

Annual Conference

May 18-20, 2015

Be the VOICE

- of - advocacy - of - the aging generation

- of - impact - of - leadership - of - change

- of - the future



schedule of events

LeadingAge New York Annual Conference & Exposition

Our 2015 annual conference is all about YOU – the voice of aging in New York State! You are leading the way through your innovative care and services delivered to meet the changing needs of older adults. You are putting people before profits. You are committed to improving the aging experience. It's up to you to be the voice representing the heart and soul of this new generation of older Americans who are changing the face of aging.

Join your peers for this inspiring gathering of leaders to look at aging from a new perspective. It's up to you to be the voice for change that makes lives better today and in the future.

Mon. May 18, 2015

- 8 a.m. – 2 p.m. Pre-conference registration
- 9 a.m. – 1 p.m. Half-day pre-conference intensive
- 10 – 10:45 a.m. Golf registration, brunch and contests
- 11 a.m. Shotgun start for 18-hole golf tournament
- 11 a.m. – 5 p.m. Full-day pre-conference intensive
- 2 p.m. Registration for pro-golf clinic
- 2 – 5:30 p.m. Half-day pre-conference intensive
- 2:30 p.m. Pro-golf clinic and driving range
- 4 p.m. Golf tournament prizes and reception
- 4 – 7 p.m. Conference registration
- 6:30 – 7:30 p.m. LeadingAge New York Summer Camp Reception *(conference begins)*
- 7:30 – 9 p.m. **Full** Career session

Tues. May 19, 2015

- 7 a.m. – 6 p.m. Conference registration
- 7:15 – 8:45 a.m. Continental breakfast in exposition hall
- 7:30 a.m. – 2:45 p.m. Connection Center open
- 8:45 – 9 a.m. Welcome
- 9 – 10:30 a.m. Keynote address
- 10:30 – 11:15 a.m. Exposition hall open
- 11:30 a.m. – 1 p.m. Concurrent sessions
- 1 – 2:45 p.m. Lunch in exposition hall *(prizes awarded at 2:15 p.m.)*
- 3 – 5 p.m. Concurrent sessions
- 5 – 6 p.m. Concurrent sessions

Wed. May 20, 2015

- 7 a.m. – 4 p.m. Conference registration
- 7 a.m. Netwalking in downtown Saratoga
- 7:30 – 9 a.m. Breakfast briefing
- 8 – 9 a.m. Concurrent breakfast briefings
- 8:30 – 9 a.m. Continental breakfast
- 9 – 9:30 a.m. LeadingAge New York annual meeting
- 9:30 – 10 a.m. Leadership Academy graduation
- 10 – 11 a.m. Plenary session
- 11:15 a.m. – 12:45 p.m. Concurrent sessions
- 12:45 – 2 p.m. Awards luncheon
- 2 – 4 p.m. Concurrent sessions
- 4 – 5 p.m. Closing plenary session

This conference is sponsored by the Foundation for Long Term Care (FLTC), educational affiliate of LeadingAge New York.

Tuesday Keynote Speaker:

David A. Shore, Ph.D., adjunct professor, Harvard University, Boston, MA

Sponsored by 
QUALITY OF LIFE SERVICES

One of America's leading authorities on managing change initiatives and gaining competitive advantage, David A. Shore, Ph.D., is a former associate dean of Harvard University's School of Public Health. During his two decades as a Harvard faculty member and executive director of the School's Center for Continuing Professional Education, Shore founded and directed the flagship executive programs – Forces of Change: New Strategies for the Evolving Health Care Marketplace; The Trust Initiative; and the Certificate Program on Launching and Leading Successful Change Initiatives.



A prolific author, his latest book, *Launching and Leading Successful Change Initiatives: Project Management for Health Care Organizations* was published in 2014. Dr. Shore has been interviewed on various aspects of becoming a higher performing organization in such publications as *The Wall Street Journal*, *The New York Times*, *INC*, and *Modern Healthcare*. Prior to joining Harvard, Dr. Shore served in leadership roles at The Joint Commission, the Healthcare Financial Management Association, and the American College of Healthcare Executives.

Never known to simply "admire the problem," Dr. Shore's research, consulting and educational endeavors are dedicated to building constructive links between theory and practice. He provides executable advice inspiring leaders and organizations to gain a unique and sustainable competitive advantage.

featured speakers

Wednesday Plenary Session Speaker:

Tommy Spaulding, president, Spaulding Companies Corporation, Denver, CO

Tommy Spaulding is president of the Spaulding Companies Corporation, a national leadership development speaking, training, consulting and executive coaching organization. A world-renowned speaker on leadership, Spaulding has spoken to hundreds of organizations, associations, educational institutions and corporations around the globe. His first book, *It's Not Just Who You Know (Transform Your Life and Your Organization by Turning Colleagues and Contacts into Lasting,*



Genuine Relationships), is a *New York Times*, *Wall Street Journal* and *USA Today* national bestseller. Spaulding rose to become the youngest president and CEO of the world-renowned leadership organization, *Up with People*. He founded *Leader's Challenge*, which became the largest high school civic and leadership program in Colorado, and is also the founder and president of the *National Leadership Academy*, a leading national non-profit leadership development organization. He has received the *Denver Business Journal's* "Forty under 40 Award," and has been named by *Meetings & Conventions Magazine* as one of the best keynote speakers in the nation.

Wednesday Closing Plenary Session Speaker:

Matt Tenney, president, Wanna Save the World, Inc., Ocala, FL

Matt Tenney is the author of *Serve to Be Great: Leadership Lessons from a Prison, a Monastery, and a Board Room*. In 2001, Matt Tenney was arrested for attempting fraud against the U.S. government. As a result, he spent over five years confined to military prison. But his greatest failure became the best thing that ever happened to him. He learned how to be happy with nothing, trained as a monk for over three years and devoted his life to the service of others. Since then, Matt has had a successful career as a sales team leader, co-founded and led two non-profits, and became a trainer with the prestigious *Perth Leadership Institute*, whose clients include numerous Fortune 500 companies. Matt is also an international keynote speaker, a trainer and a consultant. He works with companies, associations, universities and non-profits to develop highly effective leaders who achieve lasting success by focusing on serving and inspiring greatness in the people around them. Matt believes that effectively serving others is the key to true greatness.





conference information



Who should attend?

Chief executive officers, executive directors, administrators and department executives who work in a skilled nursing, adult care, assisted living, home care, senior housing or community service environment.

Continuing Education Credit

NAB: The Annual Conference is sponsored by the Foundation for Long Term Care (FLTC). The FLTC is a certified sponsor of professional continuing education with the National Association of Boards of Examiners for Long Term Care Administrators (NAB). This conference has been approved for **20 hours** of continuing education credit for nursing home administrators under its sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses. These **20 CEUs** are inclusive of the full-day pre-conference session and the evening campfire session on Monday.

ACF/AL: A certificate of completion for up to **20 hours** will be sent to adult care facility and assisted living administrators upon verification of the hours attended.

CASP: This conference has been approved for **19.5 hours** of continuing education credit for CASP certification renewal.

CPA: This conference has been approved for **12 hours** of continuing education credit for certified public accountants.

There is no additional fee to apply for continuing education credit.

Hotel Accommodations

The Saratoga Hilton has provided reduced room rates for conference attendees:

\$164 Single or Double

Hotel reservation deadline: April 17, 2015

To make reservations: Click [here](#). See page 23 for a list of supplemental hotels.

LeadingAge New York Mission Statement: To create the future of aging and continuing care services in New York State.

Our national partner, LeadingAge, is an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging. Together, we advance policies, promote practices and conduct research that supports, enables and empowers people to live fully as they age.



special events



Mon. May 18. 2015

Pre-Conference Intensives

One full-day program from 11 a.m. – 5 p.m. and two half-day programs from 9 a.m. – 1 p.m. and 2 – 5:30 p.m. are available for an additional registration fee. Do a deep dive into these critical topic areas.

