

FOCUS 2009 CONFERENCE

Furthering Our Commitment
to Ultimate Service

Kalahari Convention Center
Wisconsin Dells, Wisconsin



9th Annual Conference for Health Care Providers and
Division of Quality Assurance Staff

FOCUS 2009 Conference

OCTOBER 22, 2009

Featuring Keynote Speakers:
Dr. Gregory Poland and Clint Maun

16 Topical Breakout Sessions on Emerging Issues and Practices

A conference for staff from:
Assisted Living Facilities, Facilities Serving People with Developmental Disabilities, Nursing Homes
and the Division of Quality Assurance.

Special Sessions

OCTOBER 21, 2009

The Art and Science of Pressure Ulcer Prevention & Treatment
OR
ServSafe® Essentials

A conference for staff from:
Assisted Living Facilities, Facilities Serving People with Developmental Disabilities,
Home Health Agencies, Hospitals, Nursing Homes and the Division of Quality Assurance.



Sponsored by the Wisconsin Department of Health Services
Division of Quality Assurance

A Conference Tailored for Wisconsin Health Care Providers and Division of Quality Assurance Staff

The Wisconsin Department of Health Services, Division of Quality Assurance (DQA) is pleased to announce the Ninth Annual Conference for health care providers and DQA staff to be held October 22, 2009. This year the theme of the conference is **“Furthering Our Commitment to Ultimate Service”**. This year’s conference has an all-star lineup of presenters to help improve your day-to-day work and provide the best service we can to the consumer.

On October 22nd, FOCUS 2009: Furthering Our Commitment to Ultimate Service, developed in collaboration with health care providers, is designed to bring together a variety of experts to share strategies and provide learning opportunities for all participants. Karen E. Timberlake, Secretary of the Department of Health Services and Otis L. Woods, Administrator of the Division of Quality Assurance will kick off the conference with opening remarks.

The morning keynote speaker is Dr. Gregory Poland, world renowned expert at designing vaccines to prevent infectious diseases. He will be presenting “Influenza Immunization of Health Care Workers: A Patient Safety and Quality of Care Imperative”.

The afternoon keynote speaker, Clint Maun, Certified Speaking Professional, will be presenting, “Yes We Can!” This invigorating keynote will bolster hope, focus and commitment for healthcare professionals during these challenging times. Aging services is in a period of great change, turmoil and pressure. Organizations need simple, yet specific, techniques and innovative strategies to survive and prosper.

The day will include 16 topical breakout sessions on emerging issues and practices, numerous informative exhibits and networking opportunities.

The FOCUS 2009 conference offers an exciting opportunity for participants to:

- Acquire information from experts to address current and emerging issues;
- Apply learned practices and strategies in their health care settings; and
- Gain opportunities for networking and the exchange of ideas.

On October 21st, two special sessions will be offered. Attendees will have the option of attending:

“The Art and Science of Pressure Ulcer Prevention & Treatment” or “ServSafe® Essentials”.

The Art and Science of Pressure Ulcer Prevention & Treatment will feature pressure ulcer expert Joyce Black, Ph.D., former president of the National Pressure Ulcer Advisory Panel. This conference will have breakout sessions featuring many experts in the field.

The ServSafe® Essentials course will be taught by Certified ServSafe® Instructor, Rich Daehn. He will explain food safety and the critical importance of its role. Upon successful completion of the ServSafe® Essentials course, participants will be given the opportunity to take an approved exam to become ServSafe® Certified.

This year the FOCUS 2009 Conference will be going GREEN! The day of the conference, you will receive a CD containing the presenter’s handouts. For your convenience, the handouts will be posted on the conference website. To print copies to bring to the conference go to http://dhs.wisconsin.gov/rl_dsl/Training/focus09.htm

And, in keeping with our going GREEN theme, attendees are encouraged to register online at <https://charge.wisc.edu/quality/focus2009.asp>

Additional information on the presenters, breakout sessions, and exhibits is available at http://dhs.wisconsin.gov/rl_dsl/Training/focus09.htm

SPECIAL SESSION

The Art and Science of Pressure Ulcer
Prevention & Treatment

OCTOBER 21, 2009
8:00 am to 4:00 pm

Welcome

Vicky Griffin, Nurse Consultant
Division of Quality Assurance

Keynote

Dr. Joyce Black

"Now that Pressure Ulcer Guidelines are
Written---What's Next?"

Breakout Sessions

Series 100, 200

Six concurrent sessions will be offered for each
series.

