



Mapping The Future

**2023 Convention and Exposition
Isleta Resort and Casino
August 23-25, 2023**

NM Division of Health Improvement –
Nursing Facility Update
Christopher Burmeister and
Maurella Sooh
CE Hours: 1.5 for NHA, NRS, SS, ACT



Register Today



Written notice of cancellations received in the NMHCA/NMCAL office by August 14, 2023 will be refunded in full minus a \$50 processing fee. Cancellations received between August 23, 2023 and August 22, 2023 will be refunded 50% of the registration fees due/paid. No refunds will be given after August 22, 2023.

Anyone wishing to attend educational and exposition events must be registered. Unregistered guests may attend the membership meeting on Thursday, August 24, 2023 or purchase a ticket to attend the Best of the Best Awards Luncheon on Wednesday, August 23, 2023. Exhibit only tickets* may be purchased at the registration desk. The number of attendees must be guaranteed in advance, so it is recommended you pre-purchase your tickets using the convention registration form. Tickets for Lunch in the Exhibits and/or the Awards luncheon may also be purchased at the NMHCA/NMCAL Convention Registration Desk on a space available basis. All unregistered guests should check in at the registration desk for a temporary badge.

**Exhibit-only tickets are not available for vendors. Vendors are required to purchase an exhibit booth or education package.*



NMHCA/NMCAL's Board of Directors welcome you to our annual Convention and Exposition, Navigating the Future, at the Isleta Resort and Casino in Albuquerque. This year's theme offers us the opportunity to navigate the future to continually improve quality of life and quality of care in our facilities.



The 2023 Convention and Exposition features excellent educational opportunities for everyone involved in long-term care from nursing facilities to assisted living to ICFs/IID to our individual associate members! This year you will find an education track for administrators, managers, nurses, activity personnel, social services and dietary staff. Don't forget the exhibitors! From the Exposition Grand Opening to Lunch with the Exhibitors, a wonderful time awaits all. And who can forget the Best of the Best Awards? Join us in celebrating our 2023 nominees and award winners!



MEMBERSHIP MEETING

The Association's General Membership Meeting is scheduled for Thursday, August 24, 2023 from 7:30-9:00 am at the Isleta Resort and Casino. A special registration form will be sent to all member facilities. The administrator (or a representative) from each NMHCA member facility is **strongly encouraged** to attend as the agenda will include the election of the 2023-2024 Board of Directors. ***Members only please!***

Wednesday**August 23, 2023****8:30 am-10:00 am****Committee Meetings****10:00-11:30****Board of Directors
Meeting****11:00 am****Registration Desk
Opens****12:00-2:00 pm****Opening Ceremony****Awards Luncheon****2:15-3:45 pm****Concurrent Breakout
Sessions****3:45-4:00 pm****Cold Beverage Break****4:00-5:30 pm****Concurrent Breakout
Sessions****5:30-7:00 pm****NMHCA/NMCAL
Membership Mixer and
Exposition Grand
Opening Hors
d'oeuvres & Cash Bar****Your chance to win \$300 cash!****Thursday****August 24, 2023****7:30 – 9:00 am****Coffee and Rolls in the
Exhibit Hall****8:00 – 9:00 am****NMHCA Membership
Meeting Breakfast -
Member's Only****9:00-10:30 am****Plenary Session****10:45 am -12:15 pm****Concurrent Breakout
Sessions****12:15-2:00 pm****Lunch in the Exhibit
Hall****Announcement of Prize
Winners!****2:00-3:30 pm****Concurrent Breakout
Sessions****3:45-5:15 pm****Concurrent Breakout
Sessions****Friday****August 25, 2023****8:00-8:30 am****Coffee and Rolls in the
Foyer****8:30-10:00 am****Concurrent Breakout
Session****10:00-10:30 am****Break on Your Own****10:30am-12:00 pm****Concurrent Breakout
Session**



NMHCA is applying for continuing education credit for the professional disciplines listed below. The total possible continuing education contact hours that may be earned for attendance at the entire convention are 12.50 hours.

- ACT = Activity Directors, Recreation Therapists
- NHA = Nursing Home Administrators
- NRS = Nurses
- SS = Social Workers

The New Mexico Health Care Association (NMHCA) is recognized by the NM Nursing Home Administrators' Board as a provider of continuing education. NMHCA is the approval granting body for continuing education for Activity Directors qualified through the NMHCA 36 or 40-Hour Basic Course for Activity Directors. NMHCA is also recognized by the NM Board of Nursing as a health care organization able to offer continuing education for nurses. Nurses must submit all appropriate paperwork regarding NMHCA courses directly to the NM Board of Nursing for re-licensure. The NM Board of Nursing may require a letter of justification explaining the applicability of the workshop/conference to the practice of nursing at the time of re-licensure.