LeadingAge New York PAC Golf Tournament **11 a.m. shotgun start**



New York's lawmakers value LeadingAge New York's mission and work closely with us to ensure that our members' interests are protected and their constituents, New York's seniors, are able to maintain the best quality of life. To support the elected officials who advocate on our behalf, we invite you to join us for the annual LeadingAge New York PAC Golf Tournament. Choose our popular 18-hole tournament or our pro-golf clinic at 2:30 p.m. Both will be held at the Ballston Spa County Club. Cocktail reception and prizes begin at 4 p.m. Click [here](#) for more details or go to page 21 to fill out the registration form.

LeadingAge New York Summer Camp Reception **6:30 – 7:30 p.m.**

Relive the memories of summer camp with fellow campers as you enjoy an outdoor reception with open bar and light fare. Weather permitting, the reception will be held outside the Saratoga Springs City Center's main entrance on Ellsworth Place.

Sponsored by: 

New this Year! Campfire Session **7:30 – 9 p.m.**

Campfires have long been a source of light and warmth, conduits of conversation and inspiration. Participants will have the opportunity to engage in discussions and earn CEUs while enjoying the evening around a patio fire pit.

Tues. May 19. 2015

The Annual Exposition

Your morning coffee and lunch break will be served in the exposition hall. Take this opportunity to view the products and services beneficial to you as long term care providers. Find solutions to your challenges and ways to make your job easier. Exhibitors and LeadingAge New York will be awarding prizes at 2:15 p.m. You must be present to win.

Interested in exhibiting? Click [here](#) for the Exhibitor Prospectus.

Weds. May 20. 2015

New this Year! Leadership Academy Graduation **9:30 – 10 a.m.**



We are combining our annual meeting with a celebration. These graduates have completed a rigorous training and are ready to **Be the Voices** of the future. This engaged group of transformational senior living leaders will serve their own organizations and support the goals of LeadingAge New York in an exemplary and innovative fashion.

Awards Luncheon **12:45 – 2 p.m.**



Join us in honoring the very best of New York's nonprofit senior living and service providers and the people who contribute their time, energy and professionalism to the field of aging.

Sponsored by: 



connect...



...with the app to get conference information
...with your colleagues via the Connection Center
...your mobile devices at the Charging Station

LeadingAge
New York Services Inc.
SOLUTIONS

Get CHARGED UP at the Solutions Center in the Hotel Gallery

Use the station in the Solutions Center to recharge your devices. While you wait, find Solutions to your toughest problems. Services Solutions has focused on the most pressing member concerns and expanded the resources available to you through a suite of comprehensive, integrated, competitively-priced solutions. Meet your Solutions partners and learn about their well-priced products and services.

Stay in touch with our Dynamic mobile app!

Have up-to-the-minute conference resources at your fingertips including information on speakers, sessions, events, exhibitors, sponsors and the Saratoga Springs area. You will be able to access session handouts and even take notes! This app will greatly enhance your conference experience while reducing the environmental impact of printed materials.

Want more details on what the sessions will cover? View them on the app. Download instructions coming soon.

Connection Center

Hours: Tues., May 19, 7:30 a.m. – 2:15 p.m.

Our goal is to provide you with the best conference experience possible. New this year we are providing a service making your connection with your fellow attendees a breeze. **Is there a member or business partner that you would like to meet? Don't know how to find him or her?** We can help you make that contact! Our new Connection Center is the answer. Our staff will be on hand at the Center located in the hotel gallery to help you. We contact the person and ask them to get in touch with you. If you meet, they will be eligible for a prize and you have won a "new connection."

e3
EQUIP 3.0
The next generation of quality.

LeadingAge New York **PROCARE**SM
Providing the solutions you need...for the results you want.




LeadingAge New York **FASTracker**SM
LTC Financial and Statistical Tracking Made Easy

LeadingAge New York **Career Center**

COOL SeniorCare
INSURANCE PROGRAM
INSURANCE MADE SIMPLE

program schedule at-a-glance

		Nursing Home	ALP/ACF/ Assisted Living	Housing	Community Service
Mon., May 18 9 a.m. – 1 p.m. 11 a.m. – 5 p.m. 2 – 5:30 p.m.	Pre-Conference Intensive Concurrent Sessions:				
	Road Map to Managed Care...No Turning Back	✓			
	Successful Communication Strategies for Adapting and Thriving in a New Complex Environment	✓	✓	✓	✓
	Ensuring the Financial Health of Your Organization	✓	✓	✓	✓
7:30 – 9 p.m. CONFERENCE BEGINS	Capitol Session Full	✓	✓	✓	✓
Tues., May 19 9 – 10:30 a.m.	Keynote Address: Changing How We Change: Igniting a Culture for Innovation	✓	✓	✓	✓
11:30 a.m. – 1 p.m.	Concurrent Sessions:				
	1 Preparing People and Organizations for the Challenge of Change	✓	✓	✓	✓
	2 Bridging Campus and Community	✓	✓	✓	
	3 Strategies After the Managed Care Contract Is Signed	✓	✓		✓
	4 Engaging Persons with Dementia Through Adaptive Computer Technologies	✓	✓	✓	✓
	5 Challenges and Opportunities in Post-Acute Care in the Next Three to Five Years	✓			
	6 UAS-NY Project Update	✓	✓		✓
	7 Great Ideas in Assisted Living	✓	✓		
	8 Learning Lounge: Understanding the Dysfunctional Family	✓	✓	✓	✓
	9 Evaluating Business Models for Technology-Enabled Long-Term Services and Supports	✓	✓	✓	✓
	10 When Do You Refer for Hospice and Palliative Care Services?	✓	✓		✓
	11 LeadingAge New York and Affiliates Board of Directors Meeting (<i>by invitation only</i>)	✓	✓	✓	✓
3 – 5 p.m.	Concurrent Sessions:				
	1 How Post-Acute Providers Can Succeed in a Value-Based Payment World	✓	✓		✓
	2 Marian's House: A Neighborhood Guest House for Alzheimer's Care	✓	✓	✓	
	3 Adopting Electronic Records and Resources in Assisted Living: A Member Perspective	✓	✓		
	4 Learning Lounge: Understanding the Dysfunctional Family	✓	✓	✓	✓
	5 Meeting the Challenges and Opportunities Arising from Health Care Reform	✓	✓		✓
	6 Sponsorships and Affiliation Transitions	✓	✓	✓	✓
	7 Improving Quality and Honoring Individual Preferences Near the End of Life	✓	✓	✓	✓
	8 Houston, We Have a Problem	✓			✓
	9 Advancing Affordable Housing Plus Services Solutions	✓		✓	✓
	10 DSRIP Update	✓	✓		✓
	11 QI for Your QA Program in Assisted Living and Adult Care Facilities	✓	✓		
5 – 6 p.m.	Concurrent Sessions:				
	1 Conversations that Matter: Preparing for the Expectations of Your Future Consumers	✓	✓	✓	
	2 LeadingAge Quality Metrics: Who Said Benchmarking Can't Be Fun?	✓	✓		✓

program schedule at-a-glance		Nursing Home	ALP/ACF/ Assisted Living	Housing	Community Service
Weds., May 20 7:30 – 9 a.m.	Breakfast Briefing: LeadingAge NY Reimbursement Update	✓	✓		✓
8 – 9 a.m.	Concurrent Breakfast Briefings:				
	1 Adult Day Health Care Update	✓			✓
	2 Reverse Session: ACF and Assisted Living Issues	✓	✓		
	3 HCBS Update	✓	✓		✓
	4 Learning Lounge: How Mindfulness Improves Performance, Profitability and Well-Being	✓	✓	✓	✓
10 – 11 a.m.	Plenary Session: How to Build Genuine and Authentic Relationships	✓	✓	✓	✓
11:15 a.m. – 12:45 p.m.	Concurrent Sessions:				
	1 2015 DOH Update	✓			
	2 Medicare Managed Care	✓			
	3 Ten Super Trends in Senior Living	✓	✓	✓	
	4 Key ACF/AL Issues: DOH Update	✓	✓		
	5 Strategic Planning in an Era of Health Care Reform	✓	✓	✓	✓
	6 The Back Office Imperative	✓	✓	✓	
	7 FIDA Update	✓	✓		✓
	8 Learning Lounge: Expanding Your Perspective	✓	✓	✓	✓
	9 Seven Lessons Learned for Future Success with Managed Care	✓	✓		✓
	10 No Place Like Home: The Role of Hospice in the Continuum	✓	✓	✓	✓
2 – 4 p.m.	Concurrent Sessions:				
	1 Legislative and Budget Update	✓	✓	✓	✓
	2 Life Safety Code® Hot Topics	✓			
	3 Two Truths and a Lie	✓	✓	✓	✓
	4 Consolidation and Change Are Inevitable	✓	✓		✓
	5 Learning Lounge: Expanding Your Perspective	✓	✓	✓	✓
	6 DOH Home Care, Assisted Living and Managed Care Updates	✓	✓		✓
	7 Pinnacle: A New Standard in Service Excellence	✓	✓	✓	✓
4 – 5 p.m.	Closing Plenary Session: Leadership Lessons From a Prison, a Monastery, and a Boardroom	✓	✓	✓	✓

Mon May 18

8 a.m. – 2 p.m.

