



What if

LeadingAge[®]
Maine & New Hampshire

2019 Annual Conference and Exhibition

Sheraton Portsmouth Harborside Hotel, Portsmouth, New Hampshire
April 10 & 11, 2019

Preferred Therapy Solutions provides the competencies needed to be successful as healthcare evolves for post-acute providers. Our programs are designed with a focus on the operational and clinical drivers under the Patient-Driven Payment Model (PDPM), Quality Reporting Program (QRP), and Value-Based Purchasing Program (VBP). By taking action now, strategies can be implemented to safeguard positive results in the future.

HEALTH CARE REFORM, THE NEW ALPHABET SOUP!



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LeadingAge™
Maine & New Hampshire

Gold Business Partner

John Calcavecchia, VP of Business Development
860.993.2210 | jcalcavecchia@preftherapy.com
www.preftherapy.com

Welcome to the 2019 Annual Conference & Expo

What if

... there were endless possibilities?

- ...to dream without limits.
- ...to step outside the box.
- ...to embrace new ideas.
- ...to help our staff and residents find passion and purpose.

What if we worked together to make life better for everyone?

We'll explore these big ideas and more at this year's 2019 Conference & Exhibition. Come away with actionable strategies, creative solutions and smart ways to be more effective in your role. Together we'll turn "What if" into "Why not"?!

About LeadingAge Maine & New Hampshire

LeadingAge Maine & New Hampshire is the association of not-for-profit, senior living communities and care providers in Maine and New Hampshire. Member organizations include nursing homes, assisted living communities, federally-assisted and market-rate housing, home and community-based services, and Life Plan Communities.

Our mission: To inspire our members to pursue innovation and the best life for older adults. www.LeadinAgeMENH.org.

LeadingAge Maine & New Hampshire is an affiliate of **LeadingAge** whose 6,000+ members and partners include not-for-profit organizations representing the entire field of aging services, 39 state partners, hundreds of businesses, consumer groups, foundations, and research partners. LeadingAge is also a part of the Global Ageing Network, whose membership spans 30 countries. www.LeadinAge.org



Schedule at a Glance

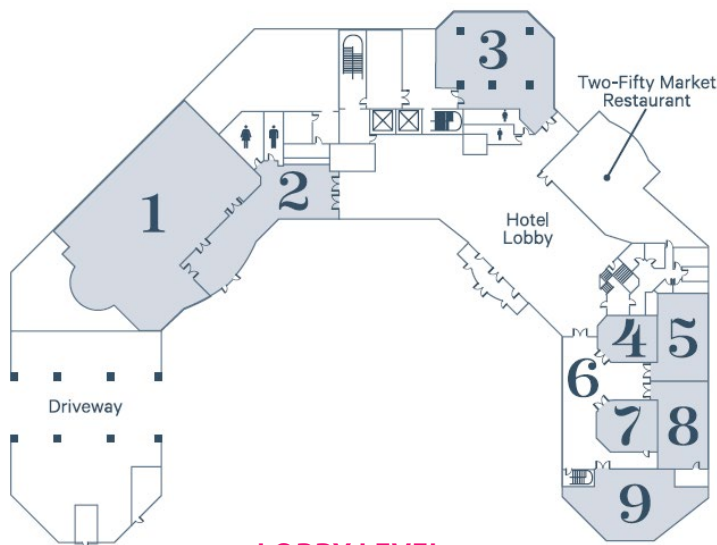
Wednesday, April 10, 2019

7:30-10:30am	Registration Desk Open @ Sheraton Harborside
8:00-9:30am	Leadership Breakfast: Matt Thornhill (pre-registration required)*
8:00-10:00am	Continental Breakfast Available
10:00-10:30am	Conference Opens: Welcoming Remarks
10:30-11:45am	Keynote: Matt Thornhill
11:45am-4:30pm	Leaders Loft Open
11:45am-12:30pm	Lunch Buffet Open
12:30-1:30pm	Lunch Program: Exhibitor Intros, Annual Meeting & LeadingAge Update
11:00am-4:00pm	Exhibitor Set Up
1:30-1:45pm	BREAK
1:45-2:45pm	Nontraditional Sessions
2:45-3:00pm	BREAK
3:00-4:30pm	Education Sessions
4:30-7:00pm	Expo & Awards Reception @ Harbor Events
7:00-9:00pm	Exhibitor Breakdown
7:00pm	Dinner on your own

