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Welcome To The Pioneer Network’s 13th Annual Conference!

We are pleased to extend a northwest greeting to everyone and thank you for choosing to join us for the nation’s largest meeting dedicated exclusively to promoting a different culture of aging. This conference is designed to strengthen your personal culture change journey and that of your team through intensive sessions, shorter concurrent sessions, think tanks, learning circles, products and networking opportunities at every turn. The aura of our conference is almost legendary — beyond all the learning opportunities, folks report a magical renewed resolve merely by being present and absorbing the energy and passion found here. This year’s meeting, Hear the Voice, Honor the Choice, defines the very essence of adulthood and promises to be one of our strongest conferences ever. Individuals and teams will enjoy learning about and exploring new directions in culture change and person-directed care, as well as about the latest innovations and approaches to deep transformation. You are sure to leave with great insights and tools after hearing the good work that is being done doing to promote choice, dignity and respect for all elders.

Hear the Voice, Honor the Choice — can you hear the imperative take-away instruction before we even engage in the conference? Deep, intentional listening will guide the supports and cares we offer to elders. How to Hear and how to Honor become the focus of the learned experience here. No matter the setting where the elder lives, works or recreates, there are opportunities to walk the talk. Beyond listening for and honoring individual choice, have you given consideration to including elders that live in long-term care, retirement and independent living settings a role in organizational decision making, e.g., all things relevant to shaping the community around them. How many ways could this be brought to life?

Enter the conference with a plan and an attitude to engage. Take advantage of our being together and all that lies in front of you. Soak it all up and consider how you can use what you are learning to truly listen to the elders you serve and live with to support them in achieving true self-determination… Hear the Voice, Honor the Choice. Isn’t that the very heart of culture change?

Again, Pioneer Network is truly grateful for your participation in the conference. We are confident that you will find it rewarding, and we stand committed to continuing this very important work.

Best for an amazing conference experience,

Lynda Crandall, Interim Executive Director
Our Vision
A Culture of Aging that is Life-Affirming, Satisfying, Humane and Meaningful

We recognize our need to create ways of living and working together that are different from the traditional models. Pioneer Network supports models where elders live in open, diverse, caring communities. Pioneers are working for deep system change by both evolutionary and revolutionary means, using Pioneer values and principles as the foundations for change — in-depth change in systems requires change in governmental policy and regulation; change in the individual’s and society’s attitudes toward aging and elders; change in elders’ attitudes towards themselves and their aging; and change in the attitudes and behavior of caregivers toward those for whom they care. We refer to this work as culture change. Our aim is nothing less than transforming the culture of aging in America.

Our Mission
Pioneer Network advocates and facilitates deep system change and transformation in our culture of aging.

To achieve this, we:

• Create communication, networking and learning opportunities
• Build and support relationships and community
• Identify and promote transformations in practice, services, public policy and research
• Develop and provide access to resources and leadership

Values and Principles

• Know each person
• Each person can and does make a difference
• Relationship is the fundamental building block of a transformed culture
• Respond to spirit, as well as mind and body
• Risk-taking is a normal part of life
• Put person before task
• All elders are entitled to self-determination wherever they live
• Community is the antidote to institutionalization
• Do unto others as you would have them do unto you
• Promote the growth and development of all
• Shape and use the potential of the environment in all its aspects: physical, organizational, psycho/social/spiritual
• Practice self-examination, searching for new creativity and opportunities for doing better
• Recognize that culture change and transformation are not destinations but a journey, always a work in progress
Sponsors and Book Store Hours
SPONSOR GALLERY, GRAND FOYER, 2ND FLOOR

We would like to acknowledge and thank our sponsors and partners for their generous support of Pioneer Network and our 13th National Conference.

Please use the indicated times to visit the Sponsor Gallery and meet our Sponsors. Introduce yourself and find out what goods and services they have to support you on your culture change journey. Browse the Pioneer Network Bookstore and see what authors are signing books.

**Sunday, August 11**
- 3:30 pm – 8:00 pm Sponsor Gallery Open
- 4:30 pm – 5:30 pm Sponsor Meet & Greet
- 6:30 pm – 8:30 pm Welcome Reception

**Monday, August 12**
- 9:30 am – 10:30 am Morning Coffee Break with Sponsors (staggered)
- 11:30 am – 1:30 pm Lunch Break and Sponsor Gallery (staggered)
- 2:00 pm – 3:00 pm Afternoon Break with Sponsors (staggered)

**Tuesday, August 13**
- 7:30 am – 8:30 am Sponsor Gallery Open
- 9:30 am – 10:30 am Sponsor & Bookstore Break
- 12:00 pm – 1:00 pm Box Lunch Pick Up
- 3:30 pm – 4:00 pm Sponsor & Bookstore Break
- 5:30 pm – 6:30 pm Exhale with the Exhibitors

**Wednesday, August 14**
- 7:30 am – 10:30 am Bookstore Open
- 2:30 am – 3:00 am Last Chance for Bookstore

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**SUSTAINING SPONSOR**

**SUPPORTING SPONSORS**

**FEATURED SPONSORS**

**EXHIBITING SPONSORS**
### Schedule at a Glance (as of Press Date)

#### Sunday, August 11

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:30 am – 10:30 am</td>
<td>Registration for Surveyor Session (only)</td>
<td>Evergreen Foyer, 1st Floor</td>
</tr>
<tr>
<td>10:00 am – 3:00 pm</td>
<td>Surveyor Session*</td>
<td>Evergreen, 1st Floor</td>
</tr>
<tr>
<td>12:00 pm – 5:00 pm</td>
<td>Roll Call Sign Making Area</td>
<td>Evergreen North Foyer, 1st Floor</td>
</tr>
<tr>
<td>2:00 pm – 7:00 pm</td>
<td>Conference Registration Open</td>
<td>Evergreen Foyer, 1st Floor</td>
</tr>
<tr>
<td>3:30 pm – 8:00 pm</td>
<td>Sponsor Gallery Open</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>3:30 pm – 4:30 pm</td>
<td>First Timers’ Orientation</td>
<td>Grand E-G, 2nd Floor</td>
</tr>
<tr>
<td>4:30 pm – 5:30 pm</td>
<td>Sponsor Meet &amp; Greet (Cash Bar)</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>5:30 pm – 6:30 pm</td>
<td>Opening Ceremony</td>
<td>Grand, 2nd Floor</td>
</tr>
<tr>
<td>6:30 pm – 8:30 pm</td>
<td>Welcome Reception</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
</tbody>
</table>

#### Monday, August 12

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>7:00 am – 7:00 pm</td>
<td>Registration Open</td>
<td>Evergreen Foyer, 1st Floor</td>
</tr>
<tr>
<td>7:00 am – 9:00 am</td>
<td>Breakfast Cash Concessions</td>
<td>Grand North Foyer, 2nd Floor</td>
</tr>
<tr>
<td>8:00 am – 4:00 pm</td>
<td>Bus Boards for Site Visit to Providence*</td>
<td>Evergreen North Foyer, 1st Floor</td>
</tr>
<tr>
<td>8:30 am – 4:30 pm</td>
<td>Conference Intensives</td>
<td>See page 12 for locations</td>
</tr>
<tr>
<td>9:00 am – 4:30 pm</td>
<td>Bus Boards for Tour* (INT-15)</td>
<td>Evergreen North Foyer, 1st Floor</td>
</tr>
<tr>
<td>9:30 am – 10:30 am</td>
<td>Morning Coffee Break with Sponsors (staggered)</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>11:30 am – 1:30 pm</td>
<td>Lunch Break and Sponsor Gallery (staggered)</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>1:30 pm – 2:00 pm</td>
<td>Lunch on Your Own</td>
<td></td>
</tr>
<tr>
<td>2:00 pm – 3:00 pm</td>
<td>Afternoon Break with Sponsors (staggered)</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>7:00 pm – 8:30 pm</td>
<td>Your Choice of Evening Activity (repeated on Tuesday night)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Penelope Project Documentary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Positive Endings: Performance and Discussion</td>
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<tr>
<td></td>
<td>Grand E/F/G, 2nd Floor</td>
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#### Tuesday, August 13

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:30 am – 6:30 pm</td>
<td>Registration Open</td>
<td>Evergreen Foyer, 1st Floor</td>
</tr>
<tr>
<td>7:00 am – 9:00 am</td>
<td>Breakfast Cash Concessions</td>
<td>Grand North Foyer, 2nd Floor</td>
</tr>
<tr>
<td>7:30 am – 8:30 am</td>
<td>Sponsor Gallery Open</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>8:00 am – 9:30 am</td>
<td>Concurrent Sessions A</td>
<td>See page 14 for locations</td>
</tr>
<tr>
<td>9:30 am – 10:30 am</td>
<td>Sponsor &amp; Bookstore Break</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>10:30 am – 12:00 pm</td>
<td>Concurrent Sessions B</td>
<td>See page 17 for locations</td>
</tr>
<tr>
<td>12:00 pm – 1:00 pm</td>
<td>Box Lunch Pick Up</td>
<td>Grand E, 2nd Floor</td>
</tr>
<tr>
<td>12:00 pm – 1:45pm</td>
<td>Lunch &amp; Learning Circles: C</td>
<td>See page 20 for locations</td>
</tr>
<tr>
<td>2:00 pm – 3:30 pm</td>
<td>General Session Choices D</td>
<td>See page 20 for locations</td>
</tr>
<tr>
<td>3:30 pm – 4:00 pm</td>
<td>Sponsor &amp; Bookstore Break</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>4:00 pm – 5:30 pm</td>
<td>Concurrent Sessions E</td>
<td>See page 21 for locations</td>
</tr>
<tr>
<td>5:30 pm – 6:30 pm</td>
<td>Exhale with the Exhibitors and Yoga Stretch</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>7:00 pm – 8:30 pm</td>
<td>Your Choice of Evening Activity (repeated on Tuesday night)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• The Penelope Project Documentary</td>
<td></td>
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<tr>
<td></td>
<td>• Positive Endings: Performance and Discussion</td>
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<tr>
<td></td>
<td>Grand E/F/G, 2nd Floor</td>
<td></td>
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</tbody>
</table>

