



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**

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.

This educational offering has been reviewed by the National Continuing Education Review Service (NCERS) of the National Association of Boards of Examiners of Long Term Care Administrators (NAB) and approved for 7 clock hours and 7 participant hours. HealthCap RMS, #1248, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB), through the Approved Continuing Education (ACE) program. HealthCap RMS maintains responsibility for the program. Social workers participating in this course will receive 7.0 (clinical or social work ethics) continuing education clock hours.

HealthCap®

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

Name of Facility: _____

Street Address: _____

City: _____ State: _____ Zip: _____

HealthCap Member: ☐ Yes ☐ No

NNFA/AHCA/LeadingAge Member: ☐ Yes ☐ No

Attendee Information (1)

Name: _____

Title: _____

Email: _____

Phone: (_____) _____

License: _____ Number: _____

License: _____ Number: _____

Registration Fees

First 2 HealthCap Registrants **FREE**
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Additional HealthCap Registrants _____ x \$100 = _____

NNFA/AHCA/LeadingAge Members _____ x \$100 = _____

Other Registrants _____ x \$150 = _____

TOTAL = _____

Attendee Information (2)

Name: _____

Title: _____

Email: _____

Phone: (_____) _____

License: _____ Number: _____

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FOR ADDITIONAL ATTENDEES, PLEASE PHOTOCOPY THIS FORM

Payment Information

☐ Check (Payable to HealthCap RMS) ☐ MasterCard ☐ Visa ☐ American Express

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Credit 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.

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