Thursday, April 11, 2019

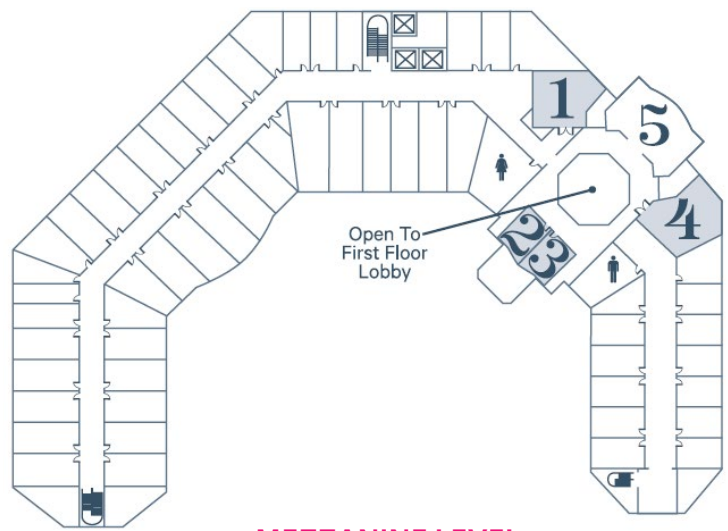
7:00-8:30am	Registration Desk Open @ Sheraton Harborside
7:00-8:00am	Breakfast Buffet
8:00-9:15am	General Session: Deb Lambert & Sarah Starcher
9:15am-12:30pm	Leaders Loft Open
9:15-9:30am	BREAK
9:30-10:45am	Innovation Exchange: Members share ideas that work!
10:45-11:00am	BREAK
11:00-12:30pm	Education Sessions
12:30pm	Adjournment

*Additional fee applies



LOBBY LEVEL

- | | | |
|-----------------------|---------------------|-------------------|
| 1. Ballroom | 4. Thaxter Room | 7. Wentworth Room |
| 2. Ballroom Lobby | 5. Gardner Room | 8. Lear Room |
| 3. Harbor's Edge Room | 6. Conference Lobby | 9. Amphitheater |



MEZZANINE LEVEL

- | | |
|-------------------------|--------------------|
| 1. Woodbury Room | 4. Warner Room |
| 2. John Paul Jones Room | 5. Riverwatch Room |
| 3. Daniel Webster Room | |

CEUs: Remember to Punch In and Punch Out!

If you are seeking CE Credits, remember to fill in your CE Verification Card then hand it to the session host for each session you attend.

Nursing Home Administrators must list your NAB Verify ID #. Remember to punch in and punch out! Prior to leaving the conference, hand your completed verification card to a session host or turn it in at the registration desk. Verification cards may also be mailed to: Sara A. Whitman, PO Box 245, Slippery Rock, PA 16057. We will log your attendance with NAB or issue your certificate via email by April 30th.

perspective GAINED

BerryDunn's Senior Living professionals bring a personalized approach to client engagements. You will benefit from individualized attention and industry expertise leveraging the resources of our full-service assurance, tax, and consulting firm.

Find out more about what BerryDunn can do for you at www.berrydunn.com/industries/long-term-care.



7:30am-10:30am

Registration Desk Open @ Sheraton Harborside

8:00am-9:30am

Leadership Breakfast HARBOR'S EDGE

(pre-registration required)

Winning Workplaces of Today: How to Find and Keep Top Talent

Matt Thornhill, *Managing Partner - SIR's Institute for Tomorrow - Richmond, VA*

The numbers tell the story: Record low unemployment. The number of workers ages 25-54 will remain flat for the next decade. Slow to no immigration. It's no surprise we're in an all-out war for workers. In this breakfast session, research-based futurist and generations expert Matt Thornhill will open your eyes to how to find and keep top talent today. He'll share best workforce practices from around the country and unveil specific, practical tactics to help you succeed with workers across all ages and generations. Come prepared to share your thoughts and experiences in this engaging and interactive session.

Special thanks to:  **Gold Business Partner**


8:00am-10:00am

Continental Breakfast

10:00am-10:30am

Conference Welcome from Gold Business Partner

 **Ziegler**
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10:30am-11:45am

Opening Keynote BALLROOM



Tomorrow's Senior Living Opportunity: How to be Netflix in a Blockbuster World

Matt Thornhill, *Managing Partner - SIR's Institute for Tomorrow - Richmond, VA*

We all know change is coming to senior living, but what? When? How? And importantly, who? In this eye-opening keynote, Matt Thornhill—futurist, generations expert, and co-founder of the think tank Institute for Tomorrow—will share insights and perspectives on the future. In this informative and provocative session, you'll gain a better understanding of the relevant trends impacting senior living and how understanding the mindsets and preferences of today's Boomers will create new opportunities in the segment.

Special thanks to:  **Gold Business Partner**



11:45am-4:30pm

Leaders Loft Open! RIVERWATCH



The Leaders Loft is a comfortable space on the mezzanine level overlooking beautiful Portsmouth Harbor. Stop by for a cup of coffee, charge your phone, catch up on email or meet up with a colleague.

Special thanks to:



11:45am-12:30am

Lunch Buffet

12:30pm-1:30pm

Lunch Program BALLROOM

Exhibitor Introductions, Annual Meeting & LeadingAge Update

Special thanks to: **PERKINS | THOMPSON**
ATTORNEYS & COUNSELORS AT LAW

1:30pm-1:45pm

Networking Break

Special thanks to:



1:45pm-2:45pm

Non-Traditional Sessions: Share and Learn!

