

by older adults. Effective treatment methods that offer quality care for older adults will also be discussed.

**12:00 Noon**

**Closing, Evaluation and Certificates.**

*About the Speakers*

**Lori Uppena**

Lori Uppena has had the pleasure of working at Southwest Health Center Senior Behavioral Sciences in Platteville, WI, for the past eleven years. In her role as Community Education Manager, she's had the opportunity to conduct many inservices for nursing homes, assisted living homes, home health agencies, hospitals, community groups, as well as state and regional conferences. Some of her favorite topics include managing stress, maintaining a positive attitude, using humor in the workplace, and customer service.

**Suzanna Waters Castillo, PhD**

Suzanna Waters Castillo, PhD is full time faculty associate with the Department of Professional Development and Applied Studies at UW Madison. She received her BA, MSSW and PhD at University of Wisconsin-Madison. Her research and teaching specialities include: Late life mood disorders; Care Management and Ethnogerontology. Dr. Castillo develops and teaches Programs on Aging and Long Term Care which includes the Mental Health and Older Adult Certificate Series at UW Madison. She has over 20 years of field and academic experience in social gerontology, has been a national and international lecturer on issues in aging with an emphasis on person centered care for older adults.

**Melissa Drews RN, NHA**

Melissa Drews' experience includes extensive work with quality and compliance serving as a consultant for the past several years. In addition, she has experience as a Director of Nursing and as a Nursing Home Administrator. She has extensive experience in clinical operations, financial reimbursement, development and implementation of systems as well as a comprehensive understanding of State and Federal regulations. Her exceptional management style utilizes her continuous quality improvement knowledge in her leadership practice.

**Martha Hitt, RN**

Over 28 years of leadership in long term care including 12 years as Director of Nursing, 6 years as an Ohio State Health Facility Surveyor and 10 years as a Clinical/Management Consultant and Educator. Martha has dedicated her career to promote quality and optimal reimbursement for long term care facilities as well as successfully managing turnaround facilities to reduce deficiencies by 70%. Her specialties include restorative nursing programs, mentoring programs and consistent daily monitoring of clinical systems. Martha has been a staff educator on MDS and ADL scores to effectively increase case mix scores.

**Joyce Graves, MS, RN**

I have been the Program Director of Southwest Health Center Senior Behavioral Sciences for the past two years. My background is in nursing and I have functioned in a variety of roles, including as Director of Nursing at Southwest Health Center Nursing Home. While DON, many initiatives to move towards resident centered care were started, such as restaurant style dining, patient choice regarding bathing and consistent staffing.

I am learning every day from our patients about this disease called "Alzheimer's Disease" and some of the behaviors that can result from it. I hope to pass on to you a few tips and tricks that you can use in communicating with care for these very special people.

***How to Get to Glacier Canyon Lodge***

Glacier Canyon Lodge is located adjacent to the Wilderness Resort off Exit 92 of I-90/94. Take Exit 92 and follow Hwy 12 West for about a half mile. At the second set of stop lights, turn Right onto Hillman Road. (If you pass Hillman Road and get to the Wilderness Resort, you've gone too far.) Travel 1/8th of a mile take a Left at the Glacier Canyon Lodge Main Entrance. Follow the directions to the Wyndam/Glacier Front Desk for check-ins.

For those heading to the Conference Center, please follow the directions towards the right and drive along the edge of the Glacier Canyon Lodge property until you reach the Conference Center.

Please contact the front desk for shuttle bus service throughout the Wilderness Territory.

***Wisconsin Nursing Home  
Social Workers Association, Inc.***

**2009 Annual Fall Convention**

***“Stimulating” Your Minds in 2009***

**October 7 - 9, 2009**

**Glacier Canyon Lodge at Wilderness Territory**

45 Hillman Road

Wisconsin Dells, Wisconsin 53965

800-867-9453

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Fall Convention, 2009  
Social Service

Wisconsin Nursing Home  
Social Worker's Association, Inc.

The Officers and Board of the Wisconsin Nursing Home Social Workers Association, Inc. are pleased to announce the 2009 Annual Fall Conference to be held October 8-9, 2009 at the Wilderness Hotel and Golf Resort. This conference will focus on **Psychotropic Medications, Mental Health and Older Adults, F Tags 309 and 323 and Alzheimer's Disease, Communication and Care.**

#### *Audience*

Social workers are encouraged to attend, but other long term care professionals will benefit from program content.