Registration Fee:

\$65.00

SPECIAL SESSION

ServSafe® Essentials

OCTOBER 21, 2009
8:00 am to 5:00 pm

Welcome

Kitty Friend, Dietary Consultant
Division of Quality Assurance

Instructor

Rich Daehn, MBA

"ServSafe® Essentials"

Upon completion of the course and successful
passing of the exam, attendees will be
ServSafe® Certified.

Registration Fee:

\$136.00 (includes required textbook)

FOCUS 2009

Furthering Our Commitment to Ultimate Service

October 22, 2009
8:00 am to 4:15 pm

Opening Remarks

Karen E. Timberlake, Secretary
Department of Health Services

Otis L. Woods, Administrator
Division of Quality Assurance

Morning Keynote

Dr. Gregory Poland

"Influenza Immunization of Health Care Workers:
A Patient Safety and Quality of Care Imperative"

Afternoon Keynote

Clint Maun, Certified Speaking Professional
"Yes We Can!"

Breakout Sessions

Series 300, 400

Eight concurrent sessions will be offered for each series.
The sessions are carefully chosen to appeal to identified provider types.

Registration Fee:

\$110.00

Schedule at a Glance

October 21, 2009

Special Session

The Art and Science of Pressure Ulcer Prevention & Treatment

7:00 am – 8:00 am	Registration/Exhibits/Light Continental Breakfast
8:00 am – 8:15 am	Welcome
8:15 am – 9:30 am	Keynote
9:30 am – 10:00 am	Break
10:00 am – 11:30 am	Breakout Sessions - 100 Series
11:30 am – 12:30 pm	Luncheon
12:30 pm – 2:00 pm	Plenary Session
2:00 pm – 2:30 pm	Break
2:30 pm – 4:00 pm	Breakout Sessions - 200 Series
4:00 pm	Adjourn
4:00 pm – 5:30 pm	Early registration for October 22, 2009

Special Session

ServSafe® Essentials

7:00 am – 8:00 am	Registration/Exhibits/Light Continental Breakfast
8:00 am – 8:10 am	Welcome
8:10 am – 9:30 am	Instructional Session Begins
9:30 am – 10:00 am	Break
10:00 am – 11:30 am	Instructional Session Continues
11:30 am – 12:30 pm	Luncheon
12:30 pm – 2:00 pm	Instructional Session Continues
2:00 pm – 2:30 pm	Break
2:30 pm – 5:00 pm	Instructional Session Continues, Written Examination
5:00 pm	Adjourn
5:00 pm – 5:30 pm	Early registration for October 22, 2009

Schedule at a Glance

October 22, 2009

FOCUS 2009

Furthering Our Commitment to Ultimate Service

7:00 am – 8:00 am	Registration/Exhibits/Light Continental Breakfast
8:00 am – 8:05 am	Welcome
8:05 am – 8:45 am	Opening Remarks
8:45 am – 10:00 am	Morning Keynote
10:00 am – 10:30 am	Break/Exhibits
10:30 am – 12:00 pm	Breakout Sessions - 300 Series
12:00 pm – 1:00 pm	Luncheon/Exhibits
12:00 pm – 1:00 pm	Attendees have the option to participate in a question and answer session with Dr. Poland
1:00 pm – 2:15 pm	Afternoon Keynote
2:15 pm – 2:45 pm	Break/Exhibits
2:45 pm – 4:15 pm	Breakout Sessions - 400 Series
4:15 pm	Adjourn

Special Session - October 21, 2009

The Art and Science of Pressure Ulcer Prevention & Treatment

BREAKOUT SESSIONS – 100 and 200 SERIES

10:00 am – 11:30 am and 2:30 pm - 4:00 pm

101 and 201

Etiology and Assessment of Pressure Ulcers and Atypical Wounds

Mary Mack

Participants will gain a basic understanding of how pressure ulcers and atypical ulcers occur and how to assess these wounds.

102 and 202

Assessment and Treatment of Vascular Disease and Ulceration

Chuck Gokoo

This session is intended to assist participants in the understanding of the evidence based approach to assessment, diagnosis and treatment modalities of various vascular diseases and ulceration.

103 and 203

A Holistic Approach to Pressure Ulcer Management and Treatment

Melanie Bowe

The principles of effective pressure ulcer management must include a holistic approach that assesses and addresses all of the patient's physiological needs. This session will provide the participant with the knowledge to perform a comprehensive assessment and develop a plan of care that will address the systemic and local physiologic factors required to achieve pressure ulcer healing.