PRE-CONFERENCE REGISTRATION

9 a.m. – 1 p.m.

PRE-CONFERENCE INTENSIVE:

Road Map to Managed Care...No Turning Back

Sponsored by:



The session will begin with a practical review of the fundamental features of managed care and the State's managed care implementation policy, moving quickly into the "nuts and bolts" of transitioning and adapting your operations to managed care. Areas to cover include: definitions, acronyms and terminology needed to speak the language of managed care; nursing home transition; what and how services are covered under managed care; what a service carve out means; new and unique enrollment, eligibility and authorization issues; the changing role of players like the local districts, the enrollment broker and the hospital discharge coordinator; in or out of network and the critical decision that needs to be made; bed hold, NAMI collection and other procedures; enrollment and disenrollment, clean claims, what's next in the FIDA demonstration, value based purchasing, contracting currently and on a going forward basis, risk sharing, etc.; and your next steps.

Patrick Cucinelli, MBA, LNHA, EMT, vice president, financial policy, LeadingAge New York

Koy Dever, senior health care consultant, Loeb & Troper LLP

Michael Lewensohn, director of medical reimbursement, O'Connor Davies, LLP

11 a.m. – 5 p.m.

PRE-CONFERENCE INTENSIVE:

Successful Communication Strategies for Adapting and Thriving in a New Complex Environment (includes lunch)

Sponsored by: COOL SeniorCare INSURANCE PROGRAM

Did you know that almost every deficiency/citation/problem received in ANY care setting began with a very basic and common factor? That factor is "poor communication!" Situations occur when there is either miscommunication, NO communication or "assumed" communication. Lawsuits, complaints, conflict, difficult people, explanations to surveyors and management, staff errors and lack of follow-up and poor facility reputation are a few negative examples. Our lives are based upon relationships with other people and these relationships depend upon communication. As competition increases, the significance of relationships and communication takes on a new role. Come prepared to learn, share and laugh! Cat will specifically be addressing:

- Barriers to communication;
- How to deal with complaints (from ANY source);
- Effective service recovery;
- Dealing with management and surveyors/ oversight agencies;
- Assuring customer service and increasing census;
- Marketing techniques;
- Dealing with conflict and difficult people; and
- Training your staff - simple competency skills.

Catherine R. Selman, president/co-founder, The Healthcare Communicators, Inc.

2 – 5:30 p.m.

PRE-CONFERENCE INTENSIVE:

Ensuring the Financial Health of Your Organization

Part 1: Health Care Information Security: An Evolving Regulatory Landscape with Increasing Stakes (2 – 3 p.m.)

Sponsored by:



It is clear that all health care organizations need to have a cyber-security and compliance management program as one of their top priorities. This presentation will not only explore the various cybercrimes and tactics used by the attackers but will also discuss key HIPAA

compliance Security Rule obligations and provide the key control sets needed to protect your residents and organization.

Thomas J. DeMayo, CISSP CIPP/US CPT CEH CHFI MCSE, director, IT Audit and Consulting, O'Connor Davies, LLP

Part 2: What Story Do Your Organization's Financial Statements Tell? (3 – 5:30 p.m.)

Sponsored by:

This session will help CEOs get comfortable with what to look for when reviewing their organization's financial statements. What relationships exist, what ratios should be calculated, the flow of the statements and what story do they tell? When are accounts receivable too high? Are the disclosures for Third Party payables and receivables complete? Are related party transactions appropriately reported? What is the trend of your working capital? These and other mysteries will be brought to light.

Christopher McCarthy, partner; Dorothea A. Russo, partner; O'Connor Davies, LLP

4 – 7 p.m.

CONFERENCE REGISTRATION

CONFERENCE BEGINS

6:30 – 7:30 p.m.

LEADINGAGE NEW YORK SUMMER CAMP RECEPTION

Sponsored by:

7:30 – 9 p.m.

CAMPFIRE SESSION

Full COOL HR Services

Campfires have long been a source of light and warmth, conduits of conversation and inspiration. New this year, attendees will have the opportunity to engage in discussions and earn CEUs while enjoying an evening around a patio fire pit. There will be ten seats at two fires, where you will discuss various leadership issues. Limited to 20 participants.

Ruth Tietz, director of marketing and development, Baptist Health Nursing and Rehabilitation

Facilitated by developers and faculty of the LeadingAge NY Leadership Academy

(Continued on page 10)

Tues May 19

7 a.m. – 6 p.m.
CONFERENCE REGISTRATION

7:15 – 8:45 a.m.
CONTINENTAL BREAKFAST IN EXPOSITION HALL

Sponsored by:  *New York Services Inc.*
SOLUTIONS

7:30 a.m. – 2:45 p.m.
CONNECTION CENTER OPEN

8:45 – 9 a.m.
WELCOME

9 – 10:30 a.m.
KEYNOTE ADDRESS:
Changing How We Change: Igniting a Culture for Innovation

Sponsored by  **QUALITY OF LIFE SERVICES**

No surgeon would ever enter the operating room without a refined understanding of the relevant anatomy and physiology. Yet one of the most compelling reasons for the chronically high failure rates of change initiatives is a limited appreciation of the fact that change comes in a variety of shapes and sizes. These variations must profoundly inform both strategy and tactics. Understanding the scope of change initiatives is a prerequisite for making that change happen and ensuring that it will endure. At the conclusion of this session you will be able to begin answering the following question for each of your change initiatives: Where are you on innovation's curve? – and with this, a smart start to your change plan. *Complimentary copies of Dr. Shore's latest book, Launching and Leading Change Initiatives in Health Care Organizations: Managing Successful Projects (Jossey-Bass, 2014) will be available in the Sodexo Café after this presentation. Limited quantities are available.*

David A. Shore, Ph.D., adjunct professor, Harvard University

10:30 – 11:15 a.m.
EXPOSITION HALL OPEN

11:30 a.m. – 1 p.m.
CONCURRENT SESSIONS:

1 Preparing People and Organizations for the Challenge of Change: Seven Critical Success Factors

Sponsored by:  **INSURING AGENCY, INC.**

Imagine the leadership of an organization saying, "We want to be the best...but we don't want change." The focus and skills needed to operate an organization are different than the focus and skills needed to change an organization. This session is designed to provide participants with practical strategies for managing change. A particular emphasis will be placed on overcoming resistance to change.

David A. Shore, Ph.D., adjunct professor, Harvard University

2 Bridging Campus and Community

The new generation of CCRC consumers are no longer interested in living in enclaves disconnected from the communities where they may have roots going back decades. Many providers are searching for new models that fulfill the need to stay linked and relevant to the greater community by offering services and amenities that welcome everyone. In doing so, they are redefining the purpose and function of their campuses and breaking down the long held separations between campus and community. Our presentation will discuss examples of campuses that demonstrate new approaches to connectivity and the challenges and opportunities that come with thinking outside the box.

David Danton, principal, KDA Architects
Brian Lawrence, president and chief executive officer, Fellowship Senior Living
Lauren VanDermark, project director; Kay Ryan, assistant project director; Shaker Pointe at Carondelet

3 Strategies After the Managed Care Contract is Signed

This program will focus on what a long term care provider (nursing home, assisted living or home care) should be doing in order to have a successful transition, with emphasis on key operational areas after a contract with an MCO has been signed.