### NOTE: Staggered = Attendees will be dismissed at different times for breaks and lunch

*Separate Registration Required

*Separate Registration Required

Lunch and Dinner on your own

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**ALL SESSIONS ARE IN THE HYATT REGENCY BELLEVUE**

*SEPARATE REGISTRATION REQUIRED*
### Wednesday, August 14

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am – 7:45 am</td>
<td>Morning Yoga</td>
<td>Evergreen Foyer North, 1st Floor</td>
</tr>
<tr>
<td>7:00 am – 6:00 pm</td>
<td>Registration Open</td>
<td>Evergreen, Foyer 1st Floor</td>
</tr>
<tr>
<td>7:00 am – 9:00 am</td>
<td>Breakfast Cash Concessions</td>
<td>Grand North Foyer, 2nd Floor</td>
</tr>
<tr>
<td>7:00 am – 5:00 pm</td>
<td>Luggage Storage</td>
<td>Evergreen, Foyer 1st Floor</td>
</tr>
<tr>
<td>7:30 am – 10:30 am</td>
<td>Bookstore Open</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>8:00 am – 9:30 am</td>
<td>Concurrent Sessions F</td>
<td>See page 26 for locations</td>
</tr>
<tr>
<td>10:30 am – 12:00 pm</td>
<td>Concurrent Sessions G</td>
<td>See page 28 for locations</td>
</tr>
<tr>
<td>12:15 pm – 2:30 pm</td>
<td>Luncheon Plenary</td>
<td>Grand, 2nd Floor</td>
</tr>
<tr>
<td>2:30 pm – 3:00 pm</td>
<td>Break &amp; Last Chance for Bookstore</td>
<td>Grand Foyer, 2nd Floor</td>
</tr>
<tr>
<td>3:00 pm – 5:30 pm</td>
<td>Support Sessions H</td>
<td>See page 31 for locations</td>
</tr>
</tbody>
</table>

*Lunch provided
Dinner on your own

### Thursday, August 15

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am – 10:00 am</td>
<td>Registration Open</td>
<td>Grand Foyer 2nd Floor</td>
</tr>
<tr>
<td>7:00 am – 5:00 pm</td>
<td>Luggage Storage</td>
<td>Evergreen, Foyer 1st Floor</td>
</tr>
<tr>
<td>8:00 am – 3:00 pm</td>
<td>Environments Across the Aging Continuum* (AD-1)</td>
<td>Grand E/F/G, 2nd Floor</td>
</tr>
<tr>
<td>8:30 am – 3:30 pm</td>
<td>Hearing the Voice of the Persons With Dementia* (AD-2)</td>
<td>Grand A/B/C, 2nd Floor</td>
</tr>
<tr>
<td>8:30 am – 4:00 pm</td>
<td>Bus Boards for Site Visit to Providence* (AD-3)</td>
<td>Evergreen North Foyer, 1st Floor</td>
</tr>
<tr>
<td>9:00 am – 4:00 pm</td>
<td>Bus Boards for Tour to Three Assisted Living Residences* (AD-4)</td>
<td>Evergreen North Foyer, 1st Floor</td>
</tr>
</tbody>
</table>

*Separate Registration Required
Lunch provided

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### Make the Most of Your Conference Experience

The Pioneer Network Conference is a great place to meet your peers and colleagues from around the country. Nowhere else will you find so many kindred spirits gathered together for the purpose of advancing the culture change movement.

### Here are some helpful tips:

1. **Connect With the Network!** What do our attendees enjoy almost as much as our sessions? Networking with like-minded people from across the country. Don’t be shy, introduce yourself!

2. Take time to visit our Sponsors, they have wonderful information to share with you and make sure you share your business card with them.

3. Go see a screening of the new documentary, *The Penelope Project*, about *Finding Penelope*, a play that is yet another product of the creative mind of Anne Basting.

4. Stay comfortable—bring a sweater or jacket to the meeting rooms and events. One person is always freezing and the other is burning up, so come layered.

5. Attend Positive Endings on Monday or Tuesday evening for a short performance and a candid discussion about what everyone one of us wants.

6. If this conference is not meeting your needs, don’t just tell your neighbor, tell us. We want to do everything we can to make this a valuable and enjoyable experience for you.

7. If you came with a team from your workplace, split up, and go to different sessions. You will have more information to share with your organization!

8. Attend a Learning Circle on Tuesday at lunch and have a thought-provoking discussion with fellow attendees.

9. Go to our Pioneer Bookstore and pick up some inspirational and educational resources to take home.

10. Have an open mind and heart

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*Separate Registration Required*
General Conference Information

Accessibility
Pioneer Network is committed to providing equal access for all attendees and their guests. Please see our Registration Desk if you have any questions.

Name Badges
Your registration name badge is your admission ticket to all sessions, events and meals. And not only that, it helps create community when we can all see each other’s name and where we are from! Please wear your badge at all times.

Please ensure that all rings/alarms are turned off or set to vibrate during all sessions, out of respect for the guides and your fellow participants.

Concurrent Sessions
Sessions are planned to begin and end on time and seating is available on a first-come basis. Signs at session entrances will identify when a session is full. We cannot add more chairs because of fire codes. There will be a Room Monitor in each session. Please let this person know if you need anything.

Handouts/Conference CD
Each Conference Intensive will have handouts in their session. All other handouts will be available on our website following the conference. We know how difficult it is to choose between sessions, so this way you can access all the concurrent session handouts.

Photo/Video Release
We use photographs from our past conferences in our promotional materials. By virtue of your attendance, Pioneer Network reserves the right to use your likeness in such materials. And we promise to use your good side.

Continuing Education Credits
Provisions of Continuing Education (CE) credits are available for a separate fee of $30.00. For administrators, an application has been made with the National Accreditation Board for 17.5 hours for the main conference. There is an addition 6.5 hours for the full conference intensive.

For nurses, an application has been made with the Nursing Continuing Education Committee at the Colorado Nurses Association for 17.5 hours for the main conference. There is an addition 6.5 hours for the full conference intensive.

For social workers, application has been made with the National Association of Social Workers for 17.5 hours for the main conference. There is an addition 6.5 hours for the full conference intensive.

For activity professionals, application has been made with the National Certification Council for Activity Professionals for 17.5 hours for the main conference. There is an addition 6.5 hours for the full conference.
Conference Features

Pioneer Network Bookstore and Resources
Grand Foyer, 2nd Floor
A Tale of Transformation DVD & Workbook, Getting Started, Household Matters: A Good Life ’Round the Clock and Glorious Adventure are among the resources we have available for you to purchase at the conference. Take home some good books and resources!

We are also offering Book Signings periodically throughout the conference. Please see the sign at the bookstore.

Learning Stations
Evergreen Foyer, 1st Floor
Pick up one of our Learning Station Handouts based on our theme of Hear the Voice. Honor the Choice. Take some extra learning home to share with your community. Written by Karen Stobbe and Sonya Barsness with creative assistance by Grace Carter.

Pioneer Quilts
Evergreen Foyer, 1st Floor
As you can see, our Pioneer Network logo resembles a quilt square. Since our beginning we have showcased a special quilt at our conference. We invite you see our quilts from past conferences and to write a thought or two on this year’s quilt to inspire fellow and future attendees.

Learning Circles
Evergreen Foyer, 1st Floor
Pick up your box lunch in GRAND E on the 2nd Floor and then join your fellow attendees in a learning circle. You can join a circle in any of our designated rooms for the learning circles. Instructions will be on each table. Enjoy sharing and networking with others. You may also choose not to join a learning circle and rather sit and enjoy lunch and conversation with some new friends, or visit with our sponsors and peruse the Book Store.

Learning Circle Rooms
First Floor
Evergreen A  Grand I
Evergreen B/C  Grand J/K
Evergreen F  Regency E/F/G
Evergreen G/H  Cedar

Special Events

First Timers’ Session
Sunday, August 11, 3:30 pm – 4:30 pm
Grand E/F/G, 1st Floor
Is this your first Pioneer Network Conference? Join other first timers in this traditional session. We will share a bit of Pioneer history, help you choose sessions that are right for you, give tips on effective networking and tell you the secrets of getting the most out of this conference.

Sponsor Meet & Greet
Sunday, August 11, 4:30 pm – 5:30 pm
Grand Foyer, 2nd Floor
Come and mingle and meet our Sponsors and fellow attendees as we get ready for the Roll Call and beginning our 13th Annual Conference!

Opening Ceremony: Hear the Voice
Sunday, August 11, 5:30 pm – 6:30 pm
Grand, 2nd Floor
Join us for our Opening Ceremony as we ring in our 13th Annual Conference. This is the new time for our Roll Call, which is a tradition at every Pioneer Network Conference since our beginning. Join your State, Province or Nation in celebrating your home, whether there are two or 52 of you — let us hear YOUR voice!

As part of our Opening Ceremony, one of our early Pioneers, Wendy Lustbader, will be engaging in conversation with two Elders from the Seattle community who will tell us a story of when a request of theirs was honored, no matter how small, that meant a lot to them — and how this changed things for them in terms of feeling heard or seen as a person.

Welcome to Washington Reception
Sunday, August 11, 6:30 pm – 8:30 pm?
Grand Foyer, 2nd Floor
Our Sponsors and Board Members welcome you to Bellevue, Washington. Enjoy a light dinner and dessert, with a cash bar. Visit our Sponsors and thank them for their support and learn about their products and Services. Make sure you bring your ticket from your registration envelope to enter to win prizes! Get a few new friends or co-workers and get your picture from our photo booth.

Then join us back in the Ballroom for some laughter and dancing. First up, Improv Comedy with Karen Stobbe and Mondy Carter followed by music by Lucy Band featuring one of Providence Mount Saint Vincent’s employees, Abel Girmay.
Positive Endings
A Performance and Discussion
Monday, August 12, 7:00 pm – 8:30 pm
Tuesday, August 13, 7:00 pm – 8:30 pm
Cedar, 2nd Floor
Please join us for a presentation and discussion about positive end-of-life experiences. Dori Gillam will perform “Save My Place,” a 15-minute touching and humorous story based on the last three weeks of her mother’s life, which was filled with love, visions and peace. Share positive end-of-life experiences that you have witnessed, receive ideas about how to have delicate and pragmatic conversations about death and dying with your loved ones, and begin to plan what you may want for yourself.

Guides:
Dori Gillam, Program Manager, Aging Your Way, Senior Services
Rebecca Crichton, Executive Director, Northwest Center for Creative Aging

The Penelope Project Documentary Film
Grand E/F, 2nd Floor
Followed by a talk-back with Project Director Anne Basting
Monday, August 12, 7:00 pm – 8:30 pm
Tuesday, August 13, 7:00 pm – 8:30 pm
A long-term care facility, a group of students and a theater company dared to raise the bar on bingo. Can they work together to stage a play based on Homer’s Odyssey? Can they inspire us all to rewrite the odyssey of aging in our lives?

Finding Penelope is a play that is yet another product of the creative mind of Anne Basting. The play took place in a long-term care community and moved to different locations with the audience following along as they included more and more residents. It ended in the Chapel with a Chorus and a beautiful ending. Pioneer Network is thrilled to have this opportunity to showcase The Penelope Project.

Pioneer Network joins Anne in hoping this film inspires conversations about ensuring that older adults have opportunities for expression and learning throughout their lives, regardless of ability status. Specifically:

- INSPIRE care staff to rethink “activities.”
- INSPIRE new partnerships between educational, artistic and care organizations.
- INSPIRE students to work with older adults.
- INSPIRE artists to collaborate with long-term care organizations.

Popcorn and Drinks will be provided.

It’s Never 2 Late... to Karaoke!
Monday, August 12, 8:30 pm – 10:30 pm: Round 1
Tuesday, August 13, 8:30 pm – 10:30 pm: Round 2
Grand Foyer, at the It’s Never 2 Late Booth
Jack York of It’s Never 2 Late has been running an underground Karaoke at the Pioneer Network Conference for the past three years. We decided to end his secret shenanigans and make it official! Join Jack and sing your heart out or just enjoy everyone else’s singing. We will be giving out prizes for the best solo singer, best group singers and the most courageous!