TRACKING YOUR CE HOURS

NMHCA uses a scan system to verify attendance. You must have your name badge on to be scanned into a session. You will not be scanned in if you arrive more than 10 minutes late. If you leave early OR if you are absent for more than 10 minutes of the session, your scan will be cancelled. Breaks have been built into the overall schedule to allow adequate time for phone calls, etc. No attendee will be permitted to request verification scans or to submit for credit on behalf of another individual. Certificates will be sent via email after the convention and it usually takes about 3-4 weeks.



GENERAL CONVENTION INFORMATION

- For your own personal comfort, please bring a sweater or jacket with you to the conference. Adjusting temperature in a meeting room takes time and is almost impossible to change immediately. Dressing in layers will help ensure that you will be neither too hot nor too cold.
- Please turn off all cellphones during education & business sessions to prevent distracting speakers and/or other participants.
- Evaluations are in the App for each session you attend. Please take a moment to complete it out. Your input is essential for the continuing improvement of NMHCA's educational programs.
- Smoking is not permitted inside the event venues.



SPECIAL EVENTS IN THE EXPO HALL

Wednesday, August 23, 2023

5:30 - 7:00 pm Expo Grand Opening

Thursday, August 24, 2023

7:30 - 9:00 am Coffee and Rolls in the
Exhibit Hall

Thursday, August 24, 2023

12:15 – 2:00 pm Lunch in the Exhibit
Hall

Don't Miss These Golden Opportunities!

Convention & Exposition attendees may be eligible for a **\$300 cash prize** just for visiting with the vendors! There will be a contest beginning at the Exposition Grand Opening on August 23, 2023. The \$300 cash prize will be drawn on August 24, 2023 at approximately 1:30 pm. In addition to the grand prize, NMHCA/NMCAL will be giving away numerous other prizes. Exhibitors may have give-aways as well!

Don't miss out! You Must Be Present to Win!

NMHCA/NMCAL Convention & Exposition name badges **must** be worn in order to enter the Exhibit Hall!

The Best of The Best

The Best of the Best awards luncheon will be held on Wednesday, August 23, 2023 as part of the opening of the Convention, beginning at 12:00 pm. Each year, the very best of the best in long-term care are recognized for “going the extra mile” in resident care. Whether it is the nursing assistant for outstanding care or the dietary support staff member for always making the resident smile, it is these individuals who help make our facilities shine. This year's awards program luncheon is included in your convention pricing.

REGISTRATION INFORMATION

Register one or register twenty – the choice is up to you but the more staff you bring, the more you save! Bring up to four attendees for one low price and you can add additional staff for an even lower rate! Don't forget about the special 1-Day registration for your front-line caregivers! NMHCA/NMCAL makes it easy to ensure your staff stays up-to-date on the latest in long-term care. This low registration fee includes all of your convention activities including admission into all educational sessions, a copy of the Convention Handout Book, admission to the Exposition, the Exposition Grand Opening Celebration, Lunch in the Exhibit Hall, Coffee and Rolls in the Exhibits, and food/beverages during selected breaks.

Please see the Convention & Exposition Registration Form for pricing information. Convention registrants will receive a confirmation letter from NMHCA/NMCAL within 10 working days of sending in the registration materials. You may contact NMHCA at 505-880-1088.

Early-Bird Registration Deadline is August 14, 2023
Please Register Online at
www.nmhca.org/signatureevents

On-Site Registration at the Isleta Resort and Casino will begin at 10:00 am on Wednesday, August 23, 2023

We recommend assigning one person from your facility to pick up all name badges and distribute.

Wednesday, August 23, 2023



NMHCA/NMCAL PROUDLY
PRESENTS

2023
Best of the Best

JOIN US FOR THE BEST OF THE BEST
BANQUET ON

WEDNESDAY, AUGUST 23, 2023
NOON TO 2:00 PM



We invite you to explore the exhibit hall and engage in face-to-face contact with the service providers who can make you and your organization more successful