#### *Continuing Education Credit*

*Social Workers: 9.0 Hours for attending both days (Thursday and Friday), Thursday 6.0 Hours and Friday 3.0 Hours.* Wisconsin Nursing Home Social Worker Association, Inc., 1044, is approved as a provider of social work continuing education by the Association of Social Work Boards (ASWB) (1-800-225-6880) through the Approved Continuing Education (ACE) program. Wisconsin Nursing Home Social Workers Association maintains responsibility for the program. Wisconsin recognizes the ACE program.

Licensed Social Workers should contact their individual state jurisdiction to review the current continuing education requirements for license renewal.

Certificates of Attendance will be available at the end of the day on Thursday, October 8th for those attending the Thursday only program or at the end of the program on Friday, October 9th for participants attending the full convention or attending one day only on Friday, October 9.

#### *Hotel Information*

Glacier Canyon Lodge at  
The Wilderness Territory  
45 Hillman Road, PO Box 299  
Wisconsin Dells, WI 53965

**Phone 800-867-9453 as for Block #109587**

#### *Reservation Information*

A block of rooms have been set aside for convention participants at the Wilderness Territory, Wednesday, October 7 and Thursday, October 8, 2009. Reservations must be received no later than September 7, 2009.

#### **Rooms are as follows:**

*Double Queen Couch Glacier*

Canyon Lodge:

Single Rate - \$92.00	Double Rate - \$92.00
Triple Rate - \$92.00	Quad Rate - \$92.00

This special group rate would be offered into the weekend, if need be, based on availability. Reservations must be guaranteed by a major credit card. The cut off date is also the last day to cancel individual rooms without penalty. After the cut-off date, there is a 72-hour cancellation policy per room. Reservations cancelled prior to the 72-hour mark will be charged a \$20.00 fee. Cancellations within 72 hours pay for the entire room rate.

Our special conference rate for DQC (Double queen with roll out sofa sleeper) accommodations is at \$92 flat with water park passes included for all registered guests. Attendee's organizations that are tax exempt, will need to provide a hard copy of the tax exempt certificate prior to or upon arrival in order to waive the 11% room tax from the \$92 conference rate.

#### *Room Reservation Procedure*

**To make reservations at the Glacier Canyon Lodge at Wilderness Territory call the hotel directly at 800-867-9453, mention the Wisconsin Nursing Home Social Workers Convention, block #109587.**

#### *Workshop Registration Information*

Participants are responsible for their individual convention fees. The full fee should be sent with your registration form, either a check or money order made payable to the Wisconsin Nursing Social Workers Association, Inc. We are unable to accept credit cards.

The registration fee covers registration for the entire seminar, seminar materials, continental breakfast, coffee, both days, Thursday lunch, Good Humor Ice Cream Break on Thursday.

Registration fee to attend the Fall 2009 Conference is as follows:

#### WNHWSA Member

Both days -Thursday and Friday	\$140.00
Thursday Only	\$110.00
Friday Only	\$90.00

Full-time students may register at the member rate. Please supply proof of enrollment when you register.

#### Non-Member

Both days -Thursday and Friday	\$185.00
Thursday Only	\$150.00
Friday Only	\$110.00

Please complete the enclosed registration form and return it, with the appropriate remittance, no later than September 25, 2009. Registrations received after September 25, 2009 will be subject to space availability.

No confirmations will be sent. Mail your completed registration to:

WNHWSA  
Lori Hetze-Meyer  
Bethel Center  
8014 Bethel Road  
Aprin, WI 54410

If you have any questions about the program, please call Jeff McCabe at 920-225-1985 or Lisa Leahy at 715-246-8267. For program information about registration or cancelation, please contact Lori Hetze-Meyer at 715-652-2103.

#### *Cancelations or No Shows*

Cancelations prior to Thursday, October 1, 2009 will be subject to a \$20.00 administration fee, after that time the cost of food items will also be deducted from your refund. Cancelations due to extraordinary circumstances can be appealed to the WNHWSA board for a full refund. If you require special accommodations as specified under the American with Disabilities Act, please advise us when you register or no later than two weeks prior to the program.

#### *Convention Agenda, Speakers & Program Objectives*

##### Wednesday, October 7, 2009

#### **6:00 p.m. - 7:30 p.m.**

**Annual Board Meeting** - All members are invited to attend.

##### Thursday, October 8, 2009

#### **7:30 a.m. - 8:15 a.m.**

#### **Registration and Continental Breakfast**

Deluxe Continental With Bagel Bar - Orange juice, grapefruit juice and cranberry juice, coffee, decaffeinated coffee and specialty teas. Fresh baked sweet rolls and donuts, coffee cakes and muffins with a platter of fresh fruit. Variety of bagels with cream cheese and jellies.