Exhale with Exhibitors —
Last Visit with Our Exhibitors and Sponsors!
Tuesday, August 13, 5:30 pm – 6:30 pm
Grand Foyer, 2nd Floor
Join us at the end of our concurrent sessions to visit our Sponsors, take a moment to take a breath, practice a little yoga or have a refreshing beverage. We will be giving away the remaining door prizes.

Yoga Stretch with Team Yoga
Tuesday, August 13, 5:45 pm – 6:30 pm
Wednesday, August 14, 7:00 am – 7:45 am
2nd Floor, near the Pioneer Network Bookstore

Luncheon Plenary
Wednesday, August 14, 12:15 pm – 2:30 pm
We will have a delicious lunch followed by a program celebrating the work that has happened in the Culture Change Movement over this last year and what we have to look forward to.

We are also excited to have a local Seattle speaker, Jim Diers who will speak about the gifts that each person in our communities have and the importance of honoring them and keeping them a part of the life of a community, not just a “receiver of services.”
9:30 am – 10:30 am Registration for Evergreen Foyer, 1st Floor
Surveyor Session (only)

10:00 am – 3:00 pm Surveyor Session
Evergreen A/B/C 1st Floor

12:00 pm – 5:00 pm Roll Call Sign Making Area
Evergreen Foyer, 1st Floor

2:00 pm – 7:00 pm Conference Registration
Evergreen, 1st Floor

3:30 pm – 4:30 pm First Timers Session
Grand E/F/G, 2nd Floor

4:30 pm – 5:30 pm Sponsor Meet & Greet
Grand Foyer, 2nd Floor

5:30 pm – 6:30 pm Opening Ceremony
Grand, 2nd Floor

6:30 pm – 8:30 pm Welcome Reception
Grand Foyer, 2nd Floor

The Survey Process in the Age of Person-Centered Care: Aligning Regulation with Resident Preference
10:00 am – 3:00 pm, Evergreen A/B/C, 1st Floor
ONLY for Surveyors

With generous support from the Rothschild Foundation

Sign Making for Roll Call of States (and Nations)
12:00 pm – 5:00 pm, Evergreen, 1st Floor
The Roll Call is a tradition at a Pioneer Network Conferences. Each state has its own unique way of celebrating its presence. We have had original songs, rhyming cheers and a single person yelling Yahoo! Join us! If you need a sign, we provide the supplies — you supply the creativity and spirit!

First Timers’ Session
3:30 pm – 4:30 pm, Grand E/F/G
Is this your first Pioneer Network Conference? Join other first-timers in this traditional session. We will share a bit of Pioneer history, help you choose sessions that are right for you, give tips on effective networking and tell you the secrets of getting the most out of this conference.

Sponsor Meet & Greet
4:30 pm – 5:30 pm, Grand Foyer, 2nd Floor
Come and mingle and meet our Sponsors and fellow attendees as we get ready for the Roll Call and beginning our 13th Annual Conference!

Opening Ceremony: Hear the Voice
5:30 pm – 6:30 pm, Grand, 2nd Floor
Join us for our Opening Ceremony as we ring in our 13th Annual Conference. This is the new time for our Roll Call, which is a tradition at every Pioneer Network Conference since our beginning. Join your State, Province or Nation in celebrating your home, whether there are two or 52 of you — let us hear YOUR voice!

As part of our Opening Ceremony, one of our early Pioneers, Wendy Lustbader, will be engaging in conversation with two Elders from the Seattle community who will tell us a story of when a request of theirs was honored, no matter how small, that meant a lot to them — and how that changed things for them in terms of feeling heard or seen as a person.

Welcome to Washington Reception
6:30 pm – 8:30 pm, Grand Foyer, 2nd Floor
Our Sponsors and Board Members welcome you to Bellevue, Washington. Enjoy a light dinner and dessert, with a cash bar. Visit our Sponsors and thank them for their support and learn about their products and Services. Then join us back in the Ballroom for some laughter and dancing. First up, Improv Comedy with Karen Stobbe and Mondy Carter followed by music by Lucy Band.
Monday, August 12

**Conference Intensives**

Pioneer Network Conference Intensives are an all-day deep dive into one topic. Experienced facilitators, who can demonstrate with hands-on practical approaches, will get to the heart and soul of the subject matter, while giving you the nuts and bolts that you can take home and use immediately. These Conference Intensives are designed especially for YOU — the Pioneer attendee. Be ready for a day of interactive intense learning experience.

The day begins at 8:30 am and ends at 4:30 pm with two 15-minute breaks (morning and afternoon) and an hour lunch break. Lunch breaks will be on a staggered schedule. Lunch is not included. *Separate registration required.

### INTENSIVE 1
**Getting Started On Your Culture Change Journey**
**Grand B/C, 2nd Floor**
Susan Misioraki, BSN, Director of PHI Coaching and Consulting Services
Joanne Rader, RN, MN, PMHNP, Rader Consulting

### INTENSIVE 2
**Falling into Culture Change: A Blueprint for a Fall Prevention Program**
**Grand J/K, 2nd Floor**
Sue Ann Guildermann, RN, BA, MA, Director of Education, Empira
Melinda Jaeger, BS, PT, Rehab Specialist, Empira
Cindy Morris, BS, MBA, LNH, Executive Director, Empira

### INTENSIVE 3
**SOFTEN the Assessment Process**
**Evergreen F, 1st Floor**
Carmen Bowman, Author, Consultant, Regulator turned Educator, Edu-Catering

### INTENSIVE 4
**The Leader’s Role in Times of Transition in Healthcare**
**Regency E/F/G, 2nd Floor**
Kathy McCollott, Organizational Change Consultant, PHI
Cean Eppelheimer, Organizational Change Consultant, PHI

### INTENSIVE 5
**The Role Of The Nurse in a Person-Directed Culture**
**Grand A, 2nd Floor**
Anna Ortigara, RN, MS, FAAN, Resource Development Director, THE GREEN HOUSE® Project and Pioneer Network Board Member
Lynda Crandall, RN, GNP Lynda Crandall Consulting, Pioneer Network Board President and Interim Executive Director

### INTENSIVE 6
**From Philosophy to Practice: Creating Deep & Sustainable Elder-Directed Care**
**Regency A/B/C/D, 2nd Floor**
Dr. Bill Thomas, Changing Aging, Founder of The Eden Alternative and THE GREEN HOUSE® Project and Co-founder of Pioneer Network
Nancy Fox, Chief Life Enhancement Officer, Vivage
Chris Perna, CEO, The Eden Alternative
Carol Ende, Leader of Growth and Transformation, The Eden Alternative
Denise Hyde, Community Builder, The Eden Alternative
INTENSIVE 7
The Recipe for Self-led Teams
Evergreen E, 1st Floor
The Action Pact Team: LaVrene Norton, Megan Hannan, Linda Bump, Glenn Blacklock and Coletta Hummel

INTENSIVE 8
New Possibilities for Meaningful Leisure Experiences
Evergreen B/C, 1st Floor
Jennifer Carson, PhD Candidate, University of Waterloo; and Director of Program Development and Education, Schlegel Villages
Sherry Dupuis, PhD, Director, Murray Alzheimer Research and Education Program, University of Waterloo
Colleen Whyte, PhD Candidate, University of Waterloo; and Lecturer, Brock University

INTENSIVE 9
Leadership: Promoting Staff Engagement for Maximizing QAPI and Minimizing Anti-psychotic Medications
Evergreen G/H, 1st Floor
Cathie Brady, Co-Owner, B&F Consulting
David Farrell, Director, THE GREEN HOUSE® Project and Pioneer Network Board Member
Barbara Frank, Co-Owner, B&F Consulting and Pioneer Network Board Member

INTENSIVE 10
Our Prophetic Call: Living The Mission in the Ministry of Service to Our Own Members
Juniper, 3rd Floor
Imelda Maurer, cdp Founder, Director, Caring for Our Own
Jon Julie Sullivan, SNDdeN, Coordinator, Advocate, Sisters of Notre Dame de Namur
Christa Hojlo, Ph.D. Director, VA Community Living
Carmen Bowman, MSH, ACC Owner, Edu-Catering

INTENSIVE 11
Beyond Care: Exploring the Glorious Adventure of the Spirit
Cedar, 2nd Floor
Bill Keane, Consultant in Aging
Wendy Lustbader, Affiliate Associate Professor, University of Washington
and virtually
Carter Catlett Williams, Pioneer Network Convener

INTENSIVE 12
Listen to the Waves, Feel the Sun and Breeze on your Face
Evergreen A, 1st Floor
Polly Youngren, RN, ADON Geriatric Nursing Leadership Academy Fellow 2010-21011, Making Oregon Vital for Elders member
Ann Bossen, RN-PhD candidate, University of Iowa
Pam Catlin, Horticulture Therapist-Adult Care Services Inc.

INTENSIVE 13
Techniques for Person-Centered Oral Hygiene Care: Mouth Care Without a Battle
Grand I, 2nd Floor
Philip Sloane, MD, MPH (geriatrician)
Patricia Poole, RDH, MS, LPN (dental hygienist)
Ann Louise Barrick, PhD (psychologist)
Sheryl Zimmerman, PhD (gerontologist and evaluator)

SITE TOUR BUSES for Intensive 14 and 15 will board on the 1st floor at the end of the Evergreen Foyer. You will board the bus off of 10th St. Please wait inside the doors until we are able to check off that you are present.

