



UPMC HEALTH SYSTEM

Center for Continuing Education
in the Health Sciences
Medical Arts Building, Suite 220
200 Lothrop Street
Pittsburgh, PA 15213-2582

3 Peas
HERETOFORE NOT
In a Pod
*Physicians, Directors of
Nursing and Administrators;
Learning to Work Together*
Wednesday, April 9, 2003

DEVELOPING EXCEPTIONAL LEADERSHIP TEAMS IN LTC SERIES



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Wednesday, April 9, 2003

Hilton Hotel & Towers
Pittsburgh, Pennsylvania



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University of Pittsburgh School of Medicine
Center for Continuing Education
in the Health Sciences
University of Pittsburgh Institute on Aging
The Western Pennsylvania Chapter of PANPHA,
the Pennsylvania Association of
Non-Profit Senior Services
The Faith-Based Network

Course Directors

Shikha Iyengar, MS, MPH, NHA
Administrative Director
University of Pittsburgh Institute on Aging
Vice President, Geriatric Services,
UPMC Health System

David A. Nace, MD, MPH
Assistant Professor of Medicine (Geriatrics)
University of Pittsburgh School of Medicine
and Benedum Geriatrics Center
President, Pennsylvania Medical
Directors Association
Medical Director, Baptist Homes of
Western Pennsylvania
Medical Director, Asbury Heights

PARTICIPATING ORGANIZATIONS

The University of Pittsburgh Institute on Aging – UPIA exists to improve quality of life and health care for older adults through research, education, and innovations in clinical practice. The institute expects to continuously develop new care delivery models that are cost-effective and responsive to the elderly's needs. It aims to influence national funding and policy on geriatric care. The University of Pittsburgh Institute on Aging is a collaboration between UPMC and the University of Pittsburgh.

The Western Pennsylvania Chapter of PANPHA, the Pennsylvania Association of Non-Profit Senior Services – The mission of PANPHA is to promote the interests of non-profit organizations that serve those in need of long-term care services, to enhance those organizations' ability to provide services efficiently and effectively, and to represent our member organizations through cooperative action.

The Faith-Based Network – The Faith-Based Network (FBN) is a business alliance of eleven non-profit, faith-affiliated, long-term care organizations in southwestern Pennsylvania whose mission is to enhance the quality and cost-effectiveness of its members' programs and services. The FBN's vision is to be the leading and sought after network of premier long-term care providers, creating value for its members and the community by developing and implementing innovative ideas and dynamic business opportunities.

INTENT AND OVERVIEW

The development of effective working relationships among medical directors, nursing home administrators, and nursing directors is one of the most challenging problems facing long-term care leadership. This premier session of the *Developing Exceptional Leadership Teams in LTC Series* has been developed by the University of Pittsburgh Institute on Aging, in collaboration with The Western Pennsylvania Chapter of PANPHA, the Pennsylvania Association of Non-Profit Senior Services and The Faith-Based Network. Participants will be trained to better understand the complex demands and driving forces that shape these leadership positions. Attendees will apply this information as they work together to evaluate a common problem in LTC. Training with quality improvement tools will be incorporated into the course as an introduction to subsequent sessions.

WHO SHOULD ATTEND

Teams comprised of the medical director, administrator/executive director, director of nursing from a nursing facility, and other clinicians in key leadership positions including, nurse practitioners, physician assistants, Assistant DON's, Quality Improvement Directors, etc.

OBJECTIVES

Following completion of this program, participants should be able to:

- 🎯 Explain the roles and responsibilities of the three key leadership positions in the nursing facility.
- 🎯 Appreciate constraints and conflicts faced by each of the three key leaders in day-to-day operations.
- 🎯 Develop strategies that enable them to work together as a team in addressing quality improvement issues in the facility.

CONTINUING EDUCATION CREDIT

The University of Pittsburgh School of Medicine, as part of the Consortium for Academic Continuing Medical Education, is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The Center for Continuing Education in the Health Sciences designates this educational activity for a maximum of **4.0** Category I credits toward the AMA Physician's Recognition Award. Each physician should claim only those credits that he/she actually spent in the educational facility.

*Other healthcare professionals are awarded **0.4** continuing education units (CEU's), which are equivalent to **4.0** hours of instruction.*

This program has been *submitted* (but not yet approved) for **4.0** continuing education clock hours from NAB/NCERS. Call Amy Lederer at (412) 647-8216 or (412) 647-8232 for further information.