Driving Resident Engagement

How can we help residents feel connected and engaged?

Many residents encounter challenges to becoming fully connected and engaged in their communities. These challenges may stem from isolation, the loss of a spouse, giving up driving, communication challenges, changing physical abilities and attitudes.

Join us for a non-traditional learning session where you drive the discussion! How are Maine & New Hampshire member communities working to overcome barriers to engagement? Facilitators will help spark new ideas by promoting conversation and knowledge sharing. You'll make new connections and leave energized with new ideas! Attend one of four discussion groups:

A.1 Person-centered engagement **GARDNER**

FACILITATOR:

Linda Sheehy, VP of HR & Risk Management

Special thanks to:  **Bank**

America's Most Convenient Bank®

A.2 Reducing social isolation **LEAR**

FACILITATOR:


Alijah Swasey, Health Promotions Coach – Kendal at Hanover

Special thanks to: 

A.3 Overcoming communication barriers **WENTWORTH**

FACILITATOR:

Tara Konieczko, Life Enrichment Manager – Piper Shores

Special thanks to: 
Fred C. Church
INSURANCE

A.4 Fostering community integration **HARBOR'S EDGE**

FACILITATOR:

Christine Hegarty, LICSW, Director of Social Services – RiverWoods Exeter

Special thanks to: 
WINDOVER
CONSTRUCTION
WHERE TEAMWORK BUILDS RESULTS

LEADER LIBRARY

(Pre-registration required)

A.5 Visit with experienced CEOs

"Withdraw" an experienced CEO from our Leader Library for a 15-minute conversation. Forgot to sign up? We may be able to accommodate drop-ins. Stop by the Leaders Loft!

2:45pm-3:00pm

Networking Break

3:00pm-4:30pm

Concurrent Education Sessions

B.1 What If You Could Help Your Team and Residents Better Manage Through Change? **HARBOR'S EDGE**

Dan Vogt, Senior Manager, BerryDunn – Portland, ME

Senior living communities face significant change ahead. Baby Boomers residents and Millennial/Gen Z staff have unique expectations. Providers will need to become technology-savvy and embrace innovative ideas to support independence and wellness. Longstanding staff and residents may be resistant to change. This interactive session will share a methodology for change management, offering examples and techniques to lead organizations through change, coach staff, and achieve goals.

Special thanks to:



B.2 Using Art to Engage, Inspire and Uplift Older Adult Audiences **LEAR**

Jane Oneail, President, Culturally Curious, Founder of Alzheimer's Café at the Currier Museum of Art – Manchester, NH

Jane Oneail of Culturally Curious is a seasoned arts educator who regularly visits assisted living and retirement communities to lead discussions about works of art. Join us to learn:

- Why art discussions are enriching, low-cost activities
- How to choose great images for discussions
- How to facilitate discussions that engage everyone, regardless of past experience with art

Special thanks to: **LAVALLEE
BRENSINGER
ARCHITECTS**



B.3 Best Practices to Prevent Rehospitalizations – Learning from a Pilot Program GARDNER

Rajeev Kumar, MD CMC FACP, Chief Medical Officer, Symbria – Warrenville, IL

Avoidable readmissions of Medicare A beneficiaries has emerged as the singular indicator of unnecessary and wasteful spending of healthcare resources and bad outcomes. This metric defines 'value' in Value Based Purchasing by affecting both quality of care received by beneficiaries and the cost. Implementing best practices and reducing clinical variations have shown promising results in reducing avoidable readmissions. Featured in this presentation are two pilots designed to reduce readmissions in SNF populations. The group will discuss a Chicago area study of six nursing homes where implementing best practices and measuring clinician compliance resulted in reducing readmissions by 25% in three months. But what happened when the pilot ended, and no one was watching?

Special thanks to:  **BerryDunn**

B.4 Forwarding-Thinking Leadership AMPHITHEATER

FACILITATOR:

Keith Robertson, Managing Director, Ziegler – West Hartford, CT

PANELISTS:

Justine Vogel, CEO, The RiverWoods Group – Exeter, NH

Maureen Carland, MA, RN-BS, NHA, Administrator, Maine Veterans' Home-Scarborough – Scarborough, ME

Peter Sullivan, MBA, RN-BC, LRCA, CDP, Executive Director, Birch Bay Retirement Village – Bar Harbor, ME

Join us for a facilitated panel discussion featuring leaders of some of the most forward-thinking organizations in our region. These executive panelists will consider the greatest threats and opportunities to our not-for-profit sector and their own organizations. Will the Boomers want what we have to offer? Can we effectively compete in the ever-changing senior living and healthcare marketplace? How do we prioritize and address all of the external influences facing our field? This compelling, provocative session will inform and empower organizations of all sizes and service lines.