INTENSIVE 14
Sustaining Culture Change at Providence Mount St. Vincent
NOTE: This is a site visit to Providence Mount St. Vincent, which is 30 minutes away from our conference hotel. You will be boarding the bus at 8:00 am. This session will be offered on Monday and Thursday.
Tom Mitchell, Administrator
Panel members: Tim Slinger, Kathryn Anderson, Debra Waldron, Charlene Boyd and Albert Angkico and Team Members, Residents and Participants of Providence Mount St. Vincent Community

INTENSIVE 15
Cultural Competency, Co-location and Community: a Tour of Three Person-Centered Assisted Living Residences
NOTE: This session will be offered on Monday and Thursday. You will be boarding the van at 9:00 am
Nora Gibson, MSW Executive Director, Full Life Care
Paula J. Tomlinson, CALA, FACHCA Director of Senior Services Seattle Chinatown International District Preservation and Development Authority (SCIDpda)
Lisa Waisath, Manager, Nikkei Manor
Tuesday, August 13

6:30 am – 6:30 pm  Registration Open
Evergreen Foyer, 1st Floor

7:00 am – 9:00 am  Breakfast Cash Concessions
Grand North Foyer, 2nd Floor

7:30 am – 8:30 am  Sponsor Gallery Open
Grand Foyer, 2nd Floor

8:00 am – 9:30 am  Concurrent Sessions A
See page 14 for locations

9:30 am – 10:30 am  Sponsor & Bookstore Break
Grand Foyer, 2nd Floor

10:30 am – 12:00 am  Concurrent Sessions B
See page 17 for locations

12:00 pm – 1:00 pm  Box Lunch Pick Up
Grand E, 2nd Floor

12:00 pm – 1:45 pm  Lunch & Learning Circles C
See page 20 for locations

2:00 pm – 3:30 pm  General Session Choices D
See page 20 for locations

3:30 pm – 4:00 pm  Sponsor & Bookstore Break
Grand Foyer, 2nd Floor

4:00 pm – 5:30 pm  Concurrent Sessions E
See page 21 for locations

5:30 pm – 6:30 pm  Exhale with the Exhibitors
and Yoga Stretch
Grand Foyer, 2nd Floor

Dinner on your own

7:00 pm – 8:30 pm  Your Choice of Evening Activity
• The Penelope Project
  Documentary
  Grand E/F/G, 2nd Floor
• Positive Endings:
  Performance & Discussion
  Cedar, 2nd Floor

8:30 pm – 10:30 pm  It’s Never 2 Late to Karaoke:
  Round 2
  Grand Foyer, 2nd Floor

Concurrent Sessions A
TUESDAY, AUGUST 13: 8:00 AM – 9:30 AM

A1  Increasing Engagement between Staff and Residents: Using the RAISE Rating System as a Quality Improvement Tool
Evergreen A, 1st Floor
Pioneer Network affirms that relationship is a fundamental building block of a transformed culture. Yet how do you, as a culture change champion, coach and support staff to put the person before the task, especially when so much needs to be done and facilities are often short-handed? In this session we will teach you how to use and integrate observational measurement methods into your quality improvement program to assess how much and what kind of engagement takes place between staff and residents, and how to use the results of these measurements to coach and support staff toward improvement.

A. Lynn Snow, Tuscaloosa VA Medical Center & University of Alabama Center for Mental Health & Aging
Christine W. Hartmann, Bedford, Mass VA Medical Center

A2  Training Skills for a Homemaker – Ensuring Quality Care and a Deficiency-Free Survey
Evergreen B/C, 1st Floor
Is the idea of preparing meals in a household holding you back from developing a true household? How do you train a typical dietary aide or nursing assistant and transform them into a skilled homemaker and great cook? And how do you insure that all of the F-Tag 371 standards are achieved? This session will provide you with the basic skills necessary to develop your own training program focused on safe food handling, F-Tag 317 standards, kitchen safety, balanced menu planning, resident involvement in meal preparation, and good basic cooking skills.

Jeffery Goldone, Lutheran Senior Services
Carol Hogan, Lutheran Senior Services

A3  Take Heed: We Removed Personal Alarm s and the Only Thing That Dropped Was Falls!
Evergreen E, 1st Floor
Removing personal alarms is a scary proposition because “we don’t want her to fall” or “that’s what we have always done” or “the family wants it.” Discover why personal alarms are contrary to person-centered care principles of dignity

Our Concurrent Sessions

Pioneer Network’s 13th Annual Conference offers more than 80 individual sessions, presented by a diverse group of expert guides; including professors, consultants, regulators, CEOs, direct care workers and those who are “walking the walk” every single day. Whether you are have been working in culture change for many years, or are new to the journey, we guarantee that you will find something to stimulate your interest. Concurrent Session space is on a first-come, first-seated basis.
and choice. Nursing homes have an obligation to keep residents safe, including providing adequate supervision and implementing interventions that reduce risk. However, our residents don’t live in bubbles, so we cannot remove all risk for them. Join staff from Evergreen Community of Johnson County and discover how they systematically removed personal alarms while reducing falls.

Karen Craig, Evergreen Living Innovations – GERTI

A4 Advancing Excellence: Making Homes a Great Place to Live, Work and Visit

Evergreen F, 1st Floor

This session will explore the Advancing Excellence goals of person-centered care, staff stability and consistent assignment. Participants will become familiar with the Circle of Success (exploring goals, identifying the baseline, examining the process, looking at best practices, involving direct care staff and residents/families in the effort, monitoring and sustaining the effort, and celebrating success). We’ll hear from a nursing home that has used the AE goals to make their home a better place to live, work and visit. (Chocolate candy will be available to all participants…quality improvement with an incentive!)

Carol Scott, Advancing Excellence
Karen Alizzi, Madlyn and Leonard Abramson Center for Jewish Life

A5 The Personal Journey of Conscious Aging for the Greater Good

Evergreen G/H, 1st Floor

Our own personal aging process is an important part of the culture change equation. In the Elders’ Guild we are working to redefine the role of elder by building a community that supports the process of aging with consciousness and a meaningful and active commitment to the future. In this session we will learn how to personally redefine our aging as an empowered and joyful time to grow in wisdom, create a personal and communal legacy, and support one another as we prepare to gracefully play whatever hand life might deal.

Barry Barkan, Live Oak Institute
Deborah Barkan, Live Oak Institute

A6 Creating Culture Change from a Marketing Perspective; Exploring Techniques and Philosophies for Consumer Centered Results

Grand A, 2nd Floor

Have you ever really looked at your marketing campaign from a consumer prospective? How are you setting yourself apart from the competition? Now that you are becoming Elder Centered Community/Provider, come learn how to become a Consumer Centered marketer. We will examine the current culture of marketing senior services and give insights as to what consumers want and need so you can transform your marketing efforts to be “consumer-centric.”

Carol Chiarito, CarematchAmerica, Inc.
Lisa Smith, CarematchAmerica, Inc.

A7 The Power of Transformative Leadership

Grand B/C, 2nd Floor

Discover how the pioneering Transformative Leadership program at Meadowlark Hills in Manhattan, Kansas, is helping to create a healthy, vibrant and sustainable place for all to live, work, grow and enjoy. We will present our successful transformative leader model. In this energizing, interactive session, you will learn about the essential attributes of transformative leadership. You will examine where you are now and what’s next to realize your full potential as a leader. Incorporating the ideas and techniques of Integral Transformative Practice®, you will also experience practices to support your growth and well-being.

Annie Peace, Meadowlark Hills
Pam Kramer, Integral Transformative Practice

A8 Communicating and Coaching Across Cultures

Grand J/K, 2nd Floor

All change initiatives require expert ability to engage the hands and hearts of each team member. The most successful communities recognize and address the unique needs and aspirations of staff across cultures, classes, personalities and all other categories of diversity. Often our discomfort and lack of knowledge prevent the necessary conversations and actions that enliven, inspire, and motivate our diverse colleagues through the daily challenges of change. Come prepared for real conversation, real strategies, and belly laughs.

Christopher Ridenhour, Liberty Lutheran
Hearing the Voices of Those with Dementia: Knowing the Right Questions to Ask to Decrease Anti-Psychotic Medications  
Grand F, 2nd Floor
Due to the difficulties in communicating their care needs and preferences, persons with dementia need care providers to understand who they are in greater detail. The better providers know the individual, the better they can provide person-centered care to reduce behaviors often treated with anti-psychotic medications. This interactive session will provide an opportunity to learn how to ask the right questions at the right time, and in the right way. Learn how to find out what those with dementia would tell us if they could about who they are, not just now, but also as their dementia fluctuates and progresses.

Mary Compton, Seasons Seminars, Inc.

Sage Conversation: Why I See Life Getting Better as We Get Older  
Grand E, 2nd Floor
I have never met anyone who wants to be 20 again, except for the body. As we get older, life improves and almost every way. This is opposite what our ageist society would have us believe. In the culture change movement, articulate how later life is actually experienced.

Wendy Lustbader, University of Washington

Revolutionizing the Experience of “Home” by Bringing Well-Being to Life  
Regency A/B/C/D, 2nd Floor
Seven primary Domains of Well-Being — identity, growth, autonomy, security, connectedness, meaning, and joy — provide a simple framework for identifying the unmet needs of those receiving care. Working with these domains helps us identify and meet challenges in activities of daily living (ADLs), care planning, and the creation of policies and procedures with creativity, awareness, and focus. Problem-solving becomes less abstract and more intuitive. Three validated assessment tools have also been designed to evaluate well-being for Elders, family members, and employees. Together, these three focus groups define an organization’s well-being, which is the ultimate goal.

Sandy Ransom, Vivage Quality Health Partners  
Carol Ransom, The Eden Alternative

No More One Size Fits All Activity Programming: Transformation Models for Activities  
Regency E/F/G, 2nd Floor
This session will dissect old culture and new culture activity programming models to glean components that are usable for the majority of elder care settings including adult day, assisted living/personal care and nursing homes. The components will be selected by each of the participants for their own unique model to best meet the needs and preferences of the elders they serve. It is truly not one size fits all any longer for our elders. Person-centered activity programming is a must — see how it can be done in your community/organization.

Kay Lynne Ege, K.L.E Consulting

Meaningful and Powerful Culture Change Programs that Create a Culture of Resident-Centered Care Without Moving Walls  
Cedar, 2nd Floor
Explore small but powerful culture change initiatives that anyone in any facility can create without moving walls. Hear how Ebenezer Ridges Care Center has identified and implemented culture change programs that have improved the lives of residents each and every day.

Erin Hilligan, Ebenzer Ridges  
Coral Odell, Ebenzer Ridges

Enriching Your Community Through Technology  
Auditorium, 3rd Floor
Using EMR systems can be both rewarding and challenging. In this session, you will learn concepts of selecting, planning, implementing and supporting an electronic medical record system. Meagan and John will give insider tips on how to avoid costly mistakes and improve an organization’s efficiency. Even more importantly, they will discuss qualitative benefits an EMR system can bring to your community, which include allowing staff more time at the bedside, improving transparency and quality of care, supporting better communication with families, and enhancing the quality of life for staff and residents alike.

John Baker, Marquis Companies & Consonus Healthcare  
Meagan English, Marquis Companies
Concurrent Sessions B
TUESDAY, AUGUST 13: 10:30 AM – 12:00 PM

B1
How the NORC Approach Embodies Culture Change
Evergreen A, 1st Floor
Using the NORC program at Morningside Gardens in New York City as a model, this session will describe how NORC programs embody the principles and values of culture change in their design and development. The talents and skills of the community, particularly its older members, are critical to the development of a NORC program. By drawing on these skills, a partnership with residents is created. Attendees will learn how the NORC program, Morningside Retirement and Health Services, has helped created a responsive and responsible community of older adults.

Ron Bruno, Morningside Retirement and Health Services

B2
Role Responsibilities of a Certified Dietary Manager and a Homemaker in a Household/Neighborhood Model of Care
Evergreen B/C, 1st Floor
Certified Dietary Managers (CDM) and Homemakers have very specific and focused responsibilities as members of the household/neighborhood care team. The CDM must continue to have clinical, as well as managerial, responsibilities in a resident directed care setting. But just what are those new responsibilities? The homemaker is responsible for creating nutritious, well balanced, flavorful, and enticing meals. Where does the average care team member develop these skills? Learn how a CDM can make the transition, be part of the household team, feel like they haven’t compromised their profession, and make a real difference in enhancing the lives of older adults. Be in tune with the special training and development of a well skilled homemaker who understands menu planning, food safety and sanitation, resident preferences, and has great cooking skills.