Carla R. Williams, MPA, director, Health Care Consulting, O'Connell & Aronowitz, Healthcare Consulting Group

Kurt Bratten, partner, O'Connell & Aronowitz, Attorneys at Law

4 Engaging Persons With Dementia Through Adaptive Computer Technologies

This presentation showcases real world examples of how multimedia technologies, delivered through adaptive computer systems, are able to deliver quality of life benefits to individuals with dementia and to their caregivers. Outcomes-based research will be discussed showing how adaptive computer technologies demonstrate measurable benefits to persons with dementia, including increased engagement in daily life activities, decreased agitated behaviors, and improved physical and psychological well-being.

Jack York, chief executive officer and co-founder, It's Never 2 Late

5 Challenges and Opportunities in Post-Acute Care in the Next Three to Five Years

This discussion will feature industry insiders contributing different policy, operational, financial and leading perspectives on the challenges and opportunities that will face the New York long term care provider community in the coming years.

Moderator: Ari J. Markenson, partner, Duane Morris LLP

Daniel J. Heim, executive vice president, LeadingAge New York

Christopher McCarthy, partner, O'Connor Davies, LLP

Marc Zimmet, president, Zimmet Healthcare Services Group, LLC

Scott James, managing director, Cain Brothers & Company, LLC

(Continued on page 11)

6 UAS-NY Project Update

The Uniform Assessment System for New York (UAS-NY) has been used by home and community-based Medicaid long term care programs since February 2014. During this presentation, project staff will review preliminary statistical information and discuss next steps for the UAS-NY project.

Scott Jill, program coordinator; K. John Russell, project director; NYSTEC

7 Great Ideas in Assisted Living

LeadingAge New York members are some of the most innovative and creative providers in the state. Join us for this exciting panel of members, sharing their great ideas and best practices in assisted living.

Panelists TBA

8 LEARNING LOUNGE: Understanding the Dysfunctional Family



Your resident is a joy to have as a member of your community; however, the family provides added challenges for the staff. How do you help your staff understand the family member who is inappropriate or whose expectations are not realistic? Take away some tips to alleviate potential issues while allowing the family and staff to function together in a healthy way. *Limited to 20 participants.*

Facilitator: Francis Battisti, Ph.D., executive vice president and chief academic officer, SUNY Broome at Broome Community College

9 Evaluating Business Models for Technology-Enabled Long-Term Services and Supports

This session will discuss:

- Different characteristics of future operating environments for providers of long-term services and supports.
- Delineated categories of potential business models, identified enabling technologies for each model and how changes in the operating environment would affect these models.
- A collection of case studies highlighting new technology-enabled long-term services and supports for older adults.

Scott Code, aging services technologies manager, Center for Aging Services Technologies (CAST), LeadingAge

10 When Do You Refer for Hospice and Palliative Care Services?

Sponsored by:



Hospice and palliative care have been demonstrated to positively impact the quality of a person's end of life experience. This session will review the differences between these services and identify barriers to timely referrals.

George J. Giokas, M.D., director for palliative care, The Community Hospice

Michelle Kumar, director patient care services, Community Hospice of Amsterdam

11 LeadingAge New York and Affiliates Board of Directors Meeting

(by invitation only)

1 – 2:45 p.m.

LUNCH IN EXPOSITION HALL

Prizes awarded at 2:15 p.m.

You must be present to win.

3 – 5 p.m.

CONCURRENT SESSIONS:

1 How Post-Acute Providers Can Succeed in a Value-Based Payment World

The session will contain an overview of Medicare and NYS initiatives including bundling, ACOs, Medicare Advantage and FIDA/MLTC, with an emphasis on the implications of each for transforming care delivery and payment models. The session will explore key concepts such as episodic payment, gain-sharing, network narrowing and risk stratification. Learn proven strategies to approach payers with win-win proposals.

Brian Ellsworth, director, payment transformation; Beth Carlson, EdD, senior consultant; Health Dimensions Group

2 Marian's House: A Neighborhood Guest House for Alzheimer's Care

This presentation will discuss marketing, planning and design of Marian's House, a guest day house and family resource center with respite services for those with early- to mid-stage Alzheimer's disease. You will

learn about research conducted with families and those with early Alzheimer's, see how the design supports the program's different clients and hear from Jewish Senior Life about their experience marketing and operating this unique facility. Panelists will focus on the client's major goals in selecting a location off-campus; creating a house with a secure setting; providing a flexible respite program; and providing a family resource center.

Mary Fazio, house manager, Jewish Senior Life
Arch Pelley, AIA, associate principal and designer, Perkins Eastman

Elizabeth Kormos, president, Kormos and Company LLC

3 Adopting Electronic Records and Resources in Assisted Living: A Member Perspective

Purchasing electronic records and systems to manage aspects of your daily operations is an exciting, but daunting task. This member panel will share lessons learned from purchase of the product to implementation. The session will touch on vendor selection, initial and ongoing implementation and Department of Health expectations. Staffing and resources involved in each aspect will be discussed. Whether you are contemplating a new purchase or are in the midst of implementation, these member insights will be helpful.

LeadingAge New York Member Panel TBA

4 LEARNING LOUNGE: Understanding the Dysfunctional Family



Your resident is a joy to have as a member of your community; however, the family provides added challenges for the staff. How do you help your staff understand the family member who is inappropriate or whose expectations are not realistic? Take away some tips to alleviate potential issues while allowing the family and staff to function together in a healthy way. *Limited to 20 participants.*

Facilitator: Francis Battisti, Ph.D., executive vice president and chief academic officer, SUNY Broome at Broome Community College

(Continued on page 12)

5 Boots on the Ground: A Tactical “How To” for Meeting the Challenges and Opportunities Arising From Health Care Reform

Sponsored by:  

In light of health care reform, communities across the continuum of care must fortify their chance of securing a seat at the table when it comes to ACO/partnership networking. Participants will learn specifics of how to implement key initiatives (e.g.: evidence-based pathways and protocols and the use of fundamental resources and tools to enhance patient outcomes and improve patient/family satisfaction scores). In turn, these positive results must be leveraged within the community of referrals sources and potential network partners.

Hilary Forman, RPT, vice president, clinical operations, HealthPRO Rehabilitation
 Marie Rosenthal, MSN, RN, NHA, vice president for post-acute care services, Jewish Home Lifecare

6 Sponsorships and Affiliation Transitions – Why, When and How

This interactive session will provide attendees the answers to the questions of why, when and how to achieve a successful sponsorship and/or affiliation transition. Attendees will gain access to materials and processes that have been used to facilitate successful affiliations and sponsorship transitions.

- Why – Affiliates analyze the various partnerships and consolidation trends seen throughout the senior living sector.
- When – Recognize some of the triggers for sponsorship transition, including CEO transition, limited resources and increasing competition.
- How – Identify the strategic questions and planning required to effectively seek and navigate sponsorship transitions.

David Smeltzer, president and chief executive officer, Heritage Ministries
 Keith Robertson, managing director, Ziegler
 Rebecca Neth Townsend, senior vice president, Ziegler
 Randy Gerig, chief financial officer, Heritage Ministries

7 Improving Quality and Honoring Individual Preferences Near the End of Life: Leading the Way in Long Term Care

Sponsored by: 

The Institute of Medicine’s (IOM) 2014 report Dying in America calls for major changes in the health care system to meet individuals’ end-of-life care needs and ensure informed decision-making. Join members of the IOM Committee and an innovator in palliative care in long term care settings for a lively discussion of the IOM recommendations.

Judith Peres, director, Improving End of Life Care, The Pew Charitable Trusts
 Patricia Bomba, M.D., FACP, vice president and medical director geriatrics, Excellus BlueCross BlueShield
 Michael E. McRae, CEO, St. Ann’s Community
 Karen Lipson, executive vice president for innovation strategies, LeadingAge New York

8 Houston, We Have a Problem and It’s Not About a Spacecraft

This session will review concepts and processes that support the belief that, even under managed care and ICD-10, revenue cycle failure “is not an option.”