Special thanks to:  **HINCKLEY ALLEN**

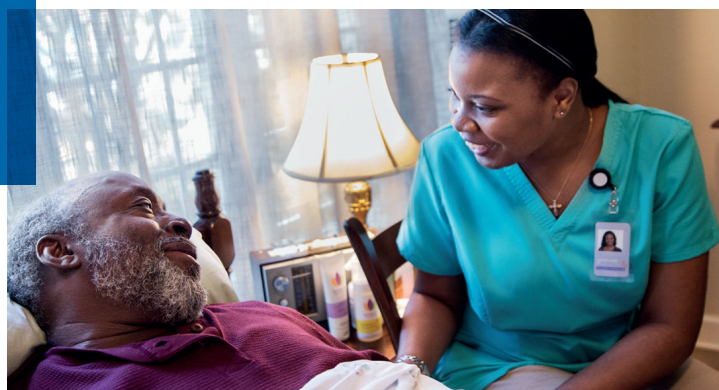
When it comes to helping you provide quality care, McKesson Delivers

Whether you are looking to improve regulatory compliance and clinical training, reduce supply costs or offer a broader product selection, McKesson Medical-Surgical delivers comprehensive solutions to help your facility achieve better clinical and business outcomes.

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Ready. Set. Network!

Welcome to our Expo!

4:30pm-7:00pm

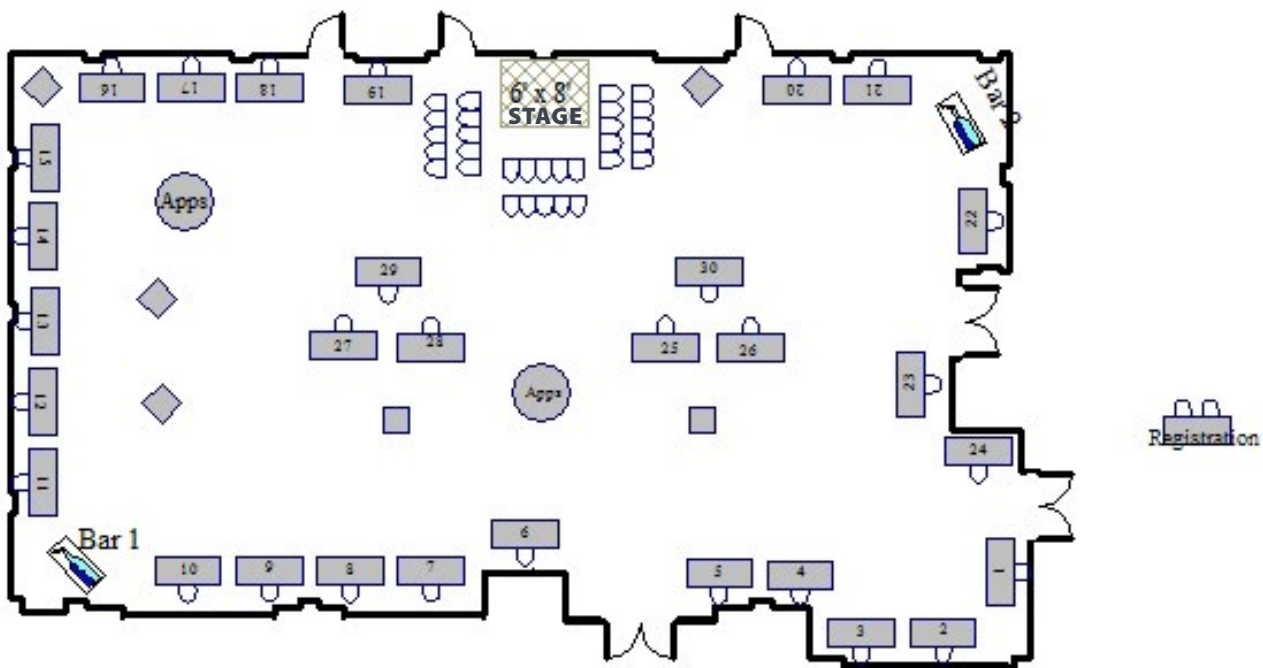
Portsmouth Harbor Events – 100 Deer St, Portsmouth, NH 03801

Following the day's sessions, "happy hour" awaits you at Portsmouth Harbor Events – a two-minute walk from the Sheraton in the heart of downtown Portsmouth. Enjoy a complimentary beverage and ample hors d'oeuvres while visiting with 30 vendors. Discover innovative products and services and get up to speed on the latest technologies...and be sure to enter all the drawings for exciting giveaways! Thanks in advance for making a point to visit our vendors. We appreciate their vital support of LeadingAge Maine & New Hampshire.

Don't Miss the Standing Ovation Awards

It's our honor to recognize providers who embody excellence in leadership, care and service innovation. A true conference favorite, don't miss the 2019 Standing Ovation Awards Program starting at 6:15pm.