SCHEDULE

1:00 PM Introduction and Opening Remarks
John J. Zanardelli, MPH, FACHE

SESSION 1

1:15 PM **THE TEAM: Administrator – Director of Nursing – Medical Director:
Demands and Responsibilities; Values and Rewards**
Susan Lewandowski, MPH, NHA
David A. Nace, MD, MPH
Jean Morelli, RN, BSN

SESSION 2

TEAM BUILDING: Driving and Restraining Forces; Building a LTC Leadership Team
Moderator: Deborah M. Simak, RN, MNEd

2:15 PM Workshop A – Breakout Session – *“Groups of “Individuals” in Like Roles
How Do I View The Forces?*

2:30 PM Workshop B – Breakout Session – *“The Team”
How Do Others View The Forces?*

3:15 PM Discussion

3:30 PM BREAK

SESSION 3

TEAMWORK: Problem Solving and Decision-Making
Moderator: Deborah M. Simak, RN, MNEd

3:45 PM Workshop A – Breakout Session – *“The Administration”
What Is The Problem? Who Is At Fault?*

4:15 PM Workshop B – Breakout Session – *“The Leadership Team”
What Is The Problem? What Are The
Root Causes?*

4:45 PM Discussion

5:00 PM Closing Remarks
John J. Zanardelli, MPH, FACHE

5:15 PM Adjourn

COURSE DIRECTORS

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Vice President, Geriatric Services UPMC Health System
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David A. Nace, MD, MPH*

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Pittsburgh, PA

FACULTY

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Pittsburgh, PA

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Director of Nursing
Baptist Homes of Western Pennsylvania
Pittsburgh, PA

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Administrator/QI Facilitator
Division of General Internal Medicine
Research Associate Faculty
University of Pittsburgh School of Medicine
Pittsburgh, PA

John J. Zanardelli, MPH, FACHE*

Executive Director & CEO
United Methodist Services for the Aging
Pittsburgh, PA

*Planning Committee Member

PLANNING COMMITTEE

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University of Pittsburgh School of Medicine
Medical Director, Canterbury Place
Pittsburgh, PA

In accordance with Accreditation Council for Continuing Medical Education requirements on disclosure, information about relationships of presenters with commercial interests (if any) will be included in materials distributed at the time of the conference.

SPECIAL NEEDS



Participation by all individuals is encouraged. Advance notification of any special needs will help us provide better service. Please notify us of your needs at least **two weeks** in advance of the program by calling (412) 647-8232.

MEETING LOCATION

The meeting will be held at the **Hilton Hotel & Towers**, Pittsburgh, Pennsylvania. Parking is available at the Gateway Center Garage. Parking for the duration of the conference will be \$14. A block of rooms has been reserved for the **Clinical Update in Geriatric Medicine** conference starting the day after this conference. Rooms for the **Clinical Update in Geriatric Medicine** will be \$103/night. If overnight accommodations are needed, call the Hilton Hotel & Towers directly toll free at 1-800-HILTONS.

VISIT THE CENTER FOR CONTINUING EDUCATION IN THE HEALTH SCIENCES WEB SITE

Our Internet address is: www.upmc.edu/ccehs

The Center for Continuing Education in the Health Sciences at UPMC Health System invites you to visit our web location. Receive information on CME programs, earn CME credits on the Internet, and access information about our formal courses and much more. Discover who we are and how you can contact us. Please visit our web location often to get updated information on upcoming programs.

The University of Pittsburgh, as an educational institution and as an employer, values equality of opportunity, human dignity, and racial/ethnic and cultural diversity. Accordingly, the University prohibits and will not engage in discrimination or harassment on the basis of race, color, religion, national origin, ancestry, sex, age, marital status, familial status, sexual orientation, disability, or status as a disabled veteran or a veteran of the Vietnam era. Further, the University will continue to take affirmative steps to support and advance these values consistent with the University's mission. This policy applies to admissions, employment, access to and treatment in University programs and activities. This is a commitment made by the University and is in accordance with federal, state, and/or local laws and regulations. For information on University equal opportunity and affirmative action programs and complaint/grievance procedures, please contact: William A. Savage, Assistant to the Chancellor and Director of Affirmative Action (and Title IX and 504 Coordinator), Office of Affirmative Action, 901 William Pitt Union, University of Pittsburgh, Pittsburgh, PA 15260, (412) 648-7860.

