MONDAY, SEPTEMBER 23
Full-Day Education Sessions – 9:00 a.m. to 4:15 p.m.

**8:00 a.m. to 4:30 p.m.**

Registration Open
The Cornhusker Marriott Atrium

**8:00 a.m. to 9:00 a.m.**

Morning Refreshments
Sponsored by WellCare of Nebraska

**9:00 a.m. to 4:15 p.m.**

Education Sessions

**AL NF HH**

Food Service
Speaker: Reynold J. Landry, Executive Chef
CDM, CFPP, CP-FS, Advanced Dietary Consulting Service, Kaplan, Louisiana

- Cleaning and Sanitation: Importance of Cleaning and Sanitation; Results of Poor Sanitation; How to Create a Culture of Cleaning and Sanitation
- Malnutrition and Weights: Definition and Standard of Weights; Risk Factors and Clinical Reasons for Weight Loss/Gain; Ways to Prevent Weight Loss/Gain
- Food Borne Illness: Definition and Types; Prevention; How to Implement Good Food Handling Skills
- Leadership: Manager vs. Leader; Leadership Styles; Characteristics and Benefits of Good Leadership
- Customer Service: How does Customer Service Affect Your Facility; How to Create Better Customer Service

Audience: Dietary in Assisted Living Facilities and Nursing Facilities
6 Credit Hours

**AL NF HH**

QAPI, What?
Speaker: Pam Truscott, MSN, RN, QCP, DNS-CT, Senior Manager, Clinical and Regulatory Services, American Health Care Association, Washington, D.C.

Health care is all about quality improvement and doing what is right for the residents and patients within your care. Quality has become somewhat of a buzzword. This session will explore what Quality Assurance Performance Improvement is, how it plays into the long-term care regulations, and how you can take your quality program to the next level.

Audience: All in Assisted Living Facilities, Nursing Facilities, and Home Health
6 Credit Hours

**AL NF HH**

The Workforce Woes: Turning Problems into Opportunities to Solve Retention, Conflict, and Communication Issues Among the Organizational Team
Speaker: Claudia Blumenstock, NHA, President and CEO, Copernicus, Inc., Honeoye Falls, New York

This interactive session provides approaches to help organizations embody diversity and inclusion as key components of creating a more resident-focused workplace. It offers exercises and explores strategies to broaden comfort zones and downsize judgmental tendencies, expanding staff’s ability to be more resident observant. The use of group activities multiplies opportunities to brainstorm strategies and develop practices to overcome obstacles that impair our ability to have genuine conversations rooted in a foundation of trust, honesty, and transparency.

Audience: All in Assisted Living Facilities, Nursing Facilities, and Home Health; Licensed Practical Nurses; and LEAD
6 Credit Hours

**10:30 a.m. to 10:45 a.m.**

Break
Sponsored by Argent – A Division of West Bend Mutual

**10:30 a.m. to 4:30 p.m.**

Gift Available at Registration
For Three-Day Registrants
Convention Gift Sponsored by Quality First Insurance, LLC

**12:15 p.m. to 1:00 p.m.**

Lunch
For NNFA/NALA/NAHHA/LPNAN Convention Registrants
Sponsored by McKesson

**2:15 p.m. to 2:30 p.m.**

Break
Sponsored by Cash-Wa Distributing

**6:00 p.m. to 8:00 p.m.**

LPNAN Board Meeting