Guide to Exhibitors



1. Hillyard, Inc.
2. BB&T Capital Markets
3. Engelberth Construction
4. Geriatric Medical
5. WBRC Architects Engineers
6. Symbria
7. ESL Distributing, LLC
8. Gawron Turgeon Architects
9. New Hampshire Community Loan Fund
10. Glendale Senior Dining

11. Systems Engineering
12. JSA, Inc.
13. HJ Sims
14. C.E. Floyd Company, Inc.
15. Guardian Pharmacy of Maine
16. EGA, P.C.
17. ValueFirst
18. CLA (CliftonLarsonAllen LLP)
19. Lavallee Brensinger Architects
20. The Compliance Store

21. Allen & Major Associates, Inc.
22. Preferred Therapy Solutions
23. PharMerica
24. Daniels Equipment Company
25. Santa Buckley Energy
26. Onepath
27. McKesson Medical-Surgical
28. Windover Construction
29. Fred C. Church Inc.
30. Johnson Kendall Johnson

LeadingAge Maine & New Hampshire Business Partners denoted by **G** = Gold, **S** = Silver, or **B** = Bronze

Allen & Major Associates, Inc. #21 B

400 Harvey Road, Suite D
Manchester, NH 03103
www.allenmajor.com
Robert Clarke, PLA, ASLA - Principal
603-627-5502
rclarke@allenmajor.com

Allen & Major Associates, Inc. (A&M) provides site civil engineering, land survey, and landscape architectural services for senior living, healthcare, rehabilitation facilities and master planned communities.

BB&T Capital Markets #2 B

101 Arch Street, Suite 1520
Boston, MA 02110
www.bbtcapitalmarkets.com/healthcare
Roger Randall, II, Senior Vice President
617-316-1303
rrandall@bbandtc.com

BB&T Capital Markets offers comprehensive investment banking solutions for CCRC's, independent living, skilled nursing and assisted living communities.

C.E. Floyd Company, Inc. #14 B

135 South Road
Bedford, MA 01730
www.cefloyd.com
Jessica Harris, Business Development Manager
781-325-0118
jharris@cefloyd.com

We are a general contractor/construction manager in Bedford, MA and Middletown, CT. We build relationships with partners who value service and have worked on 51 senior living campuses in New England. Recent clients include Hunt Community, LCB and Epoch.

CLA (CliftonLarsonAllen LLP) #18 S

300 Crown Colony Drive, Suite 310
Quincy, MA 02169
www.CLAconnect.com
Timothy Jalbert, Manager
617-984-8100 x14433
timothy.jalbert@CLAconnect.com

CLA exists to create opportunities for our clients, our people, and our communities through industry-focused wealth advisory, outsourcing, audit, tax, and consulting services. With more than 6,100 people, 120 U.S. locations, and a global affiliation, we promise to know you and help you. For more information visit CLAconnect.com. *Investment advisory services are offered through CliftonLarsonAllen Wealth Advisors, LLC, an SEC-registered investment advisor.*

The Compliance Store #20 G

355 Industrial Park Blvd
Montgomery, AL 36117
www.thecompliancestore.com
Brandon Stephens, National Sales Executive
877-582-7347
Brandon.stephens@thecompliancestore.com

Since 2010, The Compliance Store has been the only comprehensive web-based regulatory compliance management resource for long-term care. Our website supports providers across the nation and helps them spend more time with their residents, rather than doing paperwork and research. We provide anytime access to regulatory and government agency information, update alerts, education, tools, and templates tailored specifically for long-term healthcare. The Compliance Store is owned by long-term healthcare providers who take pride in being a family-owned company with nationwide reach.

Daniels Equipment Company #24 B

45 Priscilla Lane
Auburn, ME 03032
www.danielsequipment.com
Lisa Mahan, Executive Sales Coordinator
800-258-3571
sales@decequip.com

Daniels Equipment is your Total Laundry Solution. We provide all of your equipment, service, parts, ozone, and chemistry for the laundry room.

EGA, P.C. #16 B

1 Vernon Street
Newburyport, MA 01950
www.ega.net
Gerry Menke, CEO
978-462-5515
gmenke@ega.net

EGA is an architectural design firm specializing in the design of senior living environments. EGA is a nationally recognized leader in the senior living field.

Engelberth Construction #3 B

70 Commercial Street, Ste. 202
Concord, NH 03301
www.engelberth.com
Jim Rose, Director of Business Development
603-873-4144
jim.rose@engelberth.com

Engelberth has successfully completed a wide array of project types ranging from small scale to major expansions at some of the finest healthcare facilities and institutions. We pride ourselves on providing accurate and reliable information, superior service, quality construction, achievable project goals, and most important, the confidence that our clients are receiving the best value for their construction dollar.

ESL Distributing, LLC #7 B

16 Main Street
Pittsfield, NH 03263
www.esldistributing.com
Eric LaRoche, President
603-435-7521
Eric@esldistributing.com

Providing customers with Wandering systems, emergency call and Resident Safety Solutions. Secure Care Wandering systems, Philips Carepoint Resident Safety System, Dahua High Definition camera systems, Tektone Nurse Call Systems.

Fred C. Church Inc. #29 S

41 Wellman Street
Lowell, MA 01851
www.fredchurch.com
Tom Rogers, Vice President – Health and Human Services Practice Leader
978-322-7237
trogers@fredchurch.com

Fred C. Church provides Risk Management, Property and Casualty Insurance, and Employee Benefits Programs for healthcare and human service providers throughout New England.