Andrea Hagen, director, Bonadio Receivable Solutions

9 Advancing Affordable Housing Plus Services Solutions

Linking housing plus services is increasingly recognized as a promising strategy to help low-income older adults address their health and long term care needs while living safely in their home and community. This session will explore the growing housing plus services strategies, share federal and New York State policy issues in developing senior housing and discuss tools to help support the development of housing partnerships.

Alisha Sanders, managing director, housing/senior policy research associate, LeadingAge
 LeadingAge New York staff

10DSRIP Update: Why You Should Care

This session will provide a snapshot of where the Delivery System Reform Incentive Payment (DSRIP) initiative is in its five-year life cycle and what we can expect in the future. Most importantly, opportunities, challenges and considerations will be identified for providers throughout the continuum.

Meghan McNamara, Esq., principal;
 Jonathan Gillerman, Esq., associate;
 Hinman Straub

11 QI for Your QA Program in Assisted Living and Adult Care Facilities

A strong quality assurance program can result in better DOH surveys, as well as better outcomes and greater satisfaction for residents and staff. This session will help adult care facility and assisted living providers take an honest look at their quality assurance programs to identify ways they can be more effective.

Frank Rose, consultant, RFR Consulting Group, Inc.

5 – 6 p.m.

CONCURRENT SESSIONS:

1 Conversations that Matter: Preparing for the Expectations of Your Future Consumers

Join this interactive and informal brainstorming discussion regarding the challenges you face in the expansion and renovation of your senior living communities needed to meet the care needs of your future resident. Walk away with solutions to your perplexing situations. *Limited to 20 participants.*

Facilitator: Richard S. Rosen, principal, Perkins Eastman

2 LeadingAge Quality Metrics: Who Said Benchmarking Can't Be Fun?

Sponsored by:



Enjoy some refreshments while the presenters demonstrate LeadingAge Quality Metrics, a FREE interactive tool for nursing home members to analyze their quality measures, staffing, Five-Star Ratings and deficiencies; and for home health members to analyze process and outcome measures and patient survey results. Learn how to create your own groups for comparison and then see how you can analyze measures in countless ways using the groups you have created. Presenters will demonstrate how to analyze your own publicly reported data, review recent changes to the Nursing Home Five-Star Rating System and discuss the proposed Star Rating System for Home Health.

Linda Spokane, vice president for research and analytics; Kathy Pellatt, senior quality improvement analyst; LeadingAge New York

EVENING ON YOUR OWN

Weds May 20

7 a.m. – 4 p.m.

CONFERENCE REGISTRATION

7 a.m.

NETWALKING IN DOWNTOWN SARATOGA

Talk with like-minded members in an informal, fun and energizing setting. Grab your sneakers and meet fellow walkers in the hotel lobby. Pace and distance will be set by the group. A netwalk is a superb opportunity to connect, be inspired, build relationships and have fun exercising.

7:30 – 9 a.m.

BREAKFAST BRIEFING:

(A continental breakfast will be served.)

LeadingAge New York Reimbursement Update

Sponsored by:



This briefing will provide information on current reimbursement issues affecting long term care providers.

Patrick Cucinelli, MBA, LNHA, EMT, vice president, financial policy, LeadingAge New York

8 – 9 a.m.

CONCURRENT BREAKFAST BRIEFINGS:

(A continental breakfast will be served in each session room.)

1 Adult Day Health Care Update

This session will provide an update on the latest issues in adult day health care.

Anne Hill, executive director, Adult Day Health Care Council

2 Reverse Session: ACF and Assisted Living Issues

Do you want the opportunity to meet people, learn from each other and take home practical tips you can implement right away? If so, this reverse session is for you. It's "reverse" because everyone participates and information comes from all, not just a speaker. Come with an idea for discussion and see what you can share with or learn from your peers.

Staffed by Diane Darbyshire, LCSW, senior policy analyst, LeadingAge New York

3 HCBS Update

This session will provide the latest developments in home and community-based services, will discuss what is on the horizon for next year and will include an exciting demonstration on two new telehealth pilots in partnership with Panasonic Corp.

Laura Radensky, LCSW, director of business development, Jewish Home Lifecare

Cheryl Udell, policy analyst, LeadingAge New York

4 LEARNING LOUNGE: How Mindfulness Improves Performance, Profitability and Well-Being



This learning lounge focuses on the inner work that results in being more effective as a leader. In a relaxed and informal setting, you will learn how the simple practice of mindfulness can help improve overall well-being. You'll be guided through simple practices that you can easily integrate into your daily life at work and at home. *Limited to 20 participants.*

Facilitator: Matt Tenney, president, Wanna Save the World, Inc.

8:30 – 9 a.m.

CONTINENTAL BREAKFAST



Sponsored by:



9 – 9:30 a.m.

LEADINGAGE NEW YORK ANNUAL MEETING



Sponsored by:



9:30 – 10 a.m.

LEADINGAGE NY LEADERSHIP ACADEMY GRADUATION

10 – 11 a.m.

PLENARY SESSION:

How to Build Genuine and Authentic Relationships



How do we accomplish extraordinary things as leaders? The quality of our relationships determines whether we simply reach a goal or inspire greatness. The success of any organization is grounded in the formation of sustainable relationships. In this session, Mr. Spaulding will illustrate how to build relationship capital throughout your organization so internal teams can maximize their potential and external constituencies and stakeholders can share your vision. He will also explore groundbreaking leadership techniques, such as building "Fifth Floor Teams," and leveraging "Netgiving."

Tommy Spaulding, president, Spaulding Companies Corporation

11:15 a.m. – 12:45 p.m.

CONCURRENT SESSIONS:

1 2015 DOH Update

Sponsored by:



Shelly Glock, LNHA, MBA, CPHQ, deputy director, Division of Nursing Home and ICF/IID Surveillance, New York State Department of Health

2 Medicare Managed Care: An Advanced Look at Our Short and Long Term Populations

This high-level, practical application program will discuss the “real-life” issues associated with Medicare Advantage Plans and offer strategies to improve performance. The presenter will “demystify” Medicare Special Needs Plans and provide a logical framework where a provider can determine if the program is right for them. This session will also include tangible tools and resources providers can implement immediately.

Marc Zimmet, president, Zimmet Healthcare Services Group, LLC

3 Ten Super Trends in Senior Living

Morrison Senior Living conducted research that uncovered current statistics and insights about U.S. seniors that have development, marketing and operational implications for the senior living industry. This session will summarize the attitudinal and economic changes of the modern senior and the implications for senior communities. In this session, participants will discover how ten super trends can super-charge your marketing and operations in 2015.

Sherry Ephraim, director of business development; Kileen Starks, director of business development, Morrison Senior Living

4 Key ACF/AL Issues: DOH Update

Participants will hear directly from the Department of Health’s leadership on key issues in adult care facilities and assisted living. Time will be dedicated for questions.

Valerie Deetz, director, Divisions of Assisted Living and Community Transitions Program, Center for Health Care Quality and Surveillance, NYS Department of Health

5 Strategic Planning in an Era of Health Care Reform

The fundamental nature of strategy demands that practitioners understand the interconnected and fluid relationship between planning and positioning; rather than treating them as separate disciplines. Meaningful planning has been shown to require an honest, critical assessment of an organization’s current state, the ability to create and develop a shared vision of its future state and an achievable plan for overcoming the obstacles that separate the two. It also requires a disciplined, pragmatic approach that is process-oriented yet grounded in a fundamental understanding of organizational change management.

Michael Keenan, president and chief executive officer, Good Shepherd Communities Scot Park, CPA, principal, Artower Advisory Services, LLC

6 The Back Office Imperative



Sponsored by:



Health care providers have long had to look at achieving cost savings and efficiencies in various areas of their operations. One area that is often neglected, however, is improving the efficiency of back office functions. In the back office, efficiency is not so much a matter of cutting costs as it is making sure that we are streamlining work processes, eliminating redundant or unnecessary practices and maximizing the revenue cycle from a business perspective. This session will examine various strategies for enhancing your back office operations.

