



UPMC | University of Pittsburgh
Medical Center

Center for Continuing Education
in the Health Sciences
Medical Arts Building, Suite 220
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DEVELOPING EXCEPTIONAL LEADERSHIP TEAMS IN LTC SERIES



3 Peas

HERETOFORE NOT

In a Pod

*Thinking Differently Yet Working Collectively:
~ Bridging Perceptual Gaps
~ Preparing for the New Medical Director
F-Tag Guidelines*

Accredited by
University of Pittsburgh School of Medicine
and
Center for Continuing Education in the Health Sciences

Collaborating Supporters Listed Inside

Wednesday, April 20, 2005

Hospital Council of Western Pennsylvania
500 Commonwealth Drive
Warrendale, Pennsylvania

Course Directors

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



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IN COLLABORATION WITH:

▲ **University of Pittsburgh Institute on Aging (UPIA)** exists to improve the 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 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** is a business alliance of fourteen nonprofit, faith-affiliated long-term care providers in Southwestern Pennsylvania.

▲ **The Geriatric Education Center of Pennsylvania** develops curricula and provides clinical training opportunities for health professions students, continuing education programs for geriatric health practitioners, and faculty development programs for improving geriatrics instruction by college and university faculty.

▲ **The Pennsylvania Geriatrics Society ~ Western Division** is dedicated to improving the health and well-being of all older persons. It is a not-for-profit organization of physicians and other healthcare professionals committed to the provision of quality health care for the elderly.

▲ **The Pennsylvania Association Directors of Nursing Administration (PADONA)** is a non-profit professional organization dedicated to meeting the needs of DON's and ADON's as well as issues of common concern to all long-term care nurses. Members receive peer support, educational programming and information on current happenings in the field of long-term care.

▲ **Quality Insights of Pennsylvania** is the Commonwealth's Medicare Quality Improvement Organization (QIO). We protect the rights of Pennsylvanians with Medicare, and provide health education to consumers. We also work collaboratively with medical professionals and community organizations to improve the quality of health care for all Pennsylvanians.

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.

CONTINUING EDUCATION CREDIT

The University of Pittsburgh School of Medicine 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 **4.5** 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 health care professionals are awarded **0.45** continuing education units (CEU's) which are equal to **4.5** contact hours.

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

INTENT AND OVERVIEW

The Centers for Medicare and Medicaid Services (CMS) will soon be releasing updated guidelines for LTC Medical Directors. These guidelines will place greater emphasis, responsibility, and scrutiny on the role of the Medical Director. In particular, facilities must be able to demonstrate the Medical Director's participation as an administrative team member. Given the increased attention to this role, both Medical Directors and facilities may struggle with how to maximize their collaboration. This is especially true given that fact that most Medical Directors are part time.

This year's conference will help those on the LTC leadership team better understand each other's needs and responsibilities (Administrator, DON, MD). Specifically, each will clarify the following to the other team members: 1) their goals and the relative importance to the goals of the other team members; 2) the assumptions made by each other of their respective roles in day to day operations; and 3) responsibility and accountability for each of the three roles (Administrator, DON, MD). By understanding how the other teammates see their job, as well as clarifying one's own job to the other teammates, the team can begin to look for ways to work more efficiently and effectively by harnessing synergy and aligning their activities. Because teams grow and evolve, part of the learning activities will address how to maintain the progress the teams make, especially once they return to their routine work environment.

By better understand the complex demands and driving forces of these key leadership positions, participants will be able to apply this knowledge as they work together to address common clinical problems in LTC, and maximize the role of the Medical Director in this time of regulatory change.

SCHEDULE

11:30 AM	Registration
NOON	Welcome David Nace, MD, MPH
12:15 PM	Lunch & Opening Remarks: Linking the Past & Present David Nace, MD, MPH
12:30 PM	Lunch & Introduction: Bridging Perceptual Gaps Matthew A. Cronin, PhD
12:45 PM	Lunch & "Getting to Know the 3 Peas"
1:15 PM	Creating & Keeping a Shared Understanding Matthew A. Cronin, PhD
2:30 PM	Break
2:45 PM	Regulations & Changing Accountabilities for Medical Director, DON & Administrator David Nace, MD, MPH
3:15 PM	Breakout Workshops: Addressing Roles, Responsibilities & Accountabilities
4:00 PM	Discussion
4:45 PM	Closing Remarks & Next Steps David Nace, MD, MPH
5:00 PM	Conference Adjournment

MEETING LOCATION

Hospital Council of Western Pennsylvania
500 Commonwealth Drive • Warrendale, PA 15086 • Phone: 800-837-5800

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, NHA

Administrative Director, University of Pittsburgh Institute on Aging
VP, Geriatric Services UPMC / University of Pittsburgh Medical Center
Pittsburgh, PA

David A. Nace, MD, MPH

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

FACULTY

Matthew A. Cronin is an Assistant Professor of Management at George Mason University in Fairfax, Virginia. He received his PhD in Organizational Behavior from Carnegie Mellon University, the Tepper School of Business, in 2004. Dr. Cronin's research seeks to understand how collaboration can help produce creative ideas, and what it takes to then bring these ideas to fruition. Dr. Cronin's research also explores the process by which innovative ideas are accepted and implemented by others. Frequently, creativity is the product of collaboration, often between people from different disciplines or backgrounds. Unlocking the creative potential in collaboration requires understanding how to manage the interpersonal issues that arise as people try to understand and relate to one another. Dr. Cronin's research is also focused on unlocking this creative potential in collaboration.

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.