Jeffery Goldone, Lutheran Senior Services
Carol Hogan, Lutheran Senior Services

B3
Encouraging and Improving Clinical Participation as Part of a Collaborative Team
Evergreen E, 1st Floor
Taking care of the residents we serve can be very challenging. It is impossible for one person or one certain type of employee to meet all of the needs of the individual. This is why it is very important for nurses and other clinical staff to recognize the importance of working as a part of an interdisciplinary team. Not only will collaboration make your job easier, it will also promote improved relations with co-workers and most importantly, improve the quality of life for the residents we serve.

Michelle Gambrel, New Paradigm Solutions

B4
Partnering with Your Rehab Team: How Rehab Can Participate in Your Culture Change Model
Evergreen F, 1st Floor
Can we… should we… how do we… include our rehab team in our community’s culture change plan? Yes… yes… and let us show you how. Come learn about what each therapy discipline really does, how they can bring therapy out of the gym and into the resident’s home, and strategies for successful integration of your rehab team into your person-centered care community.

Todd Novosad, Hallmark Rehabilitation
Jennifer Brown, Hallmark Rehabilitation
Elizabeth Roberts, Hallmark Rehabilitation

B5
Quality Assurance and Performance Improvement (QAPI): Implementing QAPI While Reinforcing Pioneer Values and Goals
Cedar, 2nd Floor
Nursing homes will need to implement QAPI according to five elements specified by CMS. QAPI requires comprehensive approaches, committed leadership, developing and using data, conducting performance improvement projects PIPs), and root cause analyses to improve systems of care. This session provides an overview of QAPI and challenges in its implementation based on a national QAPI demo project. The discussion focuses on synergism between QAPI and culture change, and illustrates how QAPI approaches can bring data monitoring, PIPs, systems thinking, and systemic action to Pioneering nursing homes.

Rosalie Kane, Division of Policy & Management, School of Public Health, University of Minnesota
Kathie Nichols, Stratis Health
**Every Moment Matters — The Regency Moments Program: Our Beginning Journey**

**Grand A, 2nd Floor**

Join us as we share our story of culture change. It’s a story that is still being written but we already have tales to tell — wonderful tales of change, challenge, choice, and care. In this workshop Regency Pacific staff, managers, and program developers will recount stories of what has worked well, and what not so well. We will share successes and roadblocks encountered along the way. The Regency Moments program incorporates many aspects of culture change and dementia programming. At the heart of our program is a commitment to really “see” and “hear” those we are privileged to serve.

Jamie Campell, Regency Pacific Management
Cynthia McDaniel, Regency Pacific Management

**B7**

**Re-Imagining Institutional Icons: Efforts to Advance Satisfying Objects, Systems and Environments**

**Grand B/C, 2nd Floor**

Person-centered care focuses on the “purging” of institutional symbols, practices and cues. Residential craftsman-style, small homes have emerged but are they free of institutional icons? How might sponsors identify and re-purpose these settings? During this session participants will itemize and categorize institutional elements, then rank them as “despicable, onerous, tolerable, transformable, daunting or discardable.” Re-imagining will be stimulated through recent designers’ and local contributions from over 40 sites. The session will conclude with outcome research on the value of personal possessions and familiar environments.

Loraine Hiatt, Planning, Research and Design for Aging

**B8**

**Meaningful Lives, Empowered Staff, Strategies for Real Transformation: THE GREEN HOUSE® Project**

**Grand J/K, 2nd Floor**

This session will explore the values that support deep cultural transformation: Meaningful Lives, Empowered Staff and Real Homes. Practices that support these values are core to real and sustained change. An exploration of the values and practices will be highlighted by staff from Green House homes, including self-managed teams of the Shahbazim (direct care staff), nurses, and coaching leaders to achieving elder-centered homes. A panel of staff from Jamie’s Place Green House homes will share specific examples and stories of their journey in building and implementing this team-based model. Current clinical, financial and research outcomes

Anna Ortigara, THE GREEN HOUSE® Project and Pioneer Network Board Member
Susan Frazier, THE GREEN HOUSE® Project

**B9**

**Put Your Smile On: Creating a Laughter Rich Environment**

**Grand F, 2nd Floor**

This session will describe the results of a six-week intensive project designed to explore the potential benefits of creating a laughter-rich environment for memory-impaired individuals. The health benefits of laughter and positive thinking are well noted in research and will be discussed. The bulk of this session will be devoted to sharing the activities and techniques that were found most successful. Participants will be provided with numerous resources and materials to help implement similar programs in their own facilities.

Kathryn Hawver, Teresian House Center for the Elderly
Bethany Anderson, Teresian House Center for the Elderly

**B10**

**Bridging the Gap: Case Study Strategies to Address Household Model Environments Designed under Medical Model Regulations**

**Grand I, 2nd Floor**

Regulations strongly impact the design of assisted living and long-term care facilities, and are intended to establish minimum levels of care and life safety protection. Regulations don’t often address more subjective issues related to quality of life and environmental design. While there are more contemporary regulations that offer direction and insight, all codes essentially have a similar underlying intent. Understanding that intent, facilitated by case studies and comparisons between older and more contemporary codes, provides insight into approaches that can advance design and address regulatory requirements.

Steven Montgomery, Harley Ellis Devereaux
Keith Tyschper, Harley Ellis Devereaux
B12
Eliminate Performance Appraisals…
and Develop a Person-Centered Approach
to Management
Regency A/B/C/D, 2nd Floor
The problem with the traditional performance appraisal process is not just that it is ineffective… it is one of the most damaging and counter-productive activities we undertake and leads to feelings of being judged, dehumanized, misunderstood and oppressed. In this session you will learn how one organization eliminated the performance review process and replaced it with a coaching model that incorporates the best aspects of person-centeredness. Understand the rationale for change, the structure that was developed and the roll-out process utilized. Hear what has worked well, and also the “lessons learned.”
Steve Lindsey, Garden Spot Village
Scott Miller, Garden Spot Village

B13
Risky Business: How to Honor the Elders’ Voice in Activities
Regency E/F/G, 2nd Floor
Have you considered taking your Elders on a vacation to Myrtle Beach or Disney World? How about exciting events such as para-sailing or whitewater rafting? In this session you will not only learn how to coordinate similar events but also how to empower the voice of the Elder in high-risk situations.
Angie McAllister, Signature HealthCare
Chris Cox, Signature HealthCare

B14
Culture Change Guided by Participatory Action Research: Principles and Strategies for an Inclusive, Engaging and Collaborative Journey
Cedar, 2nd Floor
Culture change involves changing people — their ideas, language, practices, and relationships. But people should never be treated as the objects of someone’s plans for change, no matter how expertly informed or well-intended the planner is. People should always be treated as knowing subjects, experts of lived experience, able to determine their own roles in the culture change process. This session explores participatory action research as a practical change strategy aligned with Pioneer values. PAR aims to establish self-reflective groups of people committed to changing themselves and, in turn, the world around them.
Jennifer Carson, Schlegel Villages

B15
The Influence of the Quality of Workplace Relationships on the Provision of Person-Centered Care in LTC Settings
Auditorium, 3rd Floor
Participants attending this session will experience a dynamic and highly interactive learning environment exploring how the quality of workplace relationships influences the provision of person-centered care. Evidence of the topics presented will be drawn from both quantitative and qualitative research studies. Participants will be able to apply the information shared in this session directly to their own work environments and will take away concrete ideas on how to enhance communication by creating teams that trust!
Sienna Casper, University of British Columbia
Learning Circle Lunch
TUESDAY, AUGUST 13: 12:00 PM - 1:45 PM

Box Lunch Pick Up:
Grand E, 2nd Floor
12:00 pm – 1:00 pm

Learning Circles C: Locations listed below

Pick up your box lunch in GRAND E on the 2nd Floor and then join your fellow attendees in a learning circle. You can join a circle in any of our designated rooms for the learning circles. Instructions will be on each table. Enjoy sharing and networking with others. You may also choose not to join a learning circle and rather sit and enjoy lunch and conversation with some new friends, or visit with our sponsors and peruse the Bookstore.

Learning Circle Rooms
First Floor
- Evergreen A
- Evergreen B/C
- Evergreen F
- Evergreen G/H
Second Floor
- Grand I
- Grand J/K
- Regency E/F/G
- Cedar

Hear the Voice
Honor the Choice
In the spirit of our theme, we are honoring you by offering several choices of General Sessions on a number of different topics. Please feel free to choose a topic that interests you!

General Session Choices D
TUESDAY, AUGUST 13: 2:00 PM – 3:30 PM

D1
In Their Own Voice: What Matters Most
Grand A/B/C, 2nd Floor

The mission of Pioneer Network is to create a culture of aging that is life affirming, satisfying, humane and meaningful. But what exactly does that mission mean to the elders we support? This session will answer the question of what matters most to elders—regardless of where they live. Video clips and interview results will bring the voice of elders directly into the conference experience as they share what’s most important to their quality of life.

Sue Misiorski, PHI & Pioneer Network Board Member

D2
Networking Elders to Provide Them with a Greater Voice
Grand E/F/G, 2nd Floor

“Seniors Aid New Hampshire” is an organization comprised of Elders that reside in Nursing Home, Assisted Living and Independent Living settings. Through their communication method of monthly conference calls, over the past seven years they have been able to host senators, state representatives, as well as members of government agencies on their calls and provided video testimony in a Senate Committee Hearing regarding medication administration. This group gains its momentum from peer networking and purposeful work as well as the experience and knowledge of “Being Heard.”

Darlene Cray, Office of the Long-term Care Ombudsman – New Hampshire
Mark Latham
Panel of Seniors Aid New Hampshire Members will be joining by phone, their normal way of having their voice heard.

D3
Effervescence:
How Lead Change with Enthusiasm
Regency A/B/C/D, 2nd Floor

This session is for everyone who came to the conference dedicated to bringing ideas back to their communities. Do you know that feeling of going to a conference and being inspired, having new visions, obtaining resources and networks and then returning home and feeling overwhelmed with not knowing how to lead these changes? Have you tried to bring back culture change approaches that haven’t been successful? This session will offer insights on how to build the skills needed to lead transformation. Presenters will share steps to facilitating change and methods to create a culture which is adaptable to bringing new ideas for person centered care to life!

Kelly Papa, Masonicare
Denise Scott, Denise B. Scott

D4
The Power of Language to Create Culture
Evergreen E, 1st Floor

It is not news that the language of institutional long-term care needs some work. Even CMS notes that language can affect elders’ quality of life by encouraging the elimination of labels such as “feeder” in its 2009 interpretive guidance for Tag F241 Dignity. Some are working toward
new language, many want to. Come and consider the
power your community’s language has to affect its own
culture. This session builds upon the Rothschild funded
paper with the same title authored by Judah Ronch,
Galina Madjaroff and Carmen Bowman.