104 and 204

Implementation Strategies for a Pressure Ulcer Program

Jeri Lundgren

This session will provide participants with practical strategies for implementing and organizing a pressure ulcer prevention and treatment program using a quality improvement process. It will identify how wound care nurses may apply their clinical knowledge into a pressure ulcer prevention and treatment program.

105 and 205

The Noble Foot – Standing on a Firm Foundation

Shawneen Schmitt

This session will focus on the anatomy and physiology of the foot to include pathology and complications, as well as evidence-based interventions and standards of care for prevention and wellness as it relates to the foot and nails.

Special Session - October 21, 2009

The Art and Science of Pressure Ulcer Prevention & Treatment

BREAKOUT SESSIONS – 100 and 200 SERIES

10:00 am – 11:30 am and 2:30 pm - 4:00 pm

106

Preventing and Treating Pressure Ulcers on the Heels

Joyce Black

This session will explain the risk factors for heel ulcers, describe methods to prevent them, discuss clinical issues with detection of heel ulcers, identify the evidence to prevent and treat them and identify clinical issues in the care of heel ulcers.

206

Wisconsin Pressure Ulcer Coalition (WPUC) Panel

Angie Alexander, Sue Kentop, Carla Stadel, Eric Strieker

This panel discussion by members of the Wisconsin Pressure Ulcer Coalition will provide participants the opportunity to learn more about the mission and objectives of the coalition from the perspective of providers participating in the WPUC. These providers will share their experiences and lessons learned. Specific outcomes related to this cross-setting collaborative will be discussed.

FOCUS 2009 - October 22, 2009

Furthering Our Commitment to Ultimate Service

BREAKOUT SESSIONS - 300 SERIES

10:30 am - 12:00 pm

301 *Activities or Engagement: What's Missing and What's Required?*

Carmen Bowman

This session is for nursing home providers.

Participants will;

- Learn how federal tag F248 requires that activity programming be based on interests, *not* problems.
- Learn what federal tag F279 requires for care planning and what it does not require.
- Be exposed to ideas on how to use the “new” (2006) interpretive guidelines for federal tag F248 and be compliant with their expectation that basically, all staff support resident activity interests.

The presenter, a former state and federal activity professional surveyor, served on the four year panel to develop the CMS interpretive guidance for federal tags F248 and F249.

302 *Antipsychotic Side Effects: Revisiting the Old Stuff*

Jeff Marcus

This session is for all providers. Much attention has been paid recently to the metabolic side effects of the newer antipsychotic medications, shifting attention away from important and often under-recognized side effects of both older and newer agents. This presentation will provide a basic overview of Tardive Dyskinesia, Akathisia, Hyperprolactinemia, and Neuroleptic Malignant Syndrome. Participants will understand the importance of close monitoring for these side effects and develop a basic understanding of the role of Dopamine, as it pertains to antipsychotic treatment and its side effects.

303 *Applying the Wisconsin Star Method to Behavioral Health Issues in Long Term Care—Addressing Complexity in the Face of Scarcity*

Timothy Howell

This session is for all providers. Assessing and addressing the behavioral problems of long term care (LTC) residents (especially those with dementia), as well as the ramifications for LTC facilities and the organizations that represent or oversee them, are becoming increasingly complicated, vexing issues for all involved. The Wisconsin Geriatric Psychiatry Initiative (WGPI) consists of a small but growing group of geriatrics professionals working together with state and local organizations to develop systems that enhance the delivery of behavioral health services to people with disabilities and older adults in Wisconsin and beyond.

The WGPI approach, recognized in 2004 as innovative by the Annapolis Coalition on Behavioral Health Workforce Education, has 4 components, each evidence-based, to include : (1) the Wisconsin “Star” Method (WSM), (2) teaching by using case-based, on-site indirect consultations; (3) network weaving; (4) a social entrepreneurial approach to funding.

The WSM and the WGPI can help those in clinical, administrative, regulatory and/or advocacy roles to more confidently begin to address the complicated interacting issues of LTC residents and the systems that support them, with greater sensitivity and specificity to the uniqueness of each one.

FOCUS 2009 - October 22, 2009

Furthering Our Commitment to Ultimate Service

BREAKOUT SESSIONS - 300 SERIES

10:30 am - 12:00 pm

304 *Assisted Living Falls: What Do We Know and What Don't We Know?*

Jane Mahoney

This session is for assisted living providers. Participants will learn about a fall prevention program designed to reduce falls among the elderly. This falls assessment program will help you identify factors that put people at risk for falls and develop interventions to reduce falls and allow residents to remain active and maintain their independence.

