



UPMC | University of Pittsburgh
Medical Center

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

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UPMC | University of Pittsburgh
Medical Center

University of Pittsburgh Institute on Aging
University of Pittsburgh School of Medicine
Center for Continuing Education
in the Health Sciences

Collaborating Supporters:
WE PANPHA (Western Pennsylvania
Chapter of the Pennsylvania Non-profit
Homes and Services for the Aging)
Faith-Based Network
Geriatric Education Center of Pennsylvania
PA/WV Geriatric Society

Wednesday, March 31, 2004

Hilton Hotel & Towers
Pittsburgh, Pennsylvania

Course Directors

Shikha Iyengar, MS, MPH, NHA
David A. Nace, MD, MPH

DEVELOPING EXCEPTIONAL LEADERSHIP TEAMS IN LTC SERIES



3 Peas
HERETOFORE NOT
In a Pod

Interest-Based Negotiations in Ethical Dilemmas:

*You can't always get what you want, And if you try,
sometimes you find, You get what you need.*

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

Interest-based negotiation is a leadership practice which places strong value on reaching benefit for all parties involved. As providers of long-term care, Medical Directors, Administrators and Directors of Nursing must work closely with residents, family members, physicians and other members of the interdisciplinary team to solve problems that have important ethical dimensions at their core. The ultimate goal is to create "win-win" solutions and/or outcomes. During this second session of the ***Three Peas Heretofore Not in a Pod: Developing Exceptional Leadership Teams in LTC series***, you will be introduced to interest-based negotiation as a tool to more effectively resolve common ethical dilemmas. The session will be facilitated by Rosa Lynn Pinkus, PhD, a recognized expert in the field of bioethics and Ellen DeBenedetti, MEd, an expert in interest-based negotiation techniques.

WHO SHOULD ATTEND

Nursing facilities' Medical Directors, Administrators/Executive Directors, Directors of Nursing, Physician Extenders, and others in key leadership positions in clinical care in the nursing facility. It is highly recommended that a facility's Medical Director, Administrator and Director of Nursing attend together as a team of three.

OBJECTIVES

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

- 🎯 Explain the differences between negotiations based upon position versus interests.
- 🎯 Recognize the importance of a thorough understanding of the needs and concerns of individuals from different background experiences.
- 🎯 Utilize the process of collaborations based upon underlying interests to negotiate mutually beneficial outcomes.
- 🎯 Practice applying collaborative negotiations to common LTC ethical scenarios.

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 University of Pittsburgh School of Medicine designates this educational activity for a maximum of **3.75** Category 1 credits toward the AMA Physician's Recognition Award. Each physician should claim only those credits that he/she actually spent in the educational activity.

Other healthcare professionals are awarded 0.375 continuing education units (CEU's), which are equivalent to 3.75 hours of instruction.

Please call Amy Lederer at (412) 647-8216 for information regarding NHA credits.


SCHEDULE

- 1:00 PM Registration
- 1:15 PM **Course Introduction and Opening Remarks**
John J. Zanardelli, FACHE, MPH
- 1:30 PM **Working with Conflict: Introduction to Interest-Based Negotiations**
Ellen DeBenedetti, MEd
Rosa Lynn Pinkus, PhD
- 3:30 PM BREAK
- 3:45 PM **Ethics and Long-Term Care: Practical Applications**
Rosa Lynn Pinkus, PhD
Ellen DeBenedetti, MEd
- 5:00 PM **Course Wrap-up and Closing Remarks**
John J. Zanardelli, FACHE, MPH
- 5:15 PM Adjournment

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.

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.

COURSE DIRECTORS

Shikha Iyengar, MS, MPH*

Administrative Director, University of Pittsburgh Institute on Aging
Vice President, Geriatric Services UPMC
Pittsburgh, PA

David A. Nace, MD, MPH*

Assistant Professor of Medicine; Director, Long-Term Care
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University of Pittsburgh School of Medicine
University of Pittsburgh Institute on Aging
Medical Director, Baptist Homes of Western Pennsylvania & Asbury Heights
Pittsburgh, PA

FACULTY

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Training Coordinator & Senior Trainer
The Pittsburgh Mediation Center
Pittsburgh, PA

Rosa Lynn Pinkus, PhD*

Professor of Medicine
Director, Consortium Ethics Program
Associate Director, Center for Bioethics in Healthcare
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Pittsburgh, PA

John J. Zanardelli, FACHE, MPH*

Adjunct Associate Professor
Department of Health Policy and Management
University of Pittsburgh
Graduate School of Public Health
Pittsburgh, PA

*Planning Committee Member

PLANNING COMMITTEE

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Pittsburgh, PA

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Assistant Professor of Medicine & Epidemiology
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.

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 FORM (for use only if not registering on-line)

Please refer to Registration Information on page 11.

DEVELOPING EXCEPTIONAL LEADERSHIP TEAMS IN LTC SERIES

3 PEAS HERETOFORE NOT IN A POD

Interest-Based Negotiations in Ethical Dilemmas

Wednesday, March 31, 2004 Course #W572

Please copy all pages 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.

Company/Institutional Affiliation _____

Address _____

City _____ State _____ ZIP Code _____

Work Telephone (_____) _____

Fax (_____) _____

Team Member #1:

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.) _____

Specialty _____

E-mail Address _____

Credentials: MD DO RN NHA CMD Other, please indicate _____

How did you hear about this conference? _____

continued on page 8

continued from page 7

Team Member #2:

Social Security Number _____

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

First Name _____

Last Name _____

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

Specialty _____

E-mail Address _____

Credentials: MD DO RN NHA CMD Other, please indicate _____

How did you hear about this conference? _____

Team Member #3:

Social Security Number _____

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

First Name _____

Last Name _____

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

Specialty _____

E-mail Address _____

Credentials: MD DO RN NHA CMD Other, please indicate _____

How did you hear about this conference? _____

Please copy this page to register additional team members.

continued on page 9

continued from page 8

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/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:

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

No registration will be accepted without payment.

For additional information, contact:

Amy Lederer, Conference Manager
Telephone: (412) 647-8216 or (412) 647-8232
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 1-3, 2004

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. Thus, this year's conference has been uniquely designed by a consortium of primary care providers and geriatricians from academics, clinical practice, and third party payers. It will address not only a broad spectrum of geriatric conditions, but also will provide information on long-term care regulations and reimbursement issues. Moreover, all speakers were chosen for their expertise as well as their ability to communicate key concepts to practitioners. 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.
- **"Breakout" Workshops** to provide even more depth and practical information. Information from each session will also be included in the syllabus to ensure that every registrant has access to sessions they cannot attend.
- **Evidence Based Medicine:** translating evidence based geriatric care into practice.
- **Symposium: "That was the Year That Was,"** a two hour symposium that seeks to organize, evaluate and prioritize the literature published over the past year, focusing on the health of older adults, to identify those areas where new strong evidence has been uncovered that should affect your practice. New data on geriatric disease and syndromes, systems of care of older adults, and mental health in the late life will be covered.
- **Long-Term Care Session** focused exclusively on care of the institutionalized older patient.
- **Interactive Dinner Presentation** discussing Oregon's approach to end of life care.

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, 2004 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, 2004** will be completely refunded. After **March 1**, a \$35 administrative fee will be assessed. No refunds will be made after **March 21, 2004**. Cancellation requests can be made to:

Amy Lederer, Conference Manager
UPMC/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/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