Carmen Bowman, Edu-Catering

D5
Expanding the Possibilities of Person
Centered Care Through Technology:
The Future is Now
Auditorium, 3rd Floor
Since the “Greatest Generation” invented the framework
of today’s technology, isn’t it appropriate they get to use
it?! This fun, interactive session will demonstrate how
adaptive computer technologies can transform the lives
of older adults regardless of any physical or cognitive
disabilities. You will see multiple examples of off the shelf
technologies that benefit independent older adults as
well as individuals dealing with late stage dementia, and
everyone in between. Today these types of tools and
experiences are considered innovative — tomorrow they
will be demanded.

Lynette Ladenburg, Leading Age Washington
Jack York, It’s Never 2 Late

Concurrent Sessions E
TUESDAY, AUGUST 13: 4:00 PM – 5:30 PM
E1
Decentralized Management Styles Lead to
Staff Empowerment
Grand A, 2nd Floor
In this session the presenters will illustrate how a
decentralized style of management takes the decision-
making focus from a group “at the top” to empowered
employees. A decentralized approach to management
is consistent with empowering staff at all levels of the
organization. Empowerment reduces the distance between
the on-site expertise of the caregivers and the individuals
they are serving. This management style leads to greater
staff satisfaction as it builds on the strengths, skills, and
talents of the workforce. The presenters will discuss how
decentralization has been implemented with positive
experienced-based outcomes.

Jalane White, Pleasant View Home

E2
Managing Change: Continuously
Improving Staff and Care
Evergreen B/C, 1st Floor
As professionals we strive to better meet the needs and
demands of educated consumers and to successfully
navigate substantial changes to the regulatory landscape.
In our delivery of care and services, how to transition from
the old to the new? How to continuously improve staff,
the quality of care delivered and sustain the delivery of
that care? This session will illuminate why staff resists
change, how to help them overcome their resistance and
will provide tools for managing transitions.

Demetria (Demi) Haffenreffer, Haffenreffer & Associates, Inc.
David Solomon, Intel Corporation

E3
Optimizing Organizational Performance
Through Self-Directed Teams
Evergreen E, 1st Floor
Top-down hierarchy and departmental approaches to
care have diminished performance, crushed creativity,
and crowded out good behavior among hard-working
employees. The “efficiency” model we have all experienced,
and many still cling to, prevent us from raising the art of
care to its highest level. Through organizational redesign
and the development of empowered Neighborhood Teams,
Vivage Quality Health Partners has improved the well-
being of both elders and their care partners. This model
empowers leaders to serve as Neighborhood Guides,
resulting in higher consumer and employee satisfaction.

Nancy Fox, Vivage Quality Health Partners
Chris Perna, The Eden Alternative

E4
The Mentorship Program: Helping Us, Help
Them, Help One Another
Evergreen F, 1st Floor
This session will describe a unique mentorship program
based on an evidence-based mutual support group
designed to reduce loneliness and depression. The
mentorship program is a practical means by which group
members take an active role in giving to those who are
lonely or struggling within their community, whether in a
long-term care home, assisted living or retirement home,
or adult day services. The session will outline how this
structured program can enable those with dementia to
create a meaningful sense of purpose, its use in special/
secured care and the associated health benefits.

Kristine Theurer, Java Music Club, Inc.
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<th>Time</th>
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*See you next year!*
**E5 An Alzheimer’s Café in Every Community**

*Evergreen G/H, 1st Floor*

Since the first Alzheimer’s Café in North America opened in 2008, the idea has spread to at least a dozen Alzheimer’s Cafes and another 50 similar programs known as Memory Cafes. This international movement represents an important shift in our approach to dementia and other brain diseases. The Alzheimer’s Cafe is a monthly or biweekly celebration of the person with dementia as well as family, friends and caregivers. It focuses on the person beyond the disease and works to diminish the stigma. We guide participants through the process of opening a cafe.

**Jytte Lokvig, Alzheimer’s Café**  
**Jan Olsen, Animio Geriatric Consultation**

**E6 Are You Listening?**  
**The Only Way to Honor Choice is to Have Consistent Assignments**

*Grand B/C, 2nd Floor*

The only way to consistently provide Person-Centered Care is to develop lasting relationships through permanent assignments. To have consistent care there must be consistent staffing. To have consistent staffing, there must be a balanced weekly schedule that provides a consistent paycheck. Attendees will examine how Evergreen Community of Johnson County implemented consistent staffing, resulting in increased census, reduced turnover, increased resident and family satisfaction and recognition by the Kansas State Ombudsman and the Kansas PEAK award for excellence in person-centered care.

**KJ Langlais, LACHA, Evergreen Living Innovations, Inc.**

**E7 Let Them Be… Gaining Control by Letting Go (Challenges and Opportunities for Implementing Person-Centered Care in a For-Profit Organization)**

*Grand E, 2nd Floor*

This interactive session will discuss the unique challenges and opportunities for growth that arise when a for-profit organization seeks to implement person-centered care. Panelists will address three topics: 1) How to have corporate “buy in,” 2) How the organization developed a culture of teamwork, and 3) How to manage financial viability of person-centered care in a for-profit organization. We will also introduce the unique opportunities that person-centered care affords a for-profit organization, including awakening motivation among the staff members and care partners and re-visiting the value-based corporate culture.

**Batsheva Katz, Windsor Healthcare Communities**  
**Emi Kiyota, Ibasho**

**E8 Person-Directed Care in the Larger Community: A Coalition-Driven Approach**

*Grand F, 2nd Floor*

The Culture Change Network of Georgia is among the first state culture change coalitions to highlight the full care spectrum. CCNG worked with The Eden Alternative® to create a model integrating Eden at Home as a catalyst for change beyond the walls of the nursing home. Strategically choosing designated community stakeholders, CCNG created a shared language among different organizations supporting the needs of elders living at home by disseminating person-directed concepts. This session illustrates that successful culture change involves a commitment to creating collaborative care partner teams that reach across the perceived boundaries of compartmentalized services and care.

**Kim McRae, Have a Good Life**  
**Walter Coffey, Leading Age Georgia**  
**Dianne O’Donnell McNamara, The Ironwood Law Firm**

**E9 Building Your QAPI Program Grounded in Culture Change Principles**

*Cedar, 2nd Floor*

CMS is currently rolling out its new requirements for Quality Assurance and Performance Improvement. Two national leaders in QAPI programs, Carol Benner and Tammy Rolfe, will talk about the nuts and bolts of the new CMS requirement. They will discuss how nursing homes can build strong QAPI Programs grounded in principles of culture change, including consistent assignment, person-centered care, and workforce development. Participants will learn how to use QAPI tools to monitor successful implementation of these practices and will walk away with the ABCs and how-to’s to improve quality of care and life for nursing home residents.

**Tammy Rolfe, First Atlantic Healthcare**  
**Carol Benner, formerly with Advancing Excellence**
E10
From Good to Great: Facilitating Life Passions
Regency A/B/C/D, 2nd Floor
We all have life passions, those things that move us to become involved. It may be a hobby, calling, volunteer work, or simply an interest. Aging or changing abilities does not imply that we must lose our passion. We may, however, need to explore new and creative ways to engage it. Elders and their care partners can work together in empowered ways to determine the most ideal means of facilitating a life passion, given changing needs and desires. How we prioritize and realize life passions defines the foundation for operations and the distinct personality and character of our organization’s culture.

Chris Cheek, SentryCare, Inc.

E11
Establishing Intergenerational Connections: Blending Their Voices
Regency E/F/G, 2nd Floor
Learn about the journey of one Midwestern nursing home as they created a variety of meaningful activities that led to unexpected learning experiences. This session will provide methods and strategies to create a community connection through intergenerational involvement.

Patricia Morter, Wisconsin Coalition for Person Directed Care
Beth Sokol, Lodi Elementary School

E12
The Artifacts of Culture Change: A Great Way to Plan Your Work and Work Your Plan!
Grand J/K, 2nd Floor
CMS’ Artifacts of Culture Change were designed to assist long-term care organizational leadership in assessing progress on their culture change journey and set goals for continued improvement. The potential 580 points an organization can earn are broken down into care practices, environment, family and community, leadership, workplace practice, staffing outcomes, and occupancy. The session will be a panel discussion about how to take the mystery out of the Artifacts and put them to work in any of the care environments.

Elsie Norton, Carolina Meadows

E13
Person-Centered Operations and Outcomes: Findings from a Research Study
Auditorium, 3rd Floor
This session will advance participants’ understanding and knowledge of the comprehensive framework that underpins person-centered operations and outcomes in assisted living. Information will shared about new findings from a collaborative research project by the Center for Excellence in Assisted Living and the University of North Carolina. Research-quality questionnaires will be provided to help determine the extent to which person-centered practices and outcomes are being achieved. Participants will discuss changes in culture, practices, and quality-improvement processes needed to support and sustain person-centered outcomes.

Karen Love, Center for Excellence in Assisted Living
Sheryl Zimmerman, University of North Carolina at Chapel Hill
7:00 am – 7:45 am  Morning Yoga  
Evergreen Foyer North, 1st Floor

7:00 am – 6:00 pm  Registration Open  
Evergreen, Foyer 1st Floor

7:00 am – 9:00 am  Breakfast, Cash Concessions  
Grand North Foyer, 2nd Floor

7:00 am – 5:00 pm  Luggage Storage  
Evergreen, Foyer 1st Floor

7:30 am -10:30 am  Bookstore Open  
Grand Foyer, 2nd Floor

8:00 am – 9:30 am Concurrent Sessions F  
See below for locations

9:30 am – 10:30 am Break & Last Chance for Bookstore  
Grand Foyer, 2nd Floor

10:30 am – 12:00 pm Concurrent Sessions G  
See page 28 for locations

12:15 pm – 2:30 pm Luncheon Plenary  
Grand, 2nd Floor

3:00 pm -5:30 pm Support Sessions H  
See page 31 for locations

**Concurrent Sessions F**

**WEDNESDAY, AUGUST 14: 8:00 AM – 9:30 AM**

**F1**

*How Does Person-Centered Care Relate to Therapy Services?*

*Evergreen A, 1st Floor*

This session will focus on integration of therapy services into a facility’s person-centered care model. The focus will be on resident participation in therapy services, including scheduling treatment sessions and setting therapy goals that relate to personal functional goals. The presenters will also discuss ideas for creating a physical environment in the therapy department that integrates with person-centered care and with the facility’s model of care.

*Sheila Capitosti*, Functional Pathways  
*Melanie Hankinson*, Functional Pathways

**F2**

*Don’t Change the Culture, Change What Anchors It: First You, Then Staff, Then Community*

*Evergreen B/C, 1st Floor*

Whether just getting started or five years into your culture change journey, problems can and will arise. Many times we are quick to blame others for failed change efforts when in fact we should look in the mirror. We have found that culture change doesn’t happen just because you want it to or say it should. It changes when we change what we reinforce. We have used a “bus” philosophy to transform our care. With self-examination and the right people in the right seats, we were able to change our culture and that of our community.