Patrick Flaherty, managing director, IMSolutions, Inc.
David Terrio, president, BTQ Financial

7 FIDA Update



This session will provide attendees with:

- A general update;
- A market update;
- Provider considerations; and
- Practical implications of FIDA.

Steven Herbst, director of managed care, Loeb & Troper LLP

8 LEARNING LOUNGE: Expanding Your Perspective



Every challenge, problem and opportunity you face has alternatives. Attend this learning lounge and gain the tools and practical ideas to help you develop a new perspective into your experience and thought process. Walk away with the ability to creatively and holistically open the door to more possibilities and innovations to solve your most difficult personal or professional challenges. *Limited to 20 participants.*

Wendy Green, managing vice president of leadership development, LeadingAge

9 Seven Lessons Learned for Future Success with Managed Care

This session will offer both a national and regional perspective about post-acute and long term care provider experiences with managed care organizations, Medicare Advantage and dual eligible initiatives. It will provide seven guiding tips for optimizing an aging services organization for success in the managed care landscape.

Andy Edeburn, vice president, The Camden Group

10 No Place Like Home: The Role of Hospice in the Continuum



How can existing long term care facilities, senior living apartment houses and/or acute care hospitals remodel and reposition themselves to be a Hospice provider on existing sites in New York State? Our presenters will explore the benefits and challenges facing a provider that wants to offer state-of-the-art Hospice services.

Barbara L. Geddis, FAIA, president, Geddis Architects

Barbara Hiney, MPS, CHPCA, executive vice president; Dr. Bernard Lee, MD, associate chief medical officer; MJHS Hospice and Palliative Care

(Continued on page 15)

12:45 – 2 p.m.

AWARDS LUNCHEON



Sponsored by:

2 – 4 p.m.

CONCURRENT SESSIONS:

1 LeadingAge New York Legislative and Budget Update

Join LeadingAge NY staff as they discuss current legislative and budget issues facing members.

Daniel J. Heim, executive vice president; Ami Schnauber, vice president, advocacy and public policy; LeadingAge New York

2 Life Safety Code® Hot Topics... Preparing for the 2012 Edition

This session will focus on current life safety survey hot topics and how the 2012 Life Safety Code will affect the health care industry in the future. It will also clarify how many key updates in the 2012 Life Safety Code can be applied today through categorical waivers. A sample categorical waiver declaration document will be disseminated and discussed.

David Hood, principal, Russell Phillips and Associates, LLC

3 Two Truths and a Lie



In this presentation, our presenter will discuss real life scenarios of actual situations his clients have faced, some fictional, as we attempt to discern which are true and which are lies. Screening and interviewing nightmares, bizarre policies, harassment scenarios, “accommodation” requests and problematic terminations will be addressed, along with the lessons that can be learned.

John Bagyi, Esq., partner, Bond Schoeneck and King PLLC

4 Consolidation and Change Are Inevitable: Payment Will Demand It

This session will dive head-first into the imperatives around collaboration along the aging services and health care continuum; how clinical integration is changing physicians and hospitals; shifting perspectives about the roles of SNFs, housing and home-based services; the inevitability of a consolidated future; and seven pillars for stepping into and managing change.

Andy Edeburn, vice president, The Camden Group

5 LEARNING LOUNGE: Expanding Your Perspective



Every challenge, problem and opportunity you face has alternatives. Attend this learning lounge and gain the tools and practical ideas to help you develop a new perspective into your experience and thought process. Walk away with the ability to creatively and holistically open the door to more possibilities and innovations to solve your most difficult personal or professional challenges. *Limited to 20 participants.*

Wendy Green, managing vice president of leadership development, LeadingAge

6 DOH Home Care, Assisted Living and Managed Care Updates

DOH staff will provide an update on the latest issues in home care, assisted living and managed care.

Mark Kissinger, director, Division of Long Term Care, New York State Department of Health (invited)

7 Pinnacle: A New Standard in Service Excellence

This session will outline how to transition from a service and hospitality-based culture to an experience-based one. It’s all about delivering a fantastic experience for residents on a daily basis and it starts with your community’s staff. We will look at behavioral interviewing, change management and how to measure your success.

Rick Cumberland, senior vice president; Tim Mallad, first vice president; Management Services Operations, Greystone
Julie Fenske, executive director, The Buckingham

4 – 5 p.m.

CLOSING PLENARY SESSION

Serve to Be Great: Leadership Lessons From a Prison, a Monastery, and a Boardroom



Sponsored by:

Matt will show you how to improve your capacity for servant leadership and how taking your leadership game to a higher level results in both a better bottom line and a more fulfilling life. Drawing on insights from his experiences as a prisoner, monk and social entrepreneur; as well as some of the best workplace cultures in the world, you’ll walk away with powerful ideas and tools for developing the leadership skills that result in highly engaged teams that deliver great service. After attending this program, participants will have proven tools to help:

- Attract and retain highly talented people;
- Increase the engagement levels of team members; and
- Create a team culture that delivers world-class customer service.

Matt Tenney, president, Wanna Save the World, Inc.


registration information


Registration Fees	LeadingAge NY Member		Non-member
	On/before April 17	After April 17	
Pre-Conference Intensives: Mon., May 18			
Full-day session (11 a.m. – 5 p.m.)		\$199	\$229
Half-day sessions (9 a.m. – 1 p.m. or 2 – 5:30 p.m.)		\$149	\$199
Conference: Mon. evening, May 18 – Weds., May 20	\$599	\$649	\$725
Tues., May 19 Only	\$319	\$345	\$399
Weds., May 20 Only	\$319	\$345	\$399

The fee for the full-day pre-conference intensive on Mon., May 18 includes: Lunch, refreshment break and access to online session materials.

The half-day pre-conference intensive fee on Mon., May 18 includes: Refreshment break and access to online session materials. Lunch is on your own.

The daily conference fee for Tues., May 19 includes: Continental breakfast, lunch, refreshment break, access to online session materials, entry to the exposition, access to the connection center and attendance at all sessions on Tuesday.

The daily conference fee for Weds., May 20 includes: Continental breakfast, awards luncheon, access to online session materials and attendance at all sessions on Wednesday.

The conference registration fee includes: Attendance at all sessions on Tuesday and Wednesday, the Monday evening campfire session, the Summer Camp Reception, access to online conference materials, entry to the exposition, Tuesday refreshment break, continental breakfast and lunch both days.

LeadingAge New York members: To take advantage of the early bird registration offer and save up to \$50, the conference registration form must be received on or before April 17.

Payment in full must be received by Mon., May 18 for all conference registrations.

Cancellations received by May 8 are refundable, less a 25 percent administrative fee. After that, the fee will not be refunded. Cancellations must be sent in writing to Kathy Burke at kburke@leadingageny.org or fax: 518.867.8386 or 518.867.8389. Those who are registered and do not comply with the cancellation policy will be billed. Substitutions are permitted.

Don't Miss a Thing! Big Savings for Your Organization! You can't be in two places at once. Why miss anything? Bring additional staff with you to benefit from a wider variety of programs. If your organization registers three or more people, the third and subsequent registrants will receive \$75 off the full registration fee. All registrations must be sent simultaneously.

registration

(page 1 of 4)

Please print or type and use one registration form per attendee. Be sure to complete all six steps of this form.

Step 1 of 6: Enter Your Information

Name: _____

Title: _____

Organization: _____

Address: _____

City/State/Zip: _____

Phone: (____) _____

Email Address (required): _____

I am a new member of LeadingAge New York or a first-time attendee.

I require specific aids or services pursuant to the Americans with Disabilities Act. *(Our staff will contact you to make further arrangements.)*

How many years of experience do you have in long term care? _____

In case you have an emergency during the conference, whom may we contact:

(Name, phone and relationship)

What is your age range? This information will help us in planning the format of future conferences.