305 *Come On In, the Culture's Fine!*

Bobbie Banach, Mary Pike, Joanne Powell, Donna Zunker

Facilitator: Wanda Plachecki

This session is for nursing home providers. This panel discussion by members of the Wisconsin Coalition for Person Directed Care (PDC) is intended to give participants the opportunity to learn more about the culture change journey from the perspective of providers, family, and regulators.

Participants will learn:

- History of the Wisconsin Coalition for PDC
- Mission of the Wisconsin Coalition for PDC
- Benefits of the Wisconsin Coalition for PDC to providers
- Ways to begin (and keep moving forward) the culture change journey in your facility
- How to collaborate with families in meaningful ways to enhance the quality of life for residents
- Impact of the regulatory environment on culture change

306 *Differentiating Asymptomatic Bacteruria from UTI: Application of Current Recommendations for Identification and Management in Nursing Home Residents*

Kelly Kruse Nelles

This session is for nursing home providers. This presentation will compare and contrast the phenomena of asymptomatic bacteruria (ASB) to urinary tract infections (UTI) including current evidence based recommendations for management and treatment.

Participants will be able to:

- Differentiate between ASB and UTI
- Describe the impact of ASB and UTI on overall health
- Identify prevention and management strategies specific to each
- Recognize the potential health consequences of unnecessary antibiotic use

FOCUS 2009 - October 22, 2009

Furthering Our Commitment to Ultimate Service

BREAKOUT SESSIONS - 300 SERIES

10:30 am - 12:00 pm

307 Family Care

Deborah Rathermel

This session is for assisted living providers. Participants will receive an overview of Family Care answering the following questions: What is Family Care? Where is the program operating? By whom, and where will it be next? What are the goals of Family Care and how can providers get involved in their communities?

308 Surveyor/Provider Collaboration: Teaming for the Common Purpose

Clint Maun

This session is for all providers. The ultimate goal of a quality and outcome-driven health care organization and their delivery partners is to take excellent care of their customers. The customer is the focal point of collaboration. Prior standards must be replaced with a partnership attitude and culture between health care organizations and health service regulators.

Participants will be able to:

- Adopt the "surveyor as a customer" attitude
- Prepare the organization for the survey process
- Implement interpersonal skills of engagement that lead to positive exchanges
- Organize an effective response to questions and survey documents
- Utilize the surveyors as a valued resource

12:15 – 12:55 Ask the Expert Session

Gregory Poland

This session is for all providers. The session is being offered during the lunch hour. Participants may eat their lunch in the room. Dr. Poland will answer questions related to immunization of health care workers and other questions of interest from participants.

FOCUS 2009 - October 22, 2009

Furthering Our Commitment to Ultimate Service

BREAKOUT SESSIONS - 400 SERIES

2:45 pm - 4:15 pm

401 *Activities or Engagement: What's Missing and What's Required?*

Carmen Bowman

This session is for nursing home providers.

Participants will;

- Learn how federal tag F248 requires that activity programming be based on interests, *not* problems.
- Learn what federal tag F279 requires for care planning and what it does not require.
- Be exposed to ideas on how to use the "new" (2006) interpretive guidelines for federal tag F248 and be compliant with their expectation that basically, all staff support resident activity interests.

The presenter, a former state and federal activity professional surveyor, served on the four year panel to develop the CMS interpretive guidance for federal tags F248 and F249.

402 *Affordable Assisted Living:*

A New Concept for Residential Care Apartment Complexes (RCAC)

Panel: Rose Boron, Colleen Endsley, Mary Beth Hoffman

This session is for assisted living providers. Panel members will present a model for the development of affordable living in an RCAC setting. The panel members will address issues including service reimbursement, regulations, best practices and using tax credits to finance the building and development.

403 *Assisted Living Panel*

Panel: Kevin Coughlin, David Griffin, Carolyn Happel, Carol Kriemelmeyer, Alta Peck, Deborah Rathermel

Facilitator: Kris Freundlich

This session is for assisted living providers and surveyors. Panel members include an assisted living provider, advocate, a resident of an assisted living facility, Office of Family Care representative and Division of Quality Assurance (DQA) representatives. Panel members will identify, address, and problem-solve issues facing the industry and the DQA.