*Cagney Martin*, North Central Health Care  
*Kristin Woller*, North Central Health Care

**F3**

*Giving a Hand with CMS’ Hand-in-Hand Training Toolkit*

*Regency E/F/G, 2nd Floor*

Education on person-centered dementia care is vital to honoring the voices of persons with dementia. CMS’ Hand-in-Hand training toolkit was developed to teach person-centered approaches to persons with dementia. Although developed for nurse aides in nursing homes, Hand-in-Hand can be used to train individuals in various roles in diverse care settings. From the hands and hearts of its curriculum and script developers, this session will give you a backstage look at the development and optimal use of this important, but perhaps overwhelming, training program. We will be sharing tips and techniques on creating an interesting and meaningful training experience.

*Sonya Barsness*, Sonya Barsness Consulting  
*Karen Stobbe*, Pioneer Network

**F4**

*It Takes a Team to Provide High Quality Individualized Care: Part One*

*Evergreen F, 1st Floor*

Learn how to initiate a comprehensive organizational system for individualized care. The first step is dedicated staffing where all staff work consistently with the same residents and co-workers. When they who huddle regularly to share information and problem solve with interdisciplinary teams, they can implement adjustments to support residents’ customary routines. This session provides a starter kit for implementing the key practices: consistent assignment and CNAs in care planning.

*Barbara Frank*, B&F Consulting and Pioneer Network Board Member
**F5**
**Culture Change for the Next Generation: The Boomers Are Here!**

*Evergreen G/H, 1st Floor*

Culture change began while we were caring for the Silent Generation. The Baby Boomers are upon us and are not so silent! We all knew culture change was a continual evolution but this generation will push even those unwilling to change into transformation. Learn about changing what you have already changed for the next generation and how one organization is taking change one-step further.

Cheryl Morris, Lancaster Health Group

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**F6**
**“Through the Looking Glass”: A Course in Empathy**

*Grand A, 2nd Floor*

“Through the Looking Glass” is a program developed for staff to learn what it’s like to live in long-term care. Staff is invited to move into our home, live with a diagnosis such as dementia, CVA or recent loss of vision. In addition to the diagnosis, they are asked to meet challenges our residents face every day. We have expanded our program and are challenging all of our staff to move in for 24 hours. Our orientation program includes living with a resident before training ever begins.

Leslie Pedtke, Aviston Countryside Manor

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**F7**
**Integrating Financial Management into the Household Model**

*Grand B/C, 2nd Floor*

As organizations transition into the household model and focus on the culture within their organization, it can be easy for financial management to take a back seat. Person-centered care is and should be the primary focus within each house. Yet prudent financial management enhances an organization’s ability to live its culture and fulfill its mission. This session will discuss and explore strategies and tools that enable and empower leaders in a decentralized environment to create and preserve culture in a fiscally responsible manner.

Chris Nelson, Manhattan Retirement Foundation, Inc. DBA Meadowlark Hills

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**F8**
**Honoring Decision-Making Capacity in Elders**

*Grand E, 2nd Floor*

This workshop explores the importance of assessing and honoring decision-making capacity. In a culture where we are pressured to “do the right thing” for those we care for, this also means honoring an elder’s right to choose, even if that person has dementia. Participants will learn about legal and ethical considerations involved in determining decision-making capacity. Screening tools will be introduced and discussed, including the limitations of such tools. Factors influencing decision-making will be examined, along with a discussion about how to honor an elder’s legal right to make decisions.

Cynthia McDaniel, ElderWise

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**F9**
**Creative Engagement Laboratory for the Long-Term Care Setting**

*Grand F, 2nd Floor*

There is a growing body of evidence about the therapeutic value of the arts and creativity in the long-term care setting. But how does one actually facilitate and foster creative engagement? Enter The Golden Experience™. During this workshop participants assume the role of residents, truly experiencing creative engagement during a mini “Golden Experience.” Participants will learn proven techniques to apply in their own LTC communities and in their personal life. Participants receive a lesson plan of the workshop experience to use when they return to the workplace.

Karen King, The Golden Experience™

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**F10**
**Welcome Home: Beechwold Homes’ Leadership Transformation**

*Grand J/K, 2nd Floor*

Beechwold’s Team will participate in an interactive workshop staff, and effectively implement person-centered care strategies in organizations. Through presentations, group activities, and a panel discussion, participants will hear from Beechwold Homes’ top team and their success stories over a ten-year period. Topics will include best practices, training program content, management restructuring, team engagement, and positive outcomes measures. The program will also cover the leadership team strategy that accelerated culture change for residents, families, and staff.

Kathy Nyquist, Beechwold Homes
Anne M Moretti, Moretti Consulting LLC
**F11**
**Building Relationships and Empowering Staff Through Quality Improvement**
*Regency A/B/C/D, 2nd Floor*
This session will provide an opportunity to explore the synergy between quality improvement and culture change. Participants will learn about resources available to support the development and implementation of QI initiatives and discuss benefits to involving others in QI planning and implementation efforts. Case studies will examine ways organizations have engaged others in QI processes. Participants will discuss strategies to meaningfully involve staff, residents and families in QI and how to develop organization-specific plans for collaborative initiatives that further both quality goals and culture change.

Christine Mueller, School of Nursing, University of Minnesota
Heather Davila, Schools of Nursing and Public Health, University of Minnesota

**F12**
**Resident-Guided Dining Works Well: Here’s How**
*Evergreen E, 1st Floor*
This session will present concrete suggestions for attaining a resident-guided dining service. It is based on the combined experience of Shenandoah Valley Westminster-Canterbury, a medium-sized CCRC community in Winchester, VA, and SODEXO, an international dining service provider. The session will describe steps taken by this community to shift from traditional dining service toward a resident-guided dining experience. A central theme is the attention given to nourishment appropriate to elders.

Robert Sherwood, Shenandoah Valley Westminster-Canterbury and Pioneer Network Board Member
Todd Andrews, Sodexo Senior Living

**F13**
**Laugh with Me! The Role of Humor in Relationship-Building**
*Cedar, 2nd Floor*
You’ve probably heard the saying, “Laughter is the best medicine.” But is it that simple? One thing is for sure, though: When it comes to humor, one size does not fit all. In this session we’ll investigate some of the most recent research on humor. We’ll consider how research findings translate into approaches that support person-centered care, the formation of deeper relational bonds between older adults, and between older adults and their care partners. Finally, we’ll examine some tricks care partners can use to bring healthy humor into everyday life.

Ann McQueen, Portland Community College

**F14**
**Put the Drugs Down and Turn the Music Up: How Technology can Transform the Dementia Experience**
*Auditorium, 3rd Floor*
The improvements in today’s technology have impacted our lives in countless ways. We use technology to stay connected to our families, our friends and the outside world. There is no reason that these same benefits we enjoy cannot benefit older adults with dementia as well. The technologies discussed in this session are off the shelf, readily available, often times inexpensive, devices that can dramatically change the paradigm of dementia. A special emphasis will be dedicated to highlighting technologies that can reduce the use of psychotropic drugs.

Jack York, It’s Never 2 Late

**Concurrent Sessions G**
**WEDNESDAY, AUGUST 14: 10:30 AM – 12:00 PM**

**G1**
**Imagine: Revera is Re-imagining the Future of Long-Term Care**
*Evergreen G/H, 1st Floor*
This session will focus on the process/outcomes of our culture change journey. We will share how one Canadian organization providing services to over 10,000 Residents across four provinces is advancing person centeredness in LTC. The Fagan Assessment Tool results from our Leadership Team and from nine regional conferences on culture change (over 500 managers) will be shared. The unscripted video showcasing the voice of the residents/families and frontline staff who guide this work will be shared. Finally, national Resident Satisfaction and Employee Engagement outcomes will be shared as baseline measures.

Joanne Dykeman, Revera Long Term Care Canada
Pending, Revera Long Term Care
**G2**

**Taking a Stand on Resident Mobility: Neighborhood and Small Group Focus, Empowering Staff, Enlisting Fresh Tools, Inspiring Environments**

*Evergreen B/C, 1st Floor*

Nursing care is “on the move.” This session introduces new, neighborhood-focused mobility initiatives and outcomes relating to resident-positioning, safe sit-stand and balance-stepping. Tools are identified for individuals, programs and environments and include specific MDS items and web-sourced resources for re-orchestrating movements in morning care, ADLs, group activities and neighborhood life. “Making Moves and Taking Steps, An Environmental Readiness Checklist” is demonstrated for take-home use. Resources are drawn from Mobility Initiatives of the Campaign on Excellence with special attention to individualized goals, self-directed work teams and options for both newer and traditional environments.

Loraine Hiatt, Planning, Research and Design for Aging

Mary Jane Koren, The Commonwealth Fund

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**G3**

**Changing Lives Through Sustainable Intergenerational Strategies: Two Success Stories**

*Evergreen E, 1st Floor*

Thoughtfully designed intergenerational initiatives offer purpose and engagement for Elders, while providing encouragement and empowerment for youth. Two successful examples of ongoing intergenerational programming are 1) Age to Age, a public kindergarten classroom at Windsor Place and a nursing home in Coffeyville, KS; and 2) Camp Pickett, an active intergenerational day camp developed by Signature Health Care. The experience of each reveals enhanced employee satisfaction, enriched relationships between all stakeholders, improved quality of life for Elders, and a more authentic sense of “home.” Both affirm the power of close and continuing contact as the key to true companionship.

Monte Coffman, Windsor Place, LLC

Angie McAllister, Signature HealthCare

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**G4**

**It Takes a Team to Provide High Quality Individualized Care – Part Two**

*Evergreen F, 1st Floor*

When residents live by their own routines, they have better physical, mental, and psychosocial well-being. Learn how to reduce negative outcomes and promote positive ones by individualizing care. The session provides a way to get started. By using the key organizational practices of consistent assignment and huddles staff come to know residents deeply, anticipate their needs, and communicate and problem solve with co-workers. As systems increasingly support residents in their routines, residents have less iatrogenic decline preventing negative outcomes and promoting well-being.

Barbara Frank, B&F Consulting and Pioneer Network Board Member

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**G5**

**Forget Me Not: Designing for Persons Living with Dementia**

*Evergreen A, 1st Floor*

These presenters will demonstrate how the relationships of key household living spaces enables residents with dementia to feel needed and useful, promotes social interaction, allows for spontaneous activities, and increases staff efficiencies. They will show how the integration of architecture and interior and exterior spaces impact the well-being and happiness of dementia residents. The subtleties of this aspect of a project are often hard to understand and describe, but our experts in designing dementia environments will explain how to achieve successful integration.

Melissa Prichard, SFCS Inc.

Margaret Calkins, SFCS Inc. and Pioneer Network Board Member

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**G6**

**Creating Sustainability: An Outcomes-Driven Approach to Culture Change**

*Regency A/B/C/D, 2nd Floor*

Organizations with deeply driven, sustained person-directed practices have some common outcomes that can inform others. These outcomes are more than programmatic; they involve personal, organizational, and physical transformation. Elders, surrounded by empowered teams, drive the evolution of organizational transformation. This session will outline specific outcomes and how they can be used to initiate and sustain the culture change journey. There is more than one way to achieve these outcomes. Examples will be provided and drawn from the audience to offer actionable steps that can be taken by the attendees.