Vendors as of July 11

50 NMHCA/NMCAL Worker's Comp Group	38	37 PharmacareUSA	26 LD Supply Company, Inc.	25	14 SNF Wound Care	13 Prime Time Healthcare	1 Shamrock Food:
49	39 Comagine	36 Ben E. Keith Company	27 Digitech	24 RX Innovations Best Buy Drugs	15	12 Senior Care Associates	2 Sevenwonders Education Training and Learning Centre
48 OmniCare Pharmacy	40 KARE	35 ICCNM	28 NetHealth	23	16 Top Notch Grips	11 NM Fire Protection	3
47 El Mirador Home Health	Aisle		Aisle				4 Your Name Here Photo Booth
46 HOPE Solutions	41 PharMerica	34 Medline Industries, Inc.	29 Synchronys	22 Healthcare Services Group	17	10 Reliant Rehabilitation	5
45 Comprehensive Mobile Care	42	33 Powerback Rehab	30 Genesis Health Care	21 End-of-Life Options NM	18 VIC the PICC	9 GeriPro	6 Common Energy
44 MediTelecare	43 Incite Strategic Partners	32 BCBSNM	31 It's All About Satellites.com	20 Infinity Rehab	19 Smart Tax Planning	8 Mobility Works	7 HPSI

Entry

2:00 to 3:30 pm

Concurrent Breakout Sessions

Assessment and Care Planning in Behavioral Health

Barbara Speedling

CE Hours: 1.5 for NHA, NRS, SS

The Federal regulations for Trauma-Informed Care and Behavioral Health Services challenge long-term care facilities to ensure that they are fully prepared to care for residents with complex clinical and psychosocial needs. Beyond differentiating between dementia and psychiatric illness or addictions, the facility staff must have a working knowledge of the interventions and services necessary to achieve compliance and quality in behavioral health. This session offers an overview of the regulatory expectations and insight into assessment and care planning to address a broad range of behavioral health needs.

Tag, You're It! How to Prepare Your Facility's Infection Preventionist to Train Your Staff, Protect Your Residents and Avoid Infection Control F-tags

Joshua Hernandez and Shannon Cupka

CE Hours: 1.5 for NHA, NRS, SS, ACT

In 2019, CMS required that nursing homes have an Infection Preventionist on staff. Four years and a worldwide pandemic later, and infection control-related regulations and associated penalties keep increasing. How do you ensure your facility's training standards not only teach evidence-based practices but also help sustain them when staffing shortages are at an all-time high? You implement a multi-pronged, systems approach to improving infection control at your facility by adopting easy-to-teach and easy-to-learn methods using basic adult learning and quality improvement principles, and you monitor your progress. We'll show you how!

Sponsored by Comagine



Skilled Nursing Care: What does the Future Look Like?

Jairon Johnson, MD, Sergio Huerta, MD

CE Hours: 1.5 for NHA, NRS, SS, ACT

People needing care at a skilled nursing facility (SNF) are often denied admission because they take methadone or buprenorphine to treat opioid use disorder. The U.S. Department of Justice has stated that these practices are illegal discrimination. Join Doctors John and Huerta for this frank discussion on providing services for individuals on medications for opioid use disorder (MOUD) and how recent changes have been implemented to make the medications more available for patients.

Navigating the Sea of Wound Care

Payam Tehrani, M.D

CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Dr. Tehrani to discuss documentation on pressure ulcers, scabies in the SNF, and G tube complications and dislodgment.

Sponsored by SNF Wound Care



3:45 to 5:15 pm

Concurrent Breakout Sessions

Trauma-Informed Care

Barbara Speedling

CE Hours: 1.5 for NHA, NRS, SS, ACT

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Trauma-Informed Care understands and considers the pervasive nature of trauma and promotes environments of healing and recovery rather than practices and services that may inadvertently re-traumatize and the facility must ensure that residents who are trauma survivors receive culturally competent, trauma-informed care in accordance with professional standards of practice and accounting for residents' experiences and preferences in order to eliminate or mitigate triggers that may cause re-traumatization of the resident.

The Link Between Service and Sales

Donna Cutting

CE Hours: 1.5 for NHA, NRS, SS, ACT

Roll out the red carpet and unlock the extraordinary potential of the service-sales connection in senior living and long-term care organizations. Discover how the service experience provided becomes the catalyst for referrals, resident retention, and strong relationships with referral sources.

In this engaging and interactive session, we delve into the vital role of service basics in establishing your organization's brand. Learn how each interaction, from tours to daily interactions, shapes the experience that influences decisions to choose your community over others.

Explore practical strategies to train your team members on service fundamentals that go beyond expectations and create a lasting impression. By the end of this session, you'll understand the link between service and occupancy and be able to get your team ready to make red-carpet first impressions.

How To Be a R.E.A.L. Success

Yanick Hicks

CE Hours: 1.5 for NHA, NRS, SS, ACT

Success is not a destination. It is a process- a lifelong strategy of building on strengths, minimizing weaknesses, and focusing on the people and points of life that are most important. In How to be a REAL Success, I will help you understand the keys you need to succeed in life. Whether you are a civil servant or a corporate executive, you will achieve great things by understanding four very important success building areas; Relationships, Equipping, Attitude, and Leadership.