Meet Our Exhibitors

LeadingAge Maine & New Hampshire Business Partners denoted by **G** = Gold, **S** = Silver, or **B** = Bronze

Gawron Turgeon Architects, P.C. #8 B

29 Black Point Road
Scarborough, ME 04074
www.gawronturgeon.com
Mary E. Turgeon, CHID, IIDA, LEED AP ID+C,
Principal
207-883-6307
mturgeon@gawronturgeon.com

Gawron Turgeon Architects, P.C. (GTA) is an award-winning design firm offering architecture, interior design, landscape architecture and master planning services. We design spaces for healthcare, senior living, municipalities, corporations, financial institutions, auto dealerships and non-profits.

Geriatric Medical #4 B

28 Torrice Drive
Woburn, MA 01801
www.gerimed.com
Brenda Demirjian, Strategic Account Manager
603-944-0130
brenda.demirjian@gerimed.com

Premier distributor of medical supplies and equipment. Online innovative solutions for cost reduction, operational efficiency and CE education improving quality outcomes.

Glendale Senior Dining #10 B

749 East Industrial Park Drive
Manchester, NH 03109
www.glendalesdining.com
Todd Lindsay, Director of Business
Development
603-437-0200
tlindsay@glendaleseniordining.com

Glendale Senior Dining is a quality-driven dining management services company dedicated to not-for-profit senior living communities throughout the northeast.

Guardian Pharmacy of Maine #15 S

3 Business Parkway, Suite 2
Brunswick, ME 04011
www.guardianpharmacymaine.com
Tracey Taylor, Sales/Marketing Representative
207-373-9077 ext. 2235
tracey.taylor@guardianpharmacy.net

We are an exclusively long term care pharmacy located in Brunswick, Maine that provides pharmacy services to nursing facilities, assisted living communities, ICF, and group homes in Maine and New Hampshire.

Hillyard, Inc. #1 B

1070 Holt Avenue
Manchester, NH 03109
www.hillyard.com
Dan Smith, Sales Manager
603-785-6819
danielsmith@hillyard.com

Providing air purification, hand hygiene disinfectants, and workloading, Hillyard is the best solution for customers wanting clean, safe, healthy facilities at the lowest total cost.

HJ Sims #13 B

2150 Post Road, Suite 301
Fairfield, CT 06824
www.hjsims.com
Andrew Nesi, Executive Vice President
203-418-9057
anesi@hjsims.com

Since 1935, HJ Sims has raised \$27+ billion in senior living financings nationally. We are a full-service investment bank specializing in tax-exempt and taxable bonds, mezzanine loans, equity, seed capital, bank financing, and FHA-insured loans.



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Create Opportunities

Achieve more than you believed possible. We're proud to support LeadingAge Maine & New Hampshire and the important role your organization plays in our community.

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Investment advisory services are offered through CliftonLarsonAllen
Wealth Advisors, LLC, an SEC-registered investment advisor

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Johnson Kendall Johnson #30 **S**

109 Pheasant Run
Newtown, PA 18940
www.jkj.com
Patrick J. Mullen, Vice President
215-579-6428
pmullen@jkj.com

Insurance, Risk Management, and Employee Benefits Brokerage firm specializing in the Senior Living Industry, working with 200 senior living communities in 18 states.

JSA, Inc. #12 **B**

273 Corporate Drive, Suite 100
Portsmouth, NH 03801
www.jsainc.com
Anne Weidman, Business Development/
Community Outreach
603-239-1282
aweidman@jsainc.com

JSA Inc. Architects and Interior Designers create enriching environments that allow seniors to enjoy life to the fullest, integrating wellness and safety with physical and social activity.

Lavallee Brensinger Architects #19 **S**

155 Dow Street, Suite 400
Manchester, NH 03101
www.lbpa.com
Joan Eagleson, Principal
603-622-5450
Joan.eagleson@lbpa.com

Through thoughtful, informed design, Lavallee Brensinger Architects Senior Living Studio creates environments that empower and inspire, helping our client's residents enjoy richer, fuller lives. Our passionate group designs spaces and supportive amenities that enable greater independence, encourage wellness, and incorporate safety.

McKesson Medical-Surgical #27 **S**

9554 Maryland Avenue
Richmond, VA 23233
www.mckesson.com/ltc
Paul Pilfka, Account Manager
978-833-7398
paul.pilfka@mckesson.com
Zetta Fogg, Account Manager
207-852-9807
zetta.fogg@mckesson.com

McKesson Medical-Surgical offers more products, business solutions, distribution services, clinical support and education to long term care than other medical supply distributors. By working together, we can help you achieve better clinical and business outcomes. Let us support you so you can focus on providing the highest standards of care.

Why You + Fred = A Great Team!

You can depend on Fred to safeguard your community, so you can continue to inspire, empower and care for our seniors.