PLANNING COMMITTEE

Barbara Barnes, MD

Assistant Vice Chancellor for Continuing Education for the Health Sciences
Associate Dean for Continuing Education, School of Medicine
Associate Professor of Medicine
University of Pittsburgh
Pittsburgh, PA

Judith Black, MD, MHA

Clinical Associate Professor of Medicine
University of Pittsburgh School of Medicine
Medical Director, Senior Products,
Highmark BlueCross BlueShield
Pittsburgh, PA

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Wexford, PA

John Hennon, EdD

Co-Director, Geriatric Education
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Pittsburgh, PA

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University of Pittsburgh
Medical Director, Charles Morris Nursing
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Pittsburgh, PA

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John J. Zanardelli, MPH, FACHE

Executive Director & CEO, Asbury Heights
Adjunct Associate Professor, Graduate School
of Public Health
University of Pittsburgh
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.

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

Please refer to Registration Information on page 11.

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3 PEAS HERETOFORE NOT IN A POD

*~ Thinking Differently Yet Working Collectively ~
~ Preparing for the New Medical Director F-Tag Guidelines ~*

Wednesday, April 20, 2005 Course #393

Please type or print; photocopy pages 7, 8 and 9 of this form for additional registrants.

No registration will be accepted without payment.

Company/Institutional Affiliation _____

Address _____

City _____ State _____ ZIP Code _____

Work Telephone (_____) _____

Fax (_____) _____

Team Member #1:

Last FIVE digits of 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.

Member's Team Role _____

Specialty _____

E-mail Address _____

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

How did you hear about this conference? _____

I require vegetarian lunch. I require kosher lunch. I have no special dietary requirements.

continued on page 8

continued from page 7

Team Member #2:

Last FIVE digits of 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.

Member's Team Role _____

Specialty _____

E-mail Address _____

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

How did you hear about this conference? _____

I require vegetarian lunch. I require kosher lunch. I have no special dietary requirements.

Team Member #3:

Last FIVE digits of 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.

Member's Team Role _____

Specialty _____

E-mail Address _____

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

How did you hear about this conference? _____

I require vegetarian lunch. I require kosher lunch. I have no special dietary requirements.

Registration Fees

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

\$150 Team of 3 Each additional team registrant @ \$25 = \$ _____

Registration fee enclosed \$ _____

continued on page 9

continued from page 8

Method of Payment

The following methods of payment are acceptable for the registration fee:

■ Checks, personal or employer ■ Credit Card ■ UPMC Transfers

■ **Checks.** Make payable to **UPMC Presbyterian Shadyside.**

- Employer check included
- Personal check included
- Employer or Personal check to arrive under separate cover. *If your employer or personal check is arriving under separate cover, you may send or fax in your completed registration form now, but you must complete the Credit Card Payments section below with valid credit card information in order to hold your reservation. If the check payment is not received by four weeks post course, we will charge the registration fee to the credit card number provided.*

There is a \$25.00 returned check fee.

■ **Credit Card Payments**

Visa MasterCard American Express Discover

Credit Card No. _____

Expiration Date (Month/Year) _____

Signature _____

■ **UPMC Journal Entry Transfer.** If you are a UPMC employee and your department will be responsible for payment, we can charge your department directly. ***DO NOT SUBMIT a disbursement to UPMC Accounts Payable. Complete the following:***

Business unit _____

Account number _____

Department ID number _____

Authorized department signature _____

Telephone number _____

NO REGISTRATION WILL BE ACCEPTED WITHOUT PAYMENT.

Mail payment, accompanied by the registration form to:

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

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*.

When: April 7–9, 2005

Location: Westin Convention Center Hotel
Pittsburgh, PA

The burgeoning number of older adults challenges health care providers to make cost-effective medical decisions while still providing high quality health 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 will also provide information on common long-term care problems, as well as 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 be included in the syllabus to ensure that every registrant has access to sessions they cannot attend.
- ▲ **Symposium: "Alzheimer's Disease and Other Dementias,"** a two hour in-depth review of the spectrum of dementia and mild cognitive impairment, including treatment, both pharmacologic and non-pharmacologic, and future research trends.
- ▲ **"Geripardy" Game Show** – back by popular demand. This format provides an interactive and engaging way to learn of recent updates and to separate geriatric fact from fiction. It is also a great review technique for the Geriatric Boards.
- ▲ **Long-term Care Session** focusing exclusively on care of the institutionalized older patient.
- ▲ **Interactive Dinner Presentation** discussing the anorexia of aging.

Please call Amy Lederer at (412) 647-8216 or visit <http://ccehs.upmc.edu>

REGISTRATION INFORMATION

You may register: > **On-line** > **Fax** to (412) 647-8222 or > **U.S. mail**

> On-line Registration

We highly recommend registering on-line via our secure web site. It is the quickest and easiest way to register and will allow you to gain immediate confirmation of your registration. Our web site address is <http://ccehs.upmc.edu> Click the On-line Registration link and scroll to the **Three Peas** section on this page.

> Mailing Registrations

Mail the registration form to the address listed on page 9. All registration forms must be postmarked by **March 31** 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 by the registration deadline. If you register on-line, you will receive an immediate e-mail confirmation message. **Please note: Registration is not complete until you receive this confirmation.** If you do not receive this letter within 5-7 days of registration, please contact us at (412) 647-8232.

You must bring this confirmation with you to the conference.

Cancellation

All cancellations must be in writing, via US mail, e-mail or fax. Cancellation requests can be made to:

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

The 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 includes:

- ▲ Continuing education credit
- ▲ Course Materials
- ▲ Lunch & refreshments