State Assisted Living Initiatives the Present and Future

Bonnie Zeiler, LPN

CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Bonnie to talk about recent changes in New Mexico and potential changes that could affect your facility. Dementia training, potential rule changes, and discussions on standardizing the ISP are all things pending on the horizon for assisted living.



Thursday, August 24, 2023

9:00 to 10:30 am

General Session

**Navigating the Future:
Enhancing Employee Experience to Drive Retention and Engagement**

Donna Cutting

CE Hours: 1.5 NHA, NRS, SS, ACT

Successfully navigating the future of work means that we have to pay more attention to the employee experience. Employees first doesn't mean residents last – it's the foundation upon which extraordinary resident experiences are built.

This high-energy, fun, and interactive keynote will provide you with a map for creating a culture of happy people who stay and serve your residents and guests with excellence. Let's get real. Employee turnover was a challenge even before the pandemic. We can't go back to practicing the same ineffective interventions as before. It's time to go deep.

Let go of the quick-fix approach to employee turnover and start creating a culture that makes people want to come to work. A culture that prioritizes respect, care, and inclusiveness and lets your team members know how much they matter.

When you start treating employees like customers, you'll find it easy to attract and retain the perfect people for your organization.



10:45 to 12:15 pm

Concurrent Breakout Sessions

The 7-Minute Culture Cure: The Surprising Path to Employee Retention, Customer Experience, and a Better World.

Donna Cutting

CE Hours: 1.5 for NHA, NRS, SS, ACT

What if every interaction was your opportunity to retain employees, gain customer loyalty, and create a better world? In just 7 minutes a day, you could make small changes that have a profound ripple effect. Welcome to the 7-Minute Culture Cure!

Join us for this transformative session where we delve into the power of 7-minute actions to revolutionize your interactions and elevate your organizational culture. Discover how simple yet intentional changes, under the headings of Write, Ask, Say, Create, Play, and more, can create a positive and lasting impact on employee retention, customer loyalty, and the overall well-being of your organization.

By the end of this session, you will be equipped with a toolkit of actionable ideas that can be implemented in just 7 minutes a day. Empower your team to embrace positive change, nurture employee engagement, deliver exceptional customer experiences, and contribute to a better world through meaningful interactions.

Dental Services for the Elderly

Roger Ames, DDS

CE Hours: 1.5 for NHA, NRS, SS, ACT

The health status of adults older than age 65 years can be quite variable, ranging from functional independence to frail or cognitively impaired. Dental conditions associated with aging include dry mouth (xerostomia), root and coronal caries, and periodontitis; patients may show increased sensitivity to drugs used in dentistry, including local anesthetics and analgesics.

Sponsored by Comprehensive Mobile Care



Medication Concerns and Best Practice in the Skilled Nursing Facility Setting

Scott Stewart, Pharm.D.

CE Hours: 1.5 for NHA, NRS, SS, ACT

Medication errors and adverse drug events are unfortunately common and often preventable in the skilled nursing setting. Do you want to know more regarding top medication concerns and issues seen in the skilled nursing setting? Do you want to know more regarding best practice related to medications of concern? If you answered yes to either or both of the above questions, then this course is for you. We will discuss the top medication concerns and best practice surrounding them to better equip you with the tools needed to try to prevent unnecessary adverse drug events and medication errors.

Sponsored by Pharmcare



VBP and HCQS

Rayna Fagus

CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Rayna and representatives from NetHealth to learn more about the renewal of the workgroups to discuss the Nursing Facility Value-based Purchasing program and the Health Care Quality Surcharge.



2:00 to 3:30pm

Concurrent Breakout Sessions

Becoming a Person of Influence

Yanick Hicks

CE Hours: 1.5 for NHA, NRS, SS, ACT

This presentation is packed full of information and interaction with the intent to create a fun learning environment for building awareness. The goal is to have each participant to walk away with at least one mind-changing idea that will create a desire for motivation and self-improvement to increase productivity and results in your organization

Who are your residents? Not the Metamucil and Bingo Generation.

Cindy Brown

CE Hours: 1.5 for NHA, NRS, SS, ACT

Do we know who we serve and what is important? This session will examine generational values and considerations important for our residents.

Best Practices in Retention

Patricia Whitacre, RN, and Tracy Alter

CE Hours: 1.5 for NHA, NRS, SS, ACT

In January, NMHCA/NMCAL received a 3-year grant to help facilities with retention efforts, and part of that project includes interviewing facility staff. Join Pat and Tracy to learn more about what facility staff has said they look for in the work place and tips on how you can re-engage your staff.