Under 35 years old

35-44 years old

45-54 years old

55-64 years old

65 years or older

Step 2 of 6: Select Your Registration Fee

Registration Fees: Check the box of your choice(s)	LeadingAge NY Member		Non-member
	On/before April 17	After April 17	
Pre-Conference Intensives: Mon., May 18			
Full-day session (11 a.m. – 5 p.m.)	<input type="checkbox"/> \$199		<input type="checkbox"/> \$229
Half-day session (9 a.m. – 1 p.m.)	<input type="checkbox"/> \$149		<input type="checkbox"/> \$199
Half-day session (2 – 5:30 p.m.)	<input type="checkbox"/> \$149		<input type="checkbox"/> \$199
Conference: Mon. evening, May 18 – Weds., May 20	<input type="checkbox"/> \$599	<input type="checkbox"/> \$649	<input type="checkbox"/> \$725
Tues., May 19 Only	<input type="checkbox"/> \$319	<input type="checkbox"/> \$345	<input type="checkbox"/> \$399
Weds., May 20 Only	<input type="checkbox"/> \$319	<input type="checkbox"/> \$345	<input type="checkbox"/> \$399

(Continued to step 3 on page 18)

registration

(page 2 of 4)

Name: _____

Early bird registration: Registration form must be received by **April 17** and payment in full must be received by **May 18**.

Registration after April 17: Payment in full must be received by **May 18**.

Cancellations received by **May 8** are refundable, less a 25 percent administrative fee. After that, the registration fee will not be refunded. Cancellations must be sent in writing to Kathy Burke at kburke@leadingageny.org or fax: 518.867.8386/518.867.8389. Those who are registered and do not comply with the cancellation policy will be billed. Substitutions are permitted.

Step 3 of 6: Meal Options

Special Meal Request(s):

- Kosher
- Vegetarian
- Gluten-free

Extra Meal Tickets for Guests: Meal tickets include gratuity and are non-refundable.

_____ Summer Camp Reception on Mon.: # _____ @ \$40 ea. \$ _____

_____ Lunch with exhibitors on Tues.: # _____ @ \$40 ea. \$ _____

_____ Awards luncheon on Weds.: # _____ @ \$40 ea. \$ _____

Step 4 of 6: Calculate Your Fees

Pre-conference fee:	\$ _____
Conference fee:	\$ _____
Extra meal ticket(s)	\$ _____
TOTAL	\$ _____

(Continued to step 5 on page 19)

registration

(page 3 of 4)

Name: _____

Step 5 of 6: Select the Sessions You Plan to Attend

Mon., May 18

9 a.m. – 1 p.m. (Additional fee)

- Pre-Conference Intensive: Road Map to Managed Care...No Turning Back

11 a.m. – 5 p.m. (Additional fee; includes lunch)

- Pre-Conference Intensive: Successful Communication Strategies for Adapting and Thriving

2 – 5:30 p.m. (Additional fee)

- Pre-Conference Intensive: Ensuring the Financial Health of Your Organization

6:30 – 7:30 p.m.

- LeadingAge New York Summer Camp Reception (Included in conference fee)
- Not attending

7:30 – 9 p.m.

- Campfire Session (Included in conference fee)
- Not attending

Tues., May 19

9 – 10:30 a.m.

- Keynote address: Changing How We Change
- Not attending

11:30 a.m. – 1 p.m.

- Not attending a session during this time
- Preparing People and Organizations for the Challenge of Change
- Bridging Campus and Community
- Strategies After the Managed Care Contract Is Signed
- Engaging Persons With Dementia Through Adaptive Computer Technologies
- Challenges and Opportunities in Post-Acute Care
- UAS-NY Project Update
- Great Ideas in Assisted Living
- LL: Understanding the Dysfunctional Family
- Evaluating Business Models for Technology-Enabled LTSS
- When Do You Refer for Hospice and Palliative Care Services?
- LeadingAge New York and Affiliates Board of Directors Meeting (By invitation only)

3 – 5 p.m.

- Not attending a session during this time
- How Post-Acute Providers Can Succeed in a Value-Based Payment World
- Marian's House: A Neighborhood Guest House for Alzheimer's Care
- Adopting Electronic Records and Resources in Assisted Living
- LL: Understanding the Dysfunctional Family (repeat of morning session)
- Meeting the Challenges and Opportunities Arising From Health Care Reform
- Sponsorships and Affiliation Transitions
- Improving Quality and Honoring Individual Preferences Near the End of Life
- Houston, We Have a Problem
- Advancing Affordable Housing Plus Services Solutions
- DSRIP Update
- QI for Your QA Program in AL/ACFs

5 – 6 p.m.

- Preparing for the Expectations of Future Consumers
- LeadingAge Quality Metrics
- Not attending

Weds., May 20

7:30 – 9 a.m.

(Breakfast briefings)

- Not attending a session during this time
- LeadingAge NY Reimbursement Update
- The following begin at 8 a.m.:*
- Adult Day Health Care Update
- Reverse Session: ACF and Assisted Living Issues
- HCBS Update
- LL: How Mindfulness Improves Performance, Profitability and Well-Being

10 – 11 a.m.

- Plenary session: How to Build Genuine and Authentic Relationships
- Not attending

11:15 a.m. – 12:45 p.m.

- Not attending a session during this time
- 2015 DOH Update
- Medicare Managed Care
- Ten Super Trends in Senior Living
- Key ACF/AL Issues: DOH Update
- Strategic Planning in an Era of Health Care Reform
- The Back Office Imperative
- FIDA Update
- LL: Expanding Your Perspective
- Lessons Learned for Success with Managed Care
- The Role of Hospice in the Continuum

2 – 4 p.m.

- Not attending a session during this time
- Legislative and Budget Update
- Life Safety Code® Hot Topics
- Two Truths and a Lie
- Consolidation and Change Are Inevitable
- LL: Expanding Your Perspective
- DOH Home Care, AL and Managed Care Updates
- Pinnacle: A New Standard in Service Excellence

4 – 5 p.m.

- Closing plenary: Leadership Lessons From a Prison, a Monastery, and a Boardroom
- Not attending

(Continued to step 6 on page 20)

registration

(page 4 of 4)

Name: _____

Step 6 of 6: Send Us Your Completed Form and Payment

Payment Method:

Please check: Check MasterCard Visa Discover Amex

Card number: _____ Exp.: _____

Cardholder's name (exactly as on card): _____

Authorized signature: _____ Security code: _____

Make check payable to **Foundation for Long Term Care**

Mail to: 13 British American Blvd., Suite 2, Latham, N.Y. 12110-1431

Fax to: 518.867.8386 or 518.867.8389

Questions? Contact Kathy Burke at kburke@leadingageny.org or call: 518.867.8385, ext. 138



golf tournament registration form

(Page 1 of 2)

Since 1997, the Annual LeadingAge New York PAC Golf Tournament has helped raise funds for LeadingAge New York's PAC and the lawmakers who advocate for New York's elderly. LeadingAge New York relies heavily upon the support of the Legislature to advance policy for our members. We have continued to listen to our members' needs and have made many adjustments to the golf tournament over the past few years. We hope our new accommodations including a later start-time, a new location and a pro-golf clinic will entice you to join us for a fun day on the greens with your colleagues.



This year's event will take place at Ballston Spa Country Club, 1366 Amsterdam Road, Ballston Spa on Monday, May 18.

10 - 10:45 a.m. Brunch, registration and contests **11 a.m.** Shotgun start **2 p.m.** Registration for pro-golf clinic

2:30 p.m. Pro-golf clinic & driving range **4 p.m.** Prizes & cocktail reception

PAC Sponsorship Levels and Golf Tournament Fees

Golf Cart Sponsorship\$3,000

Includes your company's logo on the golf cart! Print representation on LeadingAge New York PAC materials, member publications, including the *Advisor* and *Intelligence*; logo on LeadingAge New York website, Facebook, e-blast campaigns. Includes a foursome and two reception tickets.

Hole-In-One Sponsorship\$2,500

Get your company's logo placed on golf give-aways! Print representation on LeadingAge New York PAC materials, member publications, including the *Advisor* and *Intelligence*; logo on LeadingAge New York website, Facebook, e-blast campaigns. Includes two free golf tournament players and two reception tickets.

Eagle Sponsorship\$1,500

Includes signage at the cocktail reception! Logo representation on LeadingAge New York website, social media and member publications, including the *Advisor* and *Intelligence*. Includes one free golf tournament player and one reception ticket.