404 *Behavior Correlates in Traumatic Brain Injury:*

Recognition, Respect, & Reorganization

Jacqueline Kuhl, Donald Mickey, Dawn Oechsner

This session is for all providers. Presenters will provide an overview of traumatic brain injury and a variety of causes for various behaviors. Participants will gain insight in recognizing methods to more effectively change and eliminate undesirable behaviors.

Participants will:

- Understand how changes in brain morphology cause specific behaviors.
- Increase their understanding of personal contribution to observed behaviors.
- Learn ways to assess problem behaviors along with environmental shifts which may enhance positive outcomes.

FOCUS 2009 - October 22, 2009

Furthering Our Commitment to Ultimate Service

BREAKOUT SESSIONS - 400 SERIES

2:45 pm - 4:15 pm

**405 *House Rules and Individualization:
Balancing the Rights of the Individual With the Needs of Others***
Vaughn Brandt

This session is for assisted living providers. Participants will review and the presenter will clarify the client rights rules and precedents as applied to a variety of individuals in community and residential settings. In many instances, the rights of one individual may need to be viewed in contrast to the rights of other clients in the same setting, or in contrast to the management and program needs/abilities of the provider agency. This session will help to clarify individual rights and enhance consciousness on how to balance competing rights in a variety of situations so that everyone can get their needs met.

406 *Impact of Mental Illness on the Individual and Family*
Dylan Abraham, Nancy Abraham

This session is for all providers. Gain firsthand insight regarding mental illness from a mother and son's personal experiences spanning 35 years. This presentation will include concerns about the aging of individuals with mental illness and aging of the parent(s).

407 *Norovirus in Long Term Care*
John Archer, Deborah Briggs, Jo Ann Evans, Vicky Griffin

This session is for nursing home providers. This panel discussion is intended to provide participants the opportunity to learn about current recommendations for the prevention and control of Norovirus outbreaks in long-term care facilities from the perspective of providers, public health and regulators.

408 *Nursing Home Falls: Are they Preventable?*
Jane Mahoney

This session is for nursing home providers. Falls are common in nursing homes and often result in serious consequences including serious injuries and disability, diminished quality of life, increased fear in falling, and death. Consequently, falls are a major safety concern for nursing homes. Participants will gain knowledge about the most common causes of falls and strategies to prevent them.

Special Session Presenters

October 21, 2009

Angie Alexander, RN

Ms. Alexander is the Director of Nursing at Pine Valley Healthcare and Rehabilitation Center in Richland Center, Wisconsin.

Joyce M. Black, PhD, RN

Dr. Black is an Associate Professor at the College of Nursing, University of Nebraska Medical Center in Omaha, Nebraska.

Melanie Bowe, RN, BSN, CWOCN

Ms. Bowe is a Clinical Sales Representative for ConvaTec in Franklin, Wisconsin.

Rich Daehn, MBA

Mr. Daehn is a Food and Nutrition Consultant in Long Term Care in Milwaukee, Wisconsin.

Chuck Gokoo, MD

Dr. Gokoo is the Chief Medical Officer at American Medical Technologies in Irving, Texas.

Sue Kentop, RN, BSN

Ms. Kentop is a Patient Care Manager at St. Elizabeth Hospital in Appleton, Wisconsin.

Jeri Lundgren, RN, CWS, CWCN

Ms. Lundgren is the Director of Wound & Continence Management at Pathway Health Services in White Bear Lake, Minnesota.

Mary Mack, RN, BSN, WOCN

Ms. Mack is the Account Manager and Wound Counselor for Allay Home and Hospice, Inc. in Brookfield, Wisconsin.

Shawneen Schmitt, RN, MSN, MS, CWOCN, CFCN

Ms. Schmitt is the WOCN Nurse Specialist at Community Memorial Hospital in Menomonee Falls, Wisconsin.

Carla Stadel, RN, BSN, CHPN

Ms. Stadel is the Director of HomeCare /Hospice at Monroe Clinic in Monroe, Wisconsin.

Eric Streicher, MD

Dr. Streicher is the Medical Director for MetaStar, Inc. in Madison, Wisconsin.

FOCUS 2009 Presenters

October 22, 2009

Dylan Abraham

Mr. Abraham is an outreach worker at the Mental Health Center of Dane County in Middleton, Wisconsin.

Nancy Abraham, MS

Ms. Abraham is a member of the National Alliance for the Mentally Ill (NAMI), Dane County Advocacy Committee in Madison, Wisconsin.

John Archer, MS

Mr. Archer is an Epidemiologist in the Division of Public Health in Madison, Wisconsin.