#### **8:15 a.m. - 8:30 a.m.**

#### **Opening Remarks**

#### **8:30 a.m. - 9:30 a.m.**

#### **Keynote Speaker - Lori Uppena**

#### **“Positive and Professional Attitude”**

Description: Hey Negative Nellie, this one's for you! We are all born positive. A combination of our life experiences and environment influence the negative world that some of us live in today. During this session, participants will learn the characteristics of a positive thinker to help identify which areas they can improve upon. We will discuss behaviors and communication styles that can help one portray a more positive image. Participants will also look at ways of using partnerships to work towards obtaining positive outcomes.

Outline:

A. Review what makes a person portray a negative attitude.

B. Discuss ways that one can become more positive.

C. Present the ten characteristics of a positive thinker.

D. Demonstrate using partnerships to work towards a common goal.

E. Test yourself; how positive are you?

#### **9:45 a.m. - 11:45 a.m.**

#### **Philomena Poole, RN, GNP-BC**

#### **“Psychotropic Medications”**

This session will cover a variety of information related to the Basics of Mental Illness in long term care, with discussion of implications for staff, appropriate use of psychotropics in long-term care settings, behavioral interventions, manipulative behaviors, depression and care plan setting.

#### **12:00 - 12:45 p.m.**

#### **Lunch**

*Beef Stroganoff* - Strips of sirloin with onions, mushrooms in a sour cream white sauce served over fettuccini pasta. All plated lunches are served with salad, chef's choice of seasonal vegetables, chef's choice of starch, dinner rolls, coffee, tea and milk.

#### **1:00 p.m. - 2:20 p.m.**

#### **Breakout Sessions (Will be repeated)**

#### **#1 F309 Quality of Care - Focus on Pain**

Course Description: This course is intended to guide the participant through the revisions of the F309 Quality of Care regulation and investigative protocol which goes in to effect March 31, 2009. The participant will be guided through providing the necessary care and services to assist their clients achieve the highest possible level of functioning and well-being, considering limitations of the individuals recognized pathology and normal aging process through comprehensive assessment and including in the process addressing the physical, mental and/or psychosocial needs of the individual.

Course Objectives:

- Attendees will be able to identify and describe the revision to interpretative guidelines for F309 Quality of Care specifically related to pain assessment.

- Attendees will understand the components of comprehensive assessment skills from a Social Worker perspective.

- Attendees will be able to verbalize understanding of the process as it relates to assisting clients to achieve the “highest practicable physical, mental and psychosocial well-being which includes the interdisciplinary team.

- or -

#### **#2 A guide to F323 Accident Incident - Prevention and Root Cause Analysis - Ensure resident safety in your facility**

#### **Falls - The IDT Approach**

Course Description: This jam packed session will jump start your organization's incident risk management program. This program is designed for your organization's IDT as a review of their roles and responsibilities in the investigation, accident and incident processes. The presenter will specifically address the Social Worker/Nursing partnership in the fall assessment prevention and response program.

Course Objectives: At the end of this program the learner will be able to:

- Describe regulations related to accidents, incidents and investigations.
- Review the core components of a thorough fall prevention care plan.
- Discuss assessment protocols for your safety management program.
- Discuss strategies and current fall prevention protocols.

- or -

#### **#3 Alzheimer's Disease, Communication and Care**

#### **Joyce Graves**

Over half of all elders over the age of 85 have Alzheimer's Disease. Many become residents of the nursing homes when their loved ones can no longer care for them. Therefore, it is important that everyone caring for this population have an understanding of the disease process as well as work to improve communication skills.

Objectives. The participant will be able to:

- Define Alzheimer's Disease
- Differentiate between the normal aging process and Alzheimer's Disease
- Review the three stages of Alzheimer's Disease
- Define Communication, what it is and what it is not
- Learn techniques in Communication that will help the participant to improve communication with the person with Alzheimer's Disease.

#### **2:20 - 2:40 p.m.**

#### **Ice Cream Break**

Ice Cream Social - Vanilla and Chocolate Ice Cream with assorted toppings.

#### **2:40 p.m. - 4:00 p.m.**

#### **Breakout Sessions (Choose One)**

#### **#1 F309 Quality of Care - Focus on Pain**

- or -

#### **#2 A guide to F323 Accident Incident**

- or -

#### **#3 Alzheimer's Disease, Communication and Care**

#### *Evening on Your Own*

##### Friday, October 9, 2009

#### **8:00 a.m. - 9:00 a.m.**

#### **Continental Breakfast**

#### **9:00 a.m. - 12:00 Noon**

#### **Suzanna Waters Castillo, PhD**

#### **“Mental Health and Older Adults”**

The challenges of late life mental illness are unique. This seminar will provide professionals with insight into the unique characteristics, presentation and treatment of the most common late life emotional disorders experienced