REGISTRATION INFORMATION

Register on-line via our secure web site to receive immediate confirmation of attendance.

http://www.upmc.edu/CCEHS/CME/Formal_Courses.asp

All registration forms must be postmarked by March 1, 2003 to pre-register for this conference. We cannot guarantee space in the program or any program inclusions for those registrations we receive after this date.

A confirmation letter will be faxed or mailed if registration is completed through the mail by the registration deadline. If you register on-line, you will receive immediate confirmation.

Please note: Registration is not complete until you receive this confirmation letter. If you do not receive this letter within 5-7 days of registration, please contact us at (412) 647-8232.

You must bring this letter with you to the conference.

All cancellations must be in writing, via US mail, e-mail or fax. Tuition for cancellations post-marked or date stamped before **March 1, 2003** will be completely refunded. After **March 1**, a \$35 administrative fee will be assessed. No refunds will be made after **March 21, 2003**. Cancellation requests can be made to:

Amy Lederer, Conference Manager
UPMC Health System/CCEHS
Medical Arts Building, Suite 220
200 Lothrop Street, Pittsburgh, PA 15213-2582
Telephone: (412) 647-8216 or (412) 647-8232
Fax: (412) 647-8222 • E-mail: CCEHS@upmc.edu

The UPMC Health System Center for Continuing Education reserves the right to cancel this program if sufficient registrations are not received. In the case of cancellation, the department will fully refund registration fees.

Registration Fees

\$150 Team of 3
\$ 25 Additional team registrant

On-site or Day of Course Registration Fees

\$175 Team of 3
\$ 50 Additional team registrant

Registration fee includes:

- Continuing education credit
- Registration and course materials
- Refreshments

REGISTRATION FORM

(for use only if not registering on-line)

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Physicians, Directors of Nursing and Administrators; Learning to Work Together

Wednesday, April 9, 2003 Course #W492

*Please copy both sides of this form and complete one form **for each member of your team**, clip together and include payment.*

No registration will be accepted without payment.

Social Security Number _____

Prefix Mr. Mrs. Dr. Ms. Other _____ *(please indicate)*

First Name _____
Last Name _____ } This is how your name will appear on your name badge.

Suffix (Jr., Sr., etc.) _____

Company/Institutional Affiliation _____

Specialty _____

E-mail Address _____

Degree (List only one.) MD DO MPH RN CMD NHA

Other, please indicate _____

Address _____

City _____ State _____ Zip Code _____

Work Telephone (_____) _____

Fax (_____) _____

How did you hear about this conference? _____

continued from reverse

Registration Fees

(On-Site or Day of Course registrants will pay an additional \$25.00 in each category)

\$150 Team of 3
\$ 25 Additional team registrant

Registration fee enclosed \$ _____

Method of Payment

Payment must accompany registration, or credit card information must be provided to hold your reservation. If we do not receive a personal or employer check four weeks after the conference, we will charge the registration fee to the credit card number provided.

Check Employer Check Personal Check

Make checks payable to **UPMC Health System, Center for Continuing Education in the Health Sciences**. There will be a \$25.00 returned check fee.

Credit Card MasterCard Discover American Express Visa

Credit Card No. _____

Expiration Date _____

Signature _____

Send payment with this form to:

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Fax: (412) 647-8222
E-mail: CCEHS@upmc.edu

clinical update in **GERIATRIC MEDICINE**

Please join us for the **Clinical Update in Geriatric Medicine** to be held the days following this conference.

When: April 10-12, 2003*

Location: Hilton Hotel & Towers
Pittsburgh, PA

The burgeoning number of older adults challenges healthcare providers to make cost-effective medical decisions while still providing high quality care. The conference, designed by a consortium of experts, will address not only a broad spectrum of geriatric conditions, but also will provide information on long-term care regulations and reimbursement issues. The conference will provide an in-depth update of geriatric care and will use a variety of formats:

- **Lectures**, including many by internationally respected authorities.
- **Point/Counterpoint Debate** for areas of controversy
- **"Breakout" workshops** to provide even more depth and practical information.
- **Symposium on End of Life Care Issues**, an extensive review of the difficult decisions facing physicians and families, both medical and emotional, at the end of life.
- **Long-term care session** focused exclusively on care of the institutionalized older patient.
- **Interactive Dinner Symposium** discussing controversial aspects of diagnosis and management of prostate cancer.

For more information or to register, please log onto:

www.upmc.edu/CCEHS/cme/formal_courses.asp or call (412) 647-8232.

*April 10 features Symposia on *Alzheimer's Disease*, *End of Life Care Issues* and *Common Nursing Home Issues and Answers*.