Bobbie Banach, RN

Ms. Banach is the Director of Nursing at St Anne's Salvatorian Campus in Milwaukee, Wisconsin.

Rose Boron, LPN

Ms. Boron is the Owner and Administrator of Acorn Hill Senior Living Community in Mosinee, Wisconsin.

Carmen Bowman, MHS, BSW

Ms. Bowman is the owner of Edu-Catering in Firestone, Colorado.

Deborah Briggs, RN

Ms. Briggs is a Staff Development Coordinator/Infection Preventionist at St. Anne's Salvatorian Campus in Milwaukee, Wisconsin.

Vaughn Brandt, BA

Mr. Brandt is a Client Rights Specialist and State Grievance Examiner in the Division of Mental Health and Substance Abuse Services in Madison, Wisconsin.

Kevin Coughlin, BS

Mr. Coughlin is the Director of the Bureau of Assisted Living in the Division of Quality Assurance, Madison, Wisconsin.

Colleen Endsley, BS

Ms. Endsley is the owner of CME Senior Housing Consultants, LLC in New Berlin, Wisconsin.

Jo Ann Evans, RN

Ms. Evans is the State Director of Clinical Services at Golden Living in Cambria, Wisconsin.

Kris Freundlich, BA, CSW

Ms. Freundlich is a Strategic Planning Consultant in the Division of Enterprise Services in Madison, Wisconsin.

David Griffin, BBA

Mr. Griffin is the President of ElderSpan Management, LLC in Madison, Wisconsin.

Vicky Griffin, RN, BSN

Ms. Griffin is a Nurse Consultant for the Division of Quality Assurance in Milwaukee, Wisconsin.

Carolyn Happel, CAPSW

Ms. Happel is the Regional Director of the Bureau of Assisted Living in the Division of Quality Assurance, Milwaukee, Wisconsin.

Mary Beth Hoffman, BSW

Ms. Hoffman is a Health Services Specialist in the Division of Quality Assurance in Milwaukee, Wisconsin.

FOCUS 2009 Presenters

October 22, 2009

Timothy Howell, MD, MA

Dr. Howell is an Associate Professor of Psychiatry, Director of the Geriatric Psychiatry Fellowship Program and supervises the Geriatric Psychiatry Service at the VA Hospital in Madison, Wisconsin.

Kelly Kruse Nelles, MS, APNP

Ms. Kruse is a Clinical Associate Professor at the University of Wisconsin-Madison School of Nursing and owner of UroGyn Consultations LLC in Blue Mounds, Wisconsin.

Carol Kriemelmeyer, BS

Ms. Kriemelmeyer is the Regional Ombudsman in Central Wisconsin.

Jacqueline Kuhl, BS

Ms. Kuhl is the Unit Coordinator at Clearview Brain Injury Center in Juneau, Wisconsin.

Jane Mahoney, MD

Dr. Mahoney is an Assistant Professor in the Department of Medicine at the University of Wisconsin School of Medicine in Madison, Wisconsin.

Jeffery Marcus, MD

Dr. Marcus is the Medical Director at Central Wisconsin Center in Madison, Wisconsin.

Clint Maun, CSP

Mr. Maun is a senior partner with Maun-Lemke, LLC in Omaha, Nebraska.

Donald Mickey, PhD

Dr. Mickey is the Consulting Neuropsychologist at Clearview Brain Injury Center in Juneau, Wisconsin.

Dawn Oechsner, BS

Ms. Oechsner is the Rehabilitation Specialist at Clearview Brain Injury Center in Juneau, Wisconsin.

Alta Peck

Ms. Peck is a resident at Meadow Ridge Assisted Living in Baraboo, Wisconsin.

Mary Pike

Ms. Pike is a consumer representative on the Wisconsin Coalition for Person Directed Care in Madison, Wisconsin.

Wanda Plachecki, NHA, MA, MT-BC

Ms. Plachecki is an Associate Administrator at Lakeview Health Center in West Salem, Wisconsin.

Gregory Poland, MD

Dr. Poland is the Director of the Mayo Vaccine Research Group at the Mayo Clinic in Rochester, Minnesota.

Joanne Powell, BS

Ms. Powell is a Regional Field Operations Director in the Division of Quality Assurance in De Pere, Wisconsin.

Deb Rathermel, BS

Ms. Rathermel is a Policy Analyst in the Office of Family Care Expansion in the Department of Health Services in Madison, Wisconsin.