Fairway Sponsorship \$1,000

Includes signage at the cocktail reception! Logo representation on website and e-blast campaigns, one free golf tournament player.

Prizes Sponsorship \$500

Includes signage at the cocktail reception! Logo representation on website and e-blast campaigns.

T-sign Sponsorship \$200 *each*

Have your company logo on a t-sign located on the golf course!

**\$125 /18-hole tournament
\$50/Pro-clinic | \$25/Cocktail reception only**

Registration deadline is Monday, May 11, 2015. Golfers will not be able register after this date.

Name: _____ Address: _____ Email: _____

1. _____

2. _____

3. _____

4. _____

Please check sponsorship level and/or participation:

- | | | |
|---|--|---|
| <input type="checkbox"/> Golf carts \$3,000 | <input type="checkbox"/> Hole-in-One sponsor \$2,500 | <input type="checkbox"/> Eagle sponsor \$1,500 |
| <input type="checkbox"/> Fairway sponsor \$1,000 | <input type="checkbox"/> Prizes \$500 | <input type="checkbox"/> T-sign \$200 each |
| <input type="checkbox"/> 18-hole tournament \$125 | <input type="checkbox"/> Pro-golf clinic | <input type="checkbox"/> Cocktail reception only \$25 |

(Continued to page 22 to complete this form)



golf tournament registration form

(Page 2 of 2)



Contact Name: _____

Payment Method: Please check: MasterCard Visa Discover Amex Check

Make check payable to **LeadingAge NY PAC** or, if paying by credit card:

Card number: _____ Exp.: _____

Cardholder's name (exactly as on card): _____

Authorized signature: _____ Security code: _____

Complete registration form and fax to: Alyssa Lovelace, LeadingAge New York, 518.867.8384 or mail with payment to:
Alyssa Lovelace, LeadingAge New York, 13 British American Blvd., Suite 2, Latham, NY 12110-1431
Phone: 518.867.8383, ext. 155

Conference Hotel: The Saratoga Hilton

Rate: \$164 single/double **Check-in time: 4 p.m. Check-out time: 11 a.m.**

Policy: A two-night minimum stay (Monday and Tuesday) is required. A Sunday night stay does not apply towards the minimum.

How to make your reservation: You must go to: <https://resweb.passkey.com/go/LANYAnnual2015>

Cut-off date: April 17, 2015

Supplemental rooms have been reserved at the hotels below. To receive discounted rates, please specify that you are attending LeadingAge New York's Annual Conference and Exposition.

The Marriott Courtyard

11 Excelsior Avenue, Saratoga Springs, NY, 518.290.9090

Rate: \$164 single/double

Check-in time: 3 p.m., Check-out time: Noon

Rooms available: 20 rooms for Sunday, May 17, 35 rooms for Monday, May 18, and 30 rooms for Tuesday, May 19

Policies: Cancellations must be received 48 hours prior to arrival date.

Reservations are on a first-come, first-served basis.

How to make your reservation: Call 866.210.9325 and identify yourself as part of LeadingAge NY/Foundation for Long Term Care to receive the group rate.

Cut-off date: April 18, 2015

Holiday Inn Saratoga

Broadway at Circular Street, Saratoga Springs, NY

Group code: LA9

Rate: \$149 single/double

Check-in time: 2 p.m., Check-out time: 11 a.m.

Rooms available: 10 rooms for Monday, May 18, Tuesday, May 19 Wednesday, May 20 and Thursday, May 21

Policies: Rooms are held until 6 p.m. unless guaranteed by a major credit card or one night deposit. Guaranteed no-shows will be charged for one night's stay and subsequent night's reservation will be canceled. Individual reservations may be canceled 48 hours prior to arrival. After this time, deposits will not be refunded.

How to make your reservation: Call 518.584.4550 or 1.855.592.8367 and indicate the group code, or go to www.saratogahi.com and indicate the group code, LA9.

Cut-off date: April 27, 2015

The Inn at Saratoga

231 Broadway, Saratoga Springs, NY

Rate: \$139 single (breakfast included)

Check-in time: 3 p.m., Check-out time: 11 a.m.

Rooms available: 15 rooms for Monday, May 18 and Tuesday, May 19

Policies: All reservations must be guaranteed with either a one-night rate deposit or credit card. Hotel will charge a fee equivalent to one night's room and tax for any no-show reservations. Cancellations will be accepted up to 72 hours in advance of arrival. If cancellation is not received at least 72 hours in advance, a charge equal to the last night's room and tax will be assessed.

How to make your reservation: Call 518.583.1890 or 800.274.3573 and identify yourself as part of LeadingAge NY to receive the group rate.

Cut-off date: April 20, 2015

The Hilton Garden Inn

125 South Broadway, Saratoga Springs, NY, 518.587.1500

Rate: \$145 single/double

Check-in time: 4 p.m., Check-out time: 11 a.m.

Rooms available: Five rooms for Sunday, May 17, 15 rooms for Monday, May 18, 10 rooms for Tuesday, May 19 and five rooms for Wednesday, May 20

Policies: Cancellations must be received 48 hours prior to arrival date.

How to make your reservation: Go to <http://goo.gl/Brte10>

Cut-off date: April 17, 2015

Embassy Suites

86 Congress Street, Saratoga Springs, NY, 518.290.9090

Rate: \$149 single/double/suite

Check-in time: 3 p.m., Check-out time: noon

Rooms available: Five rooms for Sunday, May 17, 10 rooms for Monday, May 18, 10 rooms for Tuesday, May 19

Policies: Cancellations must be received 24 hours prior to arrival date.

About the hotel: Guests may enjoy complimentary daily cook-to-order breakfast; evening cocktail reception; high-speed and wireless Internet access in all guest rooms and lobby; and spacious suites, each with modern amenities including a spacious work surface, microwave, refrigerator and two HDTVs.

How to make your reservation: Go to <http://embassysuites.hilton.com/en/es/groups/personalized/A/ALBESES-LEA-20150517/index.jhtml>

Cut-off date: April 17, 2015

The Saratoga Arms

497 Broadway, Saratoga Springs, NY

Rate: \$165 single/\$185 double without breakfast

Check-in time: 3 p.m., Check-out time: Noon

About the hotel: This is a concierge hotel under the personal supervision of the Smith Family. Across the street from the City Center, this historic building has been recently renovated and decorated as an upscale property. Each room is unique. All rooms have a private bath, cable TV, voice mail, free WI-FI, complimentary Saratoga Water, and most have refrigerators. All rooms are nonsmoking.

How to make your reservation: Call 518.584.1775 or 888.242.2390. Reservations accepted up to conference dates at above rate are dependent upon availability.

Hampton Inn and Suites Saratoga Springs Downtown

25 Lake Avenue, Saratoga Springs, NY

Group code: LAN

Rate: \$159 single/double (Includes breakfast, parking garage and Internet.)

Check-in time: 3 p.m., Check-out time: 11 a.m.

Rooms available: Thirty rooms for Monday, May 18 and Tuesday, May 19 and Wednesday, May 20

Policies: Cancellations must be received 24 hours prior to arrival date.

How to make your reservation: Call 518.584.2100 and identify yourself as part of LeadingAge NY to receive the group rate.

Cut-off date: April 19, 2015

Union Gables Inn

55 Union Avenue, Saratoga Springs, NY 12866

Rate: \$155 king/queen

Check-in time: 3 – 7 p.m., Check-out time: 11 a.m.

About the hotel: Union Gables is a historic Victorian mansion inn with elegant, large guest rooms equipped with king beds, flat screen TV's, gas fireplaces, private bathrooms, mini-refrigerators, desks and seating areas.

As part of their experience, guests enjoy complimentary wine, an appetizer and cookies in the evenings; a full, cooked to order breakfast every morning; bikes for their use around Saratoga; and a heated outdoor pool. The Union Gables is a 15 minute walk or three minute drive to The Saratoga Hilton.

How to make your reservation: Call 518.584.1558 and identify yourself as part of LeadingAge NY to receive the group rate.

Reservations accepted up to conference dates at above rate are dependent upon availability.