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Denis Miciletto | dmiciletto@leadingageny.org | 917.370.6518

Value First, Inc. is a group purchasing organization (GPO) owned by LeadingAge and twenty-five of its affiliates. As a GPO that's committed to your mission, Value First leverages the buying power of LeadingAge members across the country to get the best pricing on a comprehensive selection of high-quality products and services.

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New Hampshire Community Loan Fund

#9 B

7 Wall Street
Concord, NH 03301
www.communityloanfund.org
Ken Kunhardt, Director of Investor Relations
603-856-0716
kkunhardt@communityloanfund.org

The New Hampshire Community Loan Fund is a Community Development Financial Institution founded in 1983 and certified by the US Treasury. We provide the financing for, and support to, New Hampshire families with low and moderate incomes to obtain affordable homes, quality jobs and child care. Lending capital is obtained from over 675 individual and institutional investors including RiverWoods and RiverMead.

Onepath

#26 G

56 High Street
North Andover, MA 01845
www.1path.com
Pete Peterson, Vice President, Sales
978-683-9100
ppeterson@1path.com

Onepath is the one source for all things to do with designing, deploying, and supporting technology for senior living communities – from cable to cloud. We are the easier way to get hard things done.

PharMerica

#23 B

1901 Campus Place
Louisville, KY 40299
www.pharmerica.com
Jim O'Mara, Account Executive
774-284-1442
James.O'Mara@pharmerica.com

Through innovative solutions, PharMerica is redefining cost-effective pharmacy management services by providing the tools needed to ensure accurate and easy access to medications and professional assistance to ensure customers comply with mandated regulations.

Preferred Therapy Solutions

#22 G

850 Silas Deane Highway - 2nd Floor
Wethersfield, CT 06109
www.preftherapy.com
John Calcavecchia, Vice President of Business Development
860-993-2210
jcalcavecchia@preftherapy.com

Preferred Therapy Solutions provides the competencies needed to be successful as healthcare evolves for post-acute providers. Our programs are designed with a focus on the operational and clinical drivers under the Patient-Driven Payment Model (PDP), Quality Reporting Program (QRP), and Value-Based Purchasing Program (VBP). By taking action now, strategies can be implemented to safeguard positive results in the future.

Santa Buckley Energy

#25 S

154 Admiral Street
Bridgeport, CT 06601
www.santaenergy.com/santa-buckley
Edward Santa, Vice President
(203) 362-3332 x1310
santae@santaenergy.com

Santa Buckley Energy Corporation is a comprehensive energy solutions company whose knowledgeable employees provide quality products and services to ensure that our customers purchase and utilize energy efficiently. Founded in 1940, Santa Buckley Energy markets delivered liquid energy products, oil and propane, to commercial clients throughout the New England region. The depth of our assets in the market allow us to serve customers with widely varying energy requirements.

Symbria

#6 B

28100 Torch Parkway, Suite 600
Warrenville, IL 60555
www.symbria.com
Brian Pontolilo, Director of Client Relations and Business Development
630-413-5800
pbrian@symbria.com

Symbria provides a symbiotic approach to rehab, wellness and pharmacy services for senior-living and post-acute care providers. Visit www.symbria.com

Systems Engineering

#11 S

Portland, ME & Manchester, NH
www.syseng.com
April Laverriere, Marketing Manager
888-624-6737
alaverriere@syseng.com

With offices in Maine and New Hampshire, Systems Engineering works with healthcare organizations, business associates, providers and hospitals offering the highest level of IT support and services. Contact SE today to Get Ahead of IT.

Value First

#17 G

13 British American Blvd., Suite 2
Latham, NY 12110-1431
www.valuefirstonline.com
Den Miciletto, Value First Sales Liaison
917-370-6518
dmiciletto@leadingagency.org

Value First is a group purchasing organization that leverages the buying power of LeadingAge members across the country to get the best pricing on supplies.

WBRC Architects Engineers

#5 B

30 Danforth Street
Portland, ME 04101
www.wbrcae.com
Will Pogar, Principal, Region Director
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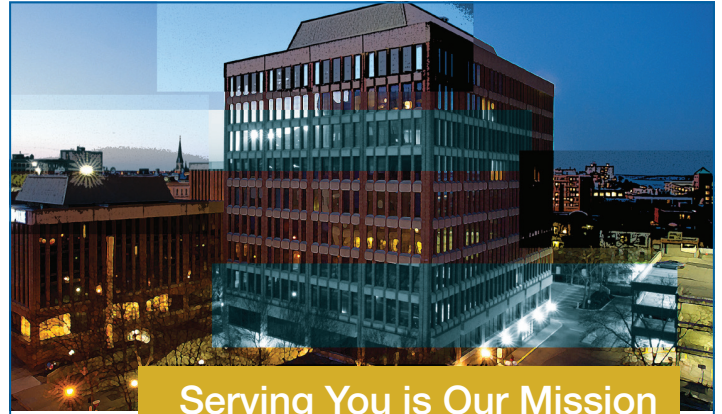
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Registration Desk Open @ Sheraton Harborside