Donna Zunker, CSW, NHA

Ms. Zunker is the Owner/Administrator of Zunker Health Care in Green Bay, Wisconsin

Conference Location



Kalahari Convention Center, Wisconsin Dells, Wisconsin

1305 Kalahari Drive, Wisconsin Dells, WI 53965

(608) 254-5466

Web Site: www.kalahariresorts.com/wi/

**Blocks of state rate rooms are reserved under FOCUS 2009.
When making room reservations, you must indicate it is for the
FOCUS 2009 Conference.**

Directions to the Kalahari Resort from different areas of Wisconsin:

Eau Claire

Take I90/94 south toward Madison. When you get to WI Dells area take Exit 92 off of I90/94. Come to a stop sign and turn left onto Hwy 12. Once on Hwy 12 go to your first stop light and turn right. Once you turn right you will go by a gas station on your right side. Take the first right turn after the gas station and that will take you back to the Kalahari.

Green Bay/Fox Cities Area

Take Highway 41 South to Oshkosh. Outside of Oshkosh take Hwy 44 West towards Ripon. In Ripon take Hwy 23 West to I39. Watch for signs that say WI Dells. Take I39 South towards Portage. Hwy 23 runs with I39. Follow I39 to Hwy 33 exit in Portage. As you get on off ramp you will come to a stop sign. Turn right onto Hwy 33. Follow Hwy33 to I90/94. Go west on I90/94 towards WI Dells. Once on I90/94 West you will need to watch for Exit 92. As you get closer to the Dells area you will actually see the Kalahari from I90/94. Take exit 92 towards the Dells and stay to the right. Come to your first stop light and turn right. Once you turn right you will go by a gas station on your right side. Take the first right turn after the gas station and that will take you back to the Kalahari. (Note: When you are on I39 you will see an Exit that will take you to WI Dells (Hwy 23) but this will add another 15-20 minutes of travel time.)

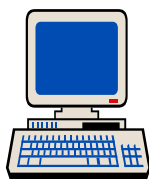
Madison

Take I90/94 West towards WI Dells. Once on I90/94 West you will need to watch for Exit 92. As you get closer to the Dells area you will actually see the Kalahari from I90/94. Take exit 92 towards the Dells and stay to the right. Come to your first stop light and turn right. Once you turn right you will go by a gas station on your right side. Take the first right turn after the gas station and that will take you back to the Kalahari.

Milwaukee

Take 94 West towards Madison. Follow the WI Dells exit on to I90/94. Follow I90/94 West to WI Dells. Once on I90/94 West you will need to watch for Exit 92. As you get closer to the Dells area you will see the Kalahari from I90/94. Take exit 92 towards the Dells and stay to the right. Come to your first stop light and turn right. Once you turn right you will go by a gas station on your right side. Take the first right turn after the gas station and that will take you back to the Kalahari.

Registration Information

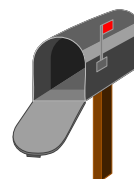


Register online at:

<https://charge.wisc.edu/quality/focus2009.asp>

Master Card, VISA, or CHECK accepted

For your protection, the site is secure and uses
128-bit encryption



Mail registration form and payment to:

DHS/DQA

Room 950, 1 West Wilson Street
Madison, WI 53703

Registration Deadline Date: Wednesday, October 7, 2009

Breakout Sessions:

If your 1st, 2nd, and 3rd breakout session choices are **not** available based on space availability, a breakout session will be selected for you. To avoid this, register early and online.

Pre-selection of breakout sessions during registration does **not** guarantee seating; it aids in planning room assignments to accommodate attendance. Once room capacities (approximately 100 per breakout session) are met, breakout sessions will be closed.

Confirmations:

Will be sent via e-mail. If an e-mail address is **not** included with the registration, you will not receive a confirmation. Confirmations include breakout session selections.

Cancellation:

If the number of registrations is under 400 for October 22, 2009 registrants will be notified via e-mail on October 7, 2009 of program cancellation. Registration is limited to 900 persons. If you cannot attend, a substitute can be sent. Walk-in registrations will not be accepted. Refunds will not be made after the registration deadline date of October 7, 2009. All breakout sessions are subject to change.

Conference Includes:

Program materials, certificate of attendance, continental breakfast, lunch and refreshment breaks on both days.

Continuing Education:

The Art and Science of Pressure Ulcer Prevention & Treatment Special Session and FOCUS 2009 Conference: Furthering Our Commitment to Ultimate Service have been submitted for approval of six CEUs from the National Association of Boards of Examiners of Long Term Care Administrators. Other disciplines may use this program for continuing education activities based on professional requirements.

