



Nurse Leadership Symposium

November 1, 2023

Hilton Garden Inn – West Des Moines

Workforce and regulatory enforcement are the largest challenges nurse leaders face throughout the long-term care continuum. The Nurse Leadership Symposium will provide a fresh view on developing and investing in your workforce to improve engagement and retention and new strategies for reducing liability within the largest areas of noncompliance within the nursing department.

8:30 a.m. Registration/Check-in (continental breakfast included)

8:55 a.m. Welcome

9 a.m.–10:30 a.m. Top 10 Risk Issues for Senior Living (1.5 contact hours)

Cyndi Siders, Siders HealthCare Consulting, LLC

Falls, facility-acquired pressure injuries, resident elopement, resident abuse/neglect/exploitation, infection prevention, medication safety, timely care and response to resident change in condition, residents with higher acuity care needs and adequate staff that are trained and competency validated to care for resident care needs are some of the professional liability and licensure challenges faced by senior care leaders. Specialized areas of services focus (e.g., memory care, behavioral health/mental health care, higher-acuity short-term rehabilitation, complex wound care, tracheostomy, and ventilator care) are also creating additional business risk exposure.

This interactive presentation will address the current state of professional liability risk exposure, claim trends, high-level deficiency trends, and the top senior care risk management issues from a practice and administrative perspective. Case examples will address actionable risk management strategies that support proactive risk identification and sustainable quality and process improvement.

- Describe the current state of senior care professional liability risk exposure including claims data, risk management data and legal trends.
- Examine the drivers of high-level regulatory deficiencies and sanctions for senior care including repeat deficiencies and ineffective sustained improvement.
- Apply strategies to minimize the risk exposure for the top ten senior care and assisted living risk management trends.

10:45–12 p.m. Developing the Charge Nurse Leader (1.25 contact hours)

Cyndi Siders, Siders HealthCare Consulting, LLC

Are your charge nurses prepared to lead the way when faced with challenging events, residents, staff, and family members? The ability to critically think, prioritize, thoughtfully delegate, and manage emergencies are core competencies of effective leadership. This presentation will address strategies for building a team of situationally aware supervisors, shift leaders and charge nurses. Topics will include resident and family “messaging” when faced with difficult questions and unplanned situations; mentoring a new team member, coaching the under-performing team member, critical thinking as a daily work practice, and communication strategies to optimize team performance and resident safety. Illustrated case scenarios and facilitated discussion will be incorporated throughout the session.

- Identify strategies for building a team of situationally aware supervisors, shift leaders, and charge nurses.
- Describe strategies for effective communication.
- Examine methods to optimize team performance, resident safety, and critical thinking.

12-1 p.m. Networking & Lunch (provided)

1–2:15 p.m. Leaders/Managers Supporting Employee Engagement and Retention (1.25 contact hours)

Cyndi Siders, Siders HealthCare Consulting, LLC

Staff and manager/leader turnover is recognized as a significant risk factor in providing safe resident care. Leaders and managers that lead a culture of employee development, engagement, support, recognition, and appreciation are necessary in today's environment. Providing effective feedback, supporting diversity and inclusion and ideas to strengthen and maintain employee recruitment and retention will be discussed.

- Describe strategies for employee development, engagement, and recognition.
- Discuss the manager's role in employee retention and supporting employee wellbeing.
- Explore options for providing effective feedback and supporting diversity and inclusion.

2:30–3:45 p.m. Enhancing Quality of Care to Prevent Negative Outcomes & Wrap-up (1.25 contact hours)

Vicki Worth, Department of Inspections, Appeals and Licensing and Kellie Van Ree, LeadingAge Iowa

Regulatory noncompliance frequently leads to negative outcomes in resident's health status. Determining how interdisciplinary teams can collaborate to improve the quality of care direct care staff are providing will overall improve resident outcomes. During this session, examples of strategies to focus on implementing a culture of enhancing the quality of care provided which will in turn improve resident's health and satisfaction will be provided.

- Define the term quality of care.
- Outline strategies to incorporate an interdisciplinary approach to implementing a culture of providing a high quality of care to residents.
- Identify potential benefits to improved quality of care.

Faculty

Cyndi Siders, MSN, RN, CPHRM, CPPS, CWCA, DFASHRM, Executive Consultant, Siders HealthCare Consulting, LLC

Cyndi Siders has more than 30 years of health care, administrative, and insurance experience, 25 of those focused on risk management and patient safety. Her responsibilities as CEO and executive consultant of Siders HealthCare Consulting, LLC include providing customized risk management and patient safety professional consultation and strategic support, coaching, mentoring, and education for health care organizations and health systems; risk management companies, insurance and claims management companies, and insurance agencies. Cyndi is a distinguished fellow with the American Society for Healthcare Risk Management, a certified professional in health care risk management from the American Hospital Association, a certified professional in patient safety from the certification board for professionals in patient safety, an advanced master trainer in TeamSTEPPS, and a Certified Work Comp Advisor. She is current president of the North Dakota Society for Healthcare Risk Management and serves as faculty for the ASHRM Health Care Risk Management Certificate Program. Cyndi is a frequent state and national speaker on a variety of risk management and patient safety topics and has authored several national publications.

