





INSURANCE.11C



Hospitality 101 for Skilled Nursing Facilities

## **Because Nice Matters**

Discover why maintaining a "Hospitality Model" is so important to your bottom line

**AUGUST 21, 2013** LINCOLN, NEBRASKA







HealthCap RMS is accredited



HealthCap RMS is approved as a provider for social work continuing ocial Work Boards (ASWB) www.aswb.org, through the www.aswb.org, through the Approved Continuing Education (ACE) program.

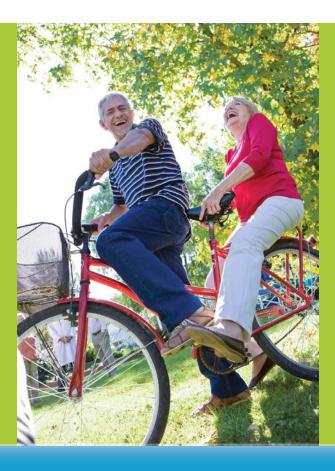
## Hospitality 101: Because Nice Matters

Our team of long term and post-acute care professionals will demonstrate through real world examples why maintaining a hospitality model is critical to succeeding with everyone in your facility ecosystem, including current and prospective residents, referral sources, families, and caregivers.

**Because Nice Matters** provides an interactive real world guide to developing and implementing a hospitality model in your building.

We will walk through the process of:

- Managing referrals to "build the foundation"
- Setting expectations during the admission process to "build the structure"
- Developing a trusting relationship through continuous, open communication
- Clearly reviewing the key elements of a proactive admission contract
- Successfully implementing arbitration agreements



### Wednesday, August 21, 2013

7:30am - 4:00pm

### **Nebraska Health Care Association**

1200 Libra Drive, Suite 100 Lincoln, NE 68512 402.435.3551

### **Agenda**

7:30 - 8:00	Registration and continental breakfast
8:00 - 9:00	Hospitality 101: Because Nice Matters
9:00 - 10:15	Referral Process and Case Studies
10:15 - 10:30	Break
10:30 - 12:00	Admission Process and Case Studies
12:00 - 12:45	Lunch
12:45 - 1:15	Arbitration Agreements – State by State – Case Studies
1:15 - 2:30	The Claim Game - Re-hospitalizations and Case Studies
2:30 - 2:45	Break
2:45 - 3:45	Involuntary Discharge and Case Studies
3:45 - 4:00	Q&A, Evaluations, Closing Remarks

#### The Presenters



Angie Szumlinski, NHA, RN-BC, RAC-CT, BS Director, HealthCap RMS



John P. Hessburg, JD Kitch Drutchas Wagner Valitutti & Sherbrook



Erica Holman, LNHA, LMSW
Risk Management Consultant, HealthCap RMS

Angie is the Director of HealthCap RMS where she oversees risk management, education and assessments of approximately 2,000 facilities across the country. A proven leader in the longterm care industry, Angie has a wealth of experience in the operational and clinical aspects of the industry, including experience as an Administrator, Director of Nursing, Corporate Quality Assurance Coordinator and as an independent consultant.

John is a Principal in the firm of Kitch Drutchas Wagner Valitutti & Sherbrook, P.C., in Detroit, Michigan, where he heads the firm's Long Term Care Practice Group. John's firm has been representing healthcare providers for 40 years. He has been the lead consulting attorney for HealthCap for over five years. His Long Term Care Practice includes general healthcare, regulatory and administrative law, as well as civil and criminal defense

Erica is licensed nursing home administrator with a master's degree in clinical social work. She entered the healthcare arena working as a counselor in a psychiatric hospital and later trained as a psychotherapist with an interest in depression and anxiety. She began working in long term care as the Director of an Alzheimer unit in the early 1990s and became a licensed nursing home administrator in 1995. She worked for ten years as a consultant, helping facilities attain regulatory compliance. She is an expert in the development and implementation of quality assurance and behavior management programs, and has served as an administrator in both stand-alone and multi-facility settings.

# **ANCC** Approved **7.0 Contact Hours**

NAB Approved 7.0 CEU's

**ASWB** Approved **7.0 Clock Hours** 

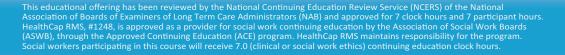
# We're Going GREEN

In an effort to be environmentally conscious, we will not be distributing printed handouts to our attendees. Digital copies of the seminar handouts will be made available to attendees prior to the seminar.



### **Note to Attendees**

Attendees are responsible for signing in at the beginning of the session and will receive a certificate at the end of the program. No certificates will be available prior to the conclusion of the program and no partial credit hours will be awarded.





# **REGISTRATION FORM**

Hospitality 101: **Because Nice Matters**August 21, 2013
Lincoln, NE

#### **REGISTRER USING ONE OF THE FOLLOWING METHODS**

Online: www.HealthCapUSA.com (Credit Card Only)

By Phone: Call 877-855-HCAP (Credit Card Only)

By Fax: 734-996-1261 (Credit Card Only)

By Mail: Complete this form and mail it to: HealthCap RMS Seminar Registrations 201 S. Main Street, Suite 200 Ann Arbor, MI 48104

Facility Information	Attendee Information (1)		
Name of Facility:	Name:		
Street Address:	Title:		
	Email:		
City: State: Zip:	Phone: ()		
HealthCap Member: Yes No	License: Number:		
NNFA/AHCA/LeadingAge Member: Yes No	License: Number:		
Registration Fees	Attendee Information (2)		
First 2 HealthCap Registrants FREE *HealthCap Insured Facilities	Name:		
Additional HealthCap Registrants x \$100 =	Title:		
NNFA/AHCA/LeadingAge Members x \$100 =	Email:		
Other Registrants x \$150 =	Phone: ()		
TOTAL =	License: Number:		
	License: Number:		
	FOR ADDITIONAL ATTENDEES, PLEASE PHOTOCOPY THIS FORM		
Payment Information			
Check (Payable to HealthCap RMS) MasterCard	Visa American Express		
Name on Card:			
Creidt Card Number:	Expiration Date: Security Code:		
Billing Address: City:	State: Zip:		
Signature:	Date:		
How did you hear about this seminar?			
Association Insurance Broker Email Direct Mail Friend/Co-worker Search Engine			
Other (please specify):			

### **Cancellation Policy**

All cancellations must be received at least 48 hours before the start of the event. Registration refunds are subject to a \$20 cancellation fee. Cancellations must be received in writing by fax (734-996-1261 ATTN: Sophia Alexander) or by mail (HealthCap RMS, ATTN: Sophia Alexander, 201 S. Main St., Ste 200, Ann Arbor, MI 48104). No refunds will be made for requests received after that time.