Handouts are GOING GREEN:

You will receive a CD containing the presenter's handouts. For your convenience, the handouts will be posted on the conference website if you would like to print and bring copies to the conference.

Note:

Information presented in connection with the State of Wisconsin, Division of Quality Assurance's FOCUS 2009 Conference by speakers and exhibitors should not be construed as an endorsement of such information by the State of Wisconsin, Division of Quality Assurance.

Weather Information:

If severe weather is threatening, call the Division of Quality Assurance at (608) 267-3809. A message will inform you if the conference has been cancelled.

Questions Regarding Registration and the Conference Website:

Leann Graffin, Training Officer, at (608) 267-1438 or Leann.Graffin@wi.gov

FOCUS 2009 Conference website: http://dhs.wisconsin.gov/rl_dsl/Training/focus09.htm

Registration Information

Complete one form per registrant. Photocopy this form as needed.

Registration Fees - Circle days attending

The Art and Science of Pressure Ulcer Prevention & Treatment October 21, 2009 \$65.00	ServSafe® Essentials October 21, 2009 \$136.00 (includes required textbook)	FOCUS 2009 Conference October 22, 2009 \$110.00
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Registration Information to Attend FOCUS 2009 (print clearly)

Last Name		First Name		Discipline/Profession (examples: RN, SW)	
Agency/Facility Name			Agency/Facility Type (example: AFH, CBRF, NH)		
Address		City	County	State	Zip Code
Telephone Number		e-mail (include to receive a e-mail confirmation)			
Check box if attending Dr. Poland's "Ask the Expert" Session <input type="checkbox"/>	Check box for vegetarian lunch <input type="checkbox"/>	Special Accommodations. (If assistance is needed or materials are required in an alternate format, call 608-267-1438) Specify:			

Series 100 - Breakout Sessions - Circle 1st, 2nd and 3rd choices for each Series

October 21, 2009 10:30 am – 12:00 pm

101	1-2-3	Etiology and Assessment of Pressure Ulcers and Atypical Wounds	104	1-2-3	Implementation Strategies for a Pressure Ulcer Program
102	1-2-3	Assessment and Treatment of Vascular Disease and Ulceration	105	1-2-3	The Noble Foot—Standing on a Firm Foundation
103	1-2-3	A Holistic Approach to Pressure Ulcer Management and Treatment	106	1-2-3	Preventing and Treating Pressure Ulcers on the Heels

Series 200 - Breakout Sessions - Circle 1st, 2nd and 3rd choices for each Series

October 21, 2009 2:30 pm – 4:00 pm

201	1-2-3	Etiology and Assessment of Pressure Ulcers and Atypical Wounds	204	1-2-3	Implementation Strategies for a Pressure Ulcer Program
202	1-2-3	Assessment and Treatment of Vascular Disease and Ulceration	205	1-2-3	The Noble Foot—Standing on a Firm Foundation
203	1-2-3	A Holistic Approach to Pressure Ulcer Management and Treatment	206	1-2-3	Wisconsin Pressure Ulcer Coalition Panel

Series 300 - Breakout Sessions - Circle 1st, 2nd and 3rd choices for each Series

October 22, 2009 10:30 am – 12:00 pm

301	1-2-3	Activities or Engagement	305	1-2-3	Come On In, the Culture's Fine!
302	1-2-3	Antipsychotic Side Effects	306	1-2-3	Differentiating Asymptomatic Bacteruria from UTI
303	1-2-3	Applying the Wisconsin Star Method	307	1-2-3	Family Care
304	1-2-3	Assisted Living Falls	308	1-2-3	Surveyor/Provider Collaboration

Series 400 - Breakout Sessions - Circle 1st, 2nd and 3rd choices for each Series

October 22, 2009 2:45 pm – 4:15 pm

401	1-2-3	Activities or Engagement	405	1-2-3	House Rules and Individualization
402	1-2-3	Affordable Assisted Living: RCAC	406	1-2-3	Impact of Mental Illness
403	1-2-3	Assisted Living Panel	407	1-2-3	Norovirus in Long Term Care
404	1-2-3	Behavior Correlates in TBI	408	1-2-3	Nursing Home Falls

Make registration fee payable to:

Mail the registration form and payment to:



DHS/DQA



DHS/DQA

Room 950, 1 West Wilson Street
Madison, Wisconsin 53703