Kellie Van Ree, Director of Clinical Services, LeadingAge Iowa, Urbandale

Kellie Van Ree started her career in long-term care as a dietary aide, working short shifts after school, later advancing to a certified nurses aide and a certified medication aide. In 2003, Kellie graduated from Kirkwood Community College, serving as an LPN, later returning to Kirkwood to complete her associates degree in applied science and successfully completed RN boards. In 2009, Kellie again returned to Bellevue University to complete her bachelors degree in long-term care administration. In addition to being a state surveyor for a short period of time, Kellie served in many positions throughout a long-term care continuum including a home health nurse, corporate consultant, director of nursing and administrator before becoming the director of clinical services with LeadingAge Iowa.

Vicki Worth, RN, BSBA, LTC Bureau I Chief, Department of Inspections, Appeals and Licensing, Des Moines

Vicki Worth started her health care career as a dietary aide in high school in 1993. After high school, she went on to receive a Bachelor of Science degree in Business Administration with a major in Marketing. Worth worked in advertising for many years then returned to the long-term care health care industry where she worked as a CNA, LPN, RN, and DON. Worth gained extensive experience in both management and clinical positions for skilled, intermediate, and dementia specific care units. She joined the Department of Inspection & Appeals in 2014 as a long-term care Health Facilities Surveyor conducting recertification and complaint surveys throughout Iowa. Worth promoted within DIA to a LTC Bureau Chief position in August 2020. She oversees surveyors who conduct the survey activities in long-term care facilities as well as overseeing surveyor training.

Registration Information

Register at www.LeadingAgeIowa.org/NLS.

LeadingAge Iowa Member	Early Bird Fee Before Oct. 18	Standard Registration Fee After Oct. 19
Individual Rate	\$230	\$275
Group of 2 from the same campus <i>This registration type allows for up to 2 people from the same campus to register for one flat fee! To register at this rate, you will need to select the Group Rate of 2 on the online registration form and include the names and other demographic information requested.</i>	\$440 Best Value!	Not Available – use Individual Rate
Prospective Member		
Individual Rate	\$450	\$475

Registration fees include digital handouts, light breakfast, lunch, refreshment break, and instructions for receiving CEU/attendance certificate.

Refund Policy

The online registration deadline is Oct. 30, 2023. Phone and onsite registrations starting Oct. 31 will incur an additional \$50 processing fee. No-shows will be billed. Substitutions welcome anytime via fax or email. A full refund will be given to all cancellations received 10 or more business days prior to the program. A \$75 administrative fee will be charged to all cancellations received six to nine business days prior to the program. No refunds will be given to cancellations received five or fewer business days prior to the program. Refunds will be calculated by the date received and the LeadingAge Iowa business days remaining prior to the program. LeadingAge Iowa reserves the right to cancel the program due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided. All cancellation and substitution requests must be sent to Amy Huisman (ahuisman@LeadingAgeIowa.org). Facilities that have an unannounced annual survey by DIA during the meeting dates will be eligible for a full refund.

Continuing Education Credit

Iowa Board of Nursing Provider #67 – LeadingAge Iowa has been approved as a provider of continuing education for nurses by the Iowa Board of Nursing, Provider No. 67. Participants are eligible for 1.25 contact hours for each individual session unless otherwise noted (9-10:30 a.m. session - 1.5 contact hours) and if they attend the entire session. Partial credit for individual sessions will not be granted. Evaluations for this event can be submitted to the Iowa Board of Nursing. Retain certificate for four years.

Nursing Home Administrators – Content is intended to meet the criteria established by the Iowa Board of Examiners for Nursing Home Administrators. Participants are eligible for 1.25 contact hours for each individual session unless otherwise noted (9-10:30 a.m. session - 1.5 contact hours) and if they attend the entire session. Partial credit for individual sessions will not be granted.

For other long-term support and service provider professional not listed above: Most licensure boards, credentialing agencies and professional organizations have processes that allow individuals to earn a certain number of CEUs for non-preapproved programs and/or to accommodate self-submission for approval of continuing education hours after the event takes place with proper documentation from the program sponsors. Most also require information objectives, date/time of presentation, agendas, faculty bios and number of hours earned. If you require information for this purpose, please contact Amy Huisman in advance for assistance.

Location & Lodging

The location for this event is Hilton Garden Inn West Des Moines, 205 S. 64th St., West Des Moines, IA 50266. A room block has been created at a rate of \$139 plus taxes, fees and assessments at the host hotel. Reservations under this block must be made no later than October 16, 2023. Call (515) 223-0571 for availability Reference LeadingAge Iowa to receive the special rate.

*LeadingAge Iowa, 11001 Aurora Ave, Urbandale, IA 50322
515-440-4630 or www.LeadingAgeIowa.org*