7:00am-8:00am
Breakfast Buffet

8:00am-8:15am
Conference Welcome from  **Preferred**
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8:15am-9:15am
General Session **BALLROOM**



Cultural Transformation: From Indifference to Engagement

Deb Lambert, President and CEO, Byron Wellness Systems; **Sarah Starcher**, Executive Director, Byron Health Center – Fort Wayne, IN



Byron Health Center serves residents with psychiatric and developmental disorders frequently coupled with physical impairments and/or dementia. It takes capable, compassionate and committed staff to meet the challenging needs of their residents. Yet, like many aging services providers, Byron struggled with disengaged staff. As students of leadership, Deb and Sarah scoured the best-seller list looking for a recipe to transform their staff into leaders. They ended up collecting dozens of strategies to “turn their lemons into lemonade.”

In this dynamic presentation, they will summarize lessons learned on their journey to transform their organizational culture. The payoff has been sweet! Today, engagement is up and turnover is down—thanks to a collaborative work environment where staff are empowered to grow as leaders.

Special thanks to  **Gold Business Partner:**



9:15am-12:30pm
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Special thanks to:



9:15am-9:30am
Networking Break

9:30am-10:45am
Innovation Exchange – A Marketplace of Ideas! **BALLROOM**

In this fast-paced, highly interactive session, you’ll travel from table to table to discover new concepts and innovations developed by LeadingAge Maine & New Hampshire members and partners.

Special thanks to:



10:45am-11:00am
Networking Break

11:00am-12:30pm
Concurrent Education Sessions

C.1 The Self-Contained Village for Individuals with Dementia: A Model for Resident-Centered Care
GARDNER

Tammy Bickmore OTD, OTR/L, Program Director; **Bernadette Kroon** PT, DPT, GCS, CEEAA, Lecturer, University of Southern Maine – Portland, ME

How well do you know your residents – their life history, way of living, cultural norms, what they like to do, their many preferences and wishes? Is the environment in our community designed to encourage your residents, especially those with dementia to remain active and engaged? This presentation will explore the Dutch “dementia village” of Hogeweyk and their remarkable approach to dementia care. Join us to explore the physical, social, and medical approaches featured in this village model, compare them with current models of care, and discuss opportunities and challenges to offer truly resident-centered dementia care.

Special thanks to: **MCKESSON**

C.2 Recipes for Turning Your Lemons Into Lemonade
LEAR

Deb Lambert, President and CEO, Byron Wellness Systems; **Sarah Starcher**, Executive Director, Byron Health Center – Fort Wayne, IN

Deb and Sarah’s dynamic morning keynote will explore leadership concepts—the raw ingredients of a recipe to foster staff engagement. This follow-up, interactive session will give you specific strategies for turning your own lemons into lemonade. Deb and Sarah will demonstrate team activities and highlight processes and policies that have helped them forge a culture of collaboration and expectation. In the process, you’ll learn how to move from a reactive to a proactive approach to problem-solving as well as how to have the hard conversations with some of your toughest “lemons.”

Special thanks to:



C.3 Long Term Care Reimagined: The Household Model at The Cedars AMPHITHEATRE

Angie Hunt, Chief Operating Officer, The Cedars – Portland, ME and a panel of team members

The Cedars will be the first senior living community in Northern New England to convert their nursing home into the Household Model. They will forego the traditional institutional model of care—with hospital-like facilities and highly regimented mealtimes and activities—for an authentic home environment where residents can follow their own routines and make their own choices about how to go about their daily lives. Learn about their journey, including how they learned to overcome obstacles, real and perceived. Come away with person-directed strategies you can implement today, even if you are just beginning to explore the Household Model.

Special thanks to:



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C.4 Legal Perspectives on Emerging Operational Issues WOODBURY

Cory Kallheim, VP, Legal Affairs and Social Accountability, LeadingAge – Washington, DC; **Daniel M. Deschenes, Esq.**, Partner, Hinckley Allen – Manchester, NH

Technology is rapidly evolving, and social norms are changing. How can providers draft effective policies to balance resident autonomy with potential risk and liability concerns? Learn about the legal issues involved in Uber/Lyft liability, medical and recreational marijuana use, firearms policies, AED policies, cyber security, entertainment licensing and social media use. Hear from counsel on how to effectively manage the most pressing operational challenges facing aging services providers today.

Special thanks to:



12:30pm
Adjournment



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Our sincere thanks to the following members who volunteered their time and expertise in the development and planning of this conference:

David Urso, *Chair – Director of Resident Services – Kendal at Hanover, Hanover, NH*

Peggy Buckley, *Assistant Director of Nursing – Maine Veterans' Home, Scarborough, ME*

Matt Nash, *Vice President of Strategic Development – Preferred Therapy Solutions, Wethersfield, CT*

Jane Poitras, *Administrator – Havenwood Heritage Heights, Concord, NH*

Lara Shea, *CEO/Executive Director – Scott-Farrar at Peterborough, Peterborough, NH*

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