – 6:30 p.m.

TNCAL annual meeting and reception

1:15 – 2 p.m.

Affiliate business meetings/state elections

2 – 4 p.m.

Trade Show open to all

2 – 5 p.m.

Concurrent education sessions for owners/corporate personnel, administrators and directors of nursing

TUESDAY, AUGUST 30

7:30 a.m. – 5:30 p.m.

Registration desk open

8 – 9:30 a.m.

Concurrent education sessions for all

8:30 – 9:30 a.m.

THCA House of Delegates annual meeting and breakfast

MONDAY, AUGUST 29

7 a.m. – 5 p.m.

Registration desk open

8:30 – 10:30 a.m.

Opening Session: Derek Daly; Caregiver of the Year recognition

10:30 a.m. – 12:30 p.m.

Trade Show open for owners, corporate personnel, administrators and directors of nursing

10:30 a.m. – 12:30 p.m.

Concurrent education sessions for all other staff

12:30 – 1:30 p.m.

Complimentary lunch in the Trade Show



9:30 – 11:30 a.m.

Trade Show open to all

Noon – 2 p.m.

Awards luncheon

2:30 – 5:30 p.m.

Concurrent education sessions for all

5:30 – 7:30 p.m.

Reception on the Cumberland Concourse

WEDNESDAY, AUGUST 31

9 – 11:30 a.m.

Closing session: Tim Richardson; Convention prize drawings



AN ORGANIZATION OF 



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