NM Division of Health Improvement – Nursing Facility Update

**Christopher Burmeister and
Maurella Sooh**

CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Chris, Maurella and survey staff to discuss trends in survey, Immediate Jeopardy citations, and other hot topics.



3:45 to 5:15pm

Concurrent Breakout Sessions

Facility culture, activities and social services: Are we getting it right?

Cindy Brown

CE Hours: 1.5 for NHA, NRS, SS, ACT

An interactive session to discuss challenges of designing activities and social services to meet the needs and demands of the populations in our communities and facilities. Bring your success and failures to jumpstart conversation about how to creatively serve our residents.

Managing Challenging Behaviors: An Interprofessional Approach to Non-Pharmacological Behavior Management

Robbie Vendrely, DPT

Gabriel Ayala MS, CCC-SLP

CE Hours: 1.5 for NHA, NRS, SS, ACT

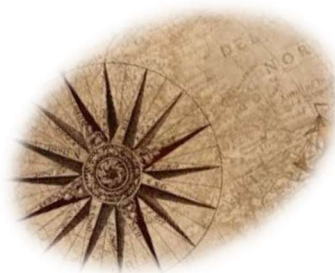
Behavioral and psychological symptoms of distress exhibited by persons with dementia is a common challenge in the post-acute environment. Non-Pharmacological approaches can be both effective and practical to implement utilizing the interprofessional team to develop an individualized approach for each resident. After gaining a better understanding of common causes of these behavior symptoms; we will explore best practices to utilize the team to determine root causes and implement specific non-pharmacological techniques.

Sponsored by Powerback



**NM Division of Health Improvement –
Assisted Living Facility Update**
**Christopher Burmeister, Maurella Sooh,
and Rhonda Rodriguez**
CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Chris, Maurella, Rhonda, and survey staff to discuss trends in survey and other hot topics.



Developing the Leaders Around You
Yanick Hicks

CE Hours: 1.5 for NHA, NRS, SS, ACT

Those closest to a leader will determine the magnitude of his or her success. That's why a leader has to take responsibility for training and equipping a core group of leaders. An organization's growth depends upon the growth of its personnel, and the more people you lead, the more leaders you need. Successful leaders maximize the abilities of those they supervise, and empower them to exercise their influence for the benefit of the organization.

Friday, August 25, 2023

8:30 to 10:00 am

Concurrent Breakout Sessions

Empowering Staff to Pursue Nursing
Josephine Ssenkungu-Seward
CE Hours: 1.5 for NHA, NRS, SS, ACT

The nursing shortage in NM and across the country is spiraling. Empowering our CNAs and CMAs to advance their career pathway into nursing programs will help alleviate the shortages. Join Josephine to talk about developing a pathway for these staff to LPN



SEVENWONDERS
Education Training and Learning Center

DEI - Training Your Staff to Better Care for Trans-identifying Residents
Adrien Lawyer
CE Hours: 1.5 for NHA, NRS, SS, ACT

Transgender Cultural Fluency Training lays the foundation for participants to gain a better understanding of what it means to be transgender, clarify common misconceptions about transgender people, become familiar with the challenges transgender communities face, and learn ways to better serve your transgender residents.

Dining Services in Assisted Living Communities
Rachel Kinney
CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Rachel to discuss key menu programs to provide a nutritious, satisfying meal to residents. Rachel will also discuss factors within dining programs that may better facilitate resident needs and desires in dining services.

Sponsored by Healthcare Services Group



10:30 am to 12:00 pm

Concurrent Breakout Sessions

DEI – Making your Facility more Inclusive for Trans-identifying Staff
Adrien Lawyer
CE Hours: 1.5 for NHA, NRS, SS, ACT

The business environment has changed forever—it calls for a new way of thinking about employees and management. More and more companies today are seeking a way to unite their workforce into a positive community that supports one another – in a culture of empowerment to act as one. Individual contributions are encouraged and rewarded. The movement to a cohesive community within your workplace promotes healthy management relationships and staffing stability.

Staffing Shortages and Solutions
Josephine Ssenkungu-Seward and Pamela Predika
CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Josephine and Pamela to talk about CNAs and the CNA program and learn simple tips.

National Assisted Living Initiatives and Discussions
Bonnie Zeiler, LPN
CE Hours: 1.5 for NHA, NRS, SS, ACT

Join Bonnie to learn more about assisted living trends at the national level as well as the tools provided by NCAL that can help you provide the quality of life and quality of care your residents deserve.