Denise Hyde, The Eden Alternative

Nancy Fox, Vivage Quality Health Partners
G7
Applying CMS Mandated QAPI: Five Elements to Ensure the New Dining Practice Standards, Resident Rights and Resident Performance Improvement Leaders
Regency E/F/G, 2nd Floor
Participants will be able to identify CMS mandated FIVE ELEMENTS for Quality Assessment and Performance Improvement (QAPI). Based on key requirements of Five Elements, discussion will guide participants on how to evaluate their current performance improvement methods. Participants will discuss the intent and value of effective Performance Improvement Projects (PIPs) and choices in QAPI Methods and Tools, including application of Root Cause Analysis. PIP examples will be drafted based on the New Dining Practice Standards and Resident Rights. Discussion will evaluate how residents' voices can be utilized as valuable Performance Leaders.
Linda Handy, Handy Dietary Consulting

G8
Building Skills that Build Relationships: The PHI Coaching Approach
Cedar, 2nd Floor
Pioneer Network’s Convener, Carter Catlett Williams, has taught us that relationships are not only the heart of long-term care, they are the heart of life. Meaningful relationships are fundamental to the culture we are all trying to create, and the ability to grow and sustain effective relationships is dependent upon strong communication skills. This session will provide an introduction to the PHI Coaching Approach to Communication, engaging participants in exercises that improve listening, the ability to remain calm in emotionally charged situations and the ability to communicate without blame and judgment.
Cean Eppelheimer, PHI
Kathy McCollott, PHI

G9
Intentional Culture: Keeping the Meaning and Purpose in our Work
Auditorium, 3rd Floor
With the future of healthcare in flux, have you been able to focus on your company culture? Intentional Culture is not just a program, it is how we do what we do and it is authentic. Even though there are many strategic initiatives and programs to focus on during healthcare reform, without intentional culture, you will not survive. In this session, you will hear from an owner’s perspective how to demonstrate intentional culture. Intentional culture allows you to keep the meaning and purpose in your work, without it, nothing else matters.
Phil Fogg Jr., Marquis Companies

G10
Think Tank Talk: How a Healthy Spirit Enriches and or Empowers our Culture Change Journey
Evergreen C, 1st Floor
Contrary to popular belief, we all take our soul and spirit to work with us each day. It affects how we work and the attitude in which we approach daily responsibilities. This session will be about bringing your soul to work. In that process we, together could look to increase our effectiveness and bring more feeling, imagination, and heart to what it is that we are called to do as healthcare professionals. We spend 40 to 60 hours a week working together, why not better understand who we are and how we feel, by doing so, with a healthy spirit.
Pastor Gary Gibson, Presbyterian Senior Care

G11
Integrating Financial Management into the Household Model
Juniper, 3rd Floor
As organizations transition into the household model and focus on the culture within their organization, it can be easy for financial management to take a back seat. Person-centered care is and should be the primary focus within each house. Yet, prudent financial management enhances an organization’s ability to live its culture and fulfill its mission. This session will discuss and explore strategies and tools that will enable and empower leaders in a decentralized environment to create and preserve culture in a fiscally responsible manner.
Chris Nelson, Meadowlark Hills
Luncheon Plenary

WEDNESDAY, AUGUST 14: 12:15 PM – 2:30 PM

We will have a delicious lunch followed by a program celebrating the work that has happened in the Culture Change Movement over this last year and what we have to look forward to.

We are also excited to have a local Seattle speaker, Jim Diers who will speak about the gifts that each person in our communities have and the importance of honoring them and keeping them a part of the life of a community, not just a “receiver of services.”

Support Sessions H

WEDNESDAY, AUGUST 14: 3:00 PM – 5:30 PM

H1
Wow, Great Conference...But Now What!
Regency, 2nd Floor

How many times have you attended a conference and returned to work motivated to make a difference? Then, upon arriving back to the hustle and bustle of the daily grind that motivation gets buried or put on a shelf. We can help! Let us guide you through our strategic path and learn how to prioritize your ideas and share relevant information with the team. Together let’s develop a plan that you can take home to empower, engage, and re-energize those in your community to take part in your culture change journey.

Note: Presbyterian Senior Care has been in attendance at every conference of Pioneer Network. 13 years! And every year they bring a team to the conference with a plan already put in place of how they will disseminate what they learn. We asked them to help you whether you are alone or have brought a team.

Pastor Gary Gibson, Presbyterian Senior Care
Carrie Chiusano, Administrator of Woodside Place of Oakmont
Melissa Tomko, Recreation Services Director at Longwood at Oakmont

H2
Making Deep Systems Change: How to Build an Empowering Culture that Promotes Joy, Meaning and Ever-Evolving Quality
Evergreen E/F, 1st Floor

Jeff Jerebker, former president of legendary Piñon Management knows all about Bob Dylan, long-term care economics and successful management of a values-driven nursing home company that successfully impacted regulatory policy, mastered turn-arounds and did well financially. Debby and Barry Barkan, co-directors of Live Oak Institute, know about liberating the spirit of elder empowerment, community development that builds a movement, and nurturing a culture that drives employee-owned quality outcomes.

This session brings together three veteran culture change pioneers to teach the development of an integrated culture that focuses on the specifics of cultural transformation while at the same time presenting a big picture vision of how a transformed culture impacts all elements of functional management.

Barry Barkan, Live Oak Institute
Debora Barkan, Live Oak Institute
Jeff Jerebker, Vivage
Over the past decade, the culture change community has tackled many issues from restraint-free care to new dining standards focused on resident choice. We've extended the conference by extra day to give you the opportunity to participate in discussions about two of the “hot topics” that are occupying our hearts and minds at the moment. Join the discussion…and hear for yourself what the buzz is all about.

**HOT TOPIC AD-1
Environments Across the Aging Continuum**
Grand E/F/G, 2nd floor, 8:00 am – 3:00 pm
The goal of this session is to explore some potentially controversial issues in environments for older adults. We will focus on three setting types: living at home in the community, living in a shared residential setting, and elders in acute care settings. Within each setting are two to three speakers, whose topics are designed to spur some real discussion. Presentations will be fairly brief, and then each speaker will lead a discussion to explore what we, collectively as care providers and designers, can do to move the field forward.

**At Home –**
Jon Sanford: Universal Design refers to the concept of designing all products and the built environment to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life. Examples of universal design homes will be used to illustrate the seven principles. There are many industries in which universal design is having strong market penetration but there are many others in which it has not yet been adopted to any great extent, including housing construction. Why are universal design principles more widely applied to new housing construction, and what can be done to increase this?

Atiya Mahmood/Habib Chaudhury: There are many elements of the design of neighborhoods that impact an individual's ability to continue to live successfully at home in the community. However, the vast majority of American neighborhood were designed around the car. When people get to the point where they cannot drive a car safely, life often becomes much more difficult. If we want to encourage aging-in-place at home, how realistic is it to expect that public policies with limited resources can have widespread impact on these existing communities? Or should we focus neighborhood design effort on places like NORCs, newly planned communities and possibly inner ring suburbs?

**In Shared Residential Settings –**
Charlene Boyd: Segregation vs. Integration of residents living with dementia. For several decades the prevailing mindset was to segregate individuals living with dementia into their own units or households. Some care communities have multiple levels of dementia care services. But doesn't this violate one of the basic tenants of person-centered care, which is that relationships matter? Forced relocation disrupts the relationships people have developed with caregivers and other residents, among a host of other negative correlates. Further, does segregating individuals living with dementia serve to perpetuate and magnify the stigma of dementia? Given the statistics of 50-80% of residents of shared residential settings having some level of cognitive impairment, only a small proportion can be served in segregated areas. What makes integrated care communities work?

Small Panel: How many people is too many to be a household? As the long-term care industry moves to create places for living (versus being in an institution), there is vigorous debate on what makes for an appropriate size for a household. This issue reflects the intersection of values, staffing models, financial resources, design and regulation. Hear from passionate defenders of both smaller and larger households about the pros and cons of different sizes.
In Acute Care Settings –
Robyn Maxwell: Victoria Island Health Authority has created the first Senior-Friendly Hospital, designed to meet the developmental needs of older people and aims to maintain, promote, and enhance where possible the functional abilities of older acute care patients. Some of the architectural features that were considered include the hospital’s wayfinding system, lighting, color, passageways, acoustic considerations, and other interior and exterior items necessary to realize maximum independent function in older people. But are there any negative consequences for younger hospital patients? How different is this from a hospital designed to meet universal design principles?

Lead guide: Maggie Calkins, President, IDEAS Consulting Inc. and Board Chair, IDEAS Institute

HOT TOPIC # AD-2
Hearing the Voice of Persons Living with Dementia
Grand A/B/C, 2nd floor, 8:30 am to 3:30 pm
Do persons with dementia have a voice? What is it saying and how are we responding to it? Some people say that person centered care is not possible for people who live with dementia, other say that we started person-centered care with people who live with dementia — what do you say? All we know is that we’re tired of hearing that “those people” can’t make decisions or choices so… please join us for this energetic and thought provoking session.

Persons with dementia are people living with purpose. We can support persons with dementia in living purposefully by learning how to hear their unique voices. When we hear their voice, we can then honor their choice and help to fulfill their needs. In this session we will navigate our way through the values, concrete approaches, and age-old questions about honoring the choice of people who live with dementia wherever they live. We’ll use the five human needs of identity, inclusion, attachment, comfort, and occupation as a lens to guide our view. Let’s see what values and principles we hold in common, share ideas for solid take home approaches and honor each other’s challenges and milestones. Join the guides and their guests in creating a powerful day of inspiration.

Lead Guides:
Megan Hannan, Executive Leader, Action Pact
Sonya Barsness, Sonya Barsness Consulting LLC
With
Karen Stobbe, Pioneer Network
Mondy Carter, In the Moment

Site Visits

Site Tour Buses for AD-3 and AD-4 will board on the 1st floor at the end of the Evergreen Foyer. You will board the bus off of 10th St. Please wait inside the doors until we are able to check off that you are present.

Sustaining Culture Change at Providence Mount St. Vincent (AD-3)
Guides:
Tom Mitchell, Administrator
Panel members:
Tim Slinger, Kathryn Anderson, Debra Waldron, Charlene Boyd and Albert Angkico
and
Team Members, Residents and Participants of Providence Mount St. Vincent Community

Cultural Competency, Co-location and Community: a Tour of Three Person-Centered Assisted Living Residences (AD-4)
Guides:
Nora Gibson, MSW Executive Director, Full Life Care
Paula J. Tomlinson, CALA, FACHCA Director of Senior Services Seattle Chinatown International District Preservation and Development Authority (SCIDpda)
Lisa Waisath, Manager, Nikkei Manor
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The Foundation of the National Association of Long Term Care Administrator Boards is a nonprofit organization established to promote and enhance the profession of long term care administration to and on behalf of the organization’s members. The Foundation was also created for the purpose of promoting quality care and public protection for the disabled and frail elderly populations.

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Consultant to CA NH in CMS QAPI Demonstration Project

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