

# 2020 Virtual Convention

*August 25-27 and September 1-3*

4600A MONTGOMERY BLVD. NE, SUITE 205  
ALBUQUERQUE, NM, 87109  
505-880-1088



NMHCA/NMCAL is excited to bring you this new virtual event! All sessions are offered live and will also be offered on-demand through September 30. This will enable you to maximize the number of sessions you attend!

Up to 30.5 Continuing Education Hours

# Sessions at a Glance

## Tuesday August 25, 2020

- Advanced Directives
- Staffing Challenges
- Maximizing Insurance to Combat Legal issues
- Customer Service to Elevate the Dining Experience
- Leadership through Change

## Wednesday August 26, 2020

- Successful Discharge to Community
- Bowel Care in the Time of COVID
- "New Mexico Value Based Purchasing Scorecard
- Infection Control Best Practices for ALF
- The Power of Moments

## Thursday August 27, 2020

- Resident Rights Under Covid
- Best Practices in Infection Control
- Optimizing Your New Mexico Value Based Payment Program Toolkit
- Dementia in the COVID World
- Legal Implications in Today's Environment

## Tuesday September 1, 2020

- Addressing Stress and Anxiety Resulting from the COVID-19 Pandemic
- Getting to the Root Cause: Preventing Trips to the Hospital
- HCQS: An Update
- Managing Depression
- The Champion Within: The Impact of Self-esteem on Service

## Wednesday September 2, 2020

- Modifying Therapeutic Activity and Psychosocial Services to Meet the Individual Needs of All Residents
- Quality Measures: Maximize Your Health Care Quality Surcharge Payments
- Boosting Your Mental Health During a Crisis
- Activities in a COVID World for more independent residents Dealing with Difficult Situations and Emotional People

## Thursday September 3, 2020

- Recognizing and Responding to Residents with Special Needs
- End of life Care - Covid
- DOH - Nursing Facility Regulatory Update
- DOH – Assisted Living Regulatory Update
- 20 Questions Every Healthcare Leader Should Be Asking



## Bronze Sponsors



## General and Education Sponsors



# General Convention Information

## REGISTRATION

Registration is available online and is open through September 3, 2020. All sessions will be recorded and made available online through September 30, 2020. You must register for convention to access the on-demand programming and to receive continuing education hours.

## COURTESY REMINDER

While we want you to have a great time and enjoy the presentations, please remember to be respectful of speakers and other attendees. Do not place the meeting on hold, especially if your organization has hold music and please keep your microphone muted. We also would like to remind you that CE credit will not be granted to anyone missing more than a few minutes of any session. The webinar software provides a report on the attendees "attention." Multi-tasking is discouraged and could result in CE credit not being awarded for that session.

## Member Meeting

There is a general Membership Meeting scheduled for Wednesday, September 2, 2020, from 5:00 pm-6:00 pm via the Zoom platform. A special email invitation will be sent to all member facilities. The administrator (or a representative) from each NMHCA member facility is **strongly encouraged** to attend as the agenda will include the election of the 2020-2021 Board of Directors. **Members only please!**

## CONTINUING EDUCATION CREDIT

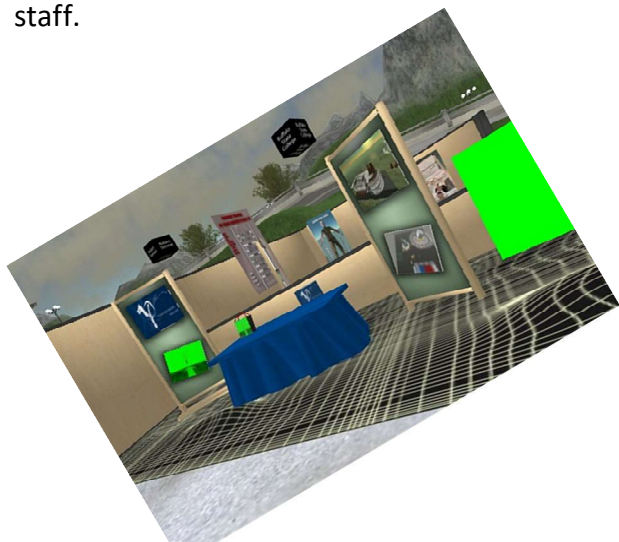
NMHCA is applying for continuing education credit for the professional disciplines listed below. The total possible continuing education contact hours that may be earned for attendance at the entire convention are 32.0 hours.

- ACT = Activity Directors, Recreation, Therapists
- NHA = Nursing Home Administrators
- NRS = Nurses
- SS = Social Workers



NMHCA/NMCAL's Board of Directors invites you to our annual Convention and Exposition. This year, the Board has called for virtual education to help facilities better protect their staff and residents. The education and theme offer innovative ideas to continue to improve the quality of life and quality of care for New Mexico's frail elderly and disabled, especially under the COVID19 restrictions. Everyone is a winner when we provide quality care!

The 2020 Convention and Exposition features excellent educational opportunities for everyone involved in long-term care—from nursing facilities to assisted living to ICFs/IID and to our individual associate members! This year you will find continuing education opportunities for administrators, managers, nurses, activity personnel, social services, front line caregivers, and dietary staff.



# Virtual Education

**Tuesday, August 25, 2020**  
**Sessions**

**8:30 to 9:30 am**

**Advanced Directives and Decision Making**  
**Susan Stuart**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**12:00 to 1:30 pm**

**Leadership through Change**  
**Dennis McIntee**

**CE Hours: 1.5 for NHA, NRS, SS, ACT**

**10:00 to 11:00 am**

**Staffing Challenges and Solutions**  
**Shannon Cupka and Patricia Whitacre, RN**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**2:00 to 3:00 pm**

**Maximizing Insurance to Combat Legal Issues**  
**Martin Bienstock**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**4:00 to 5:00 pm**

**Customer Service to Elevate the Dining Experience**  
**Joyce Lamilla**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**  
**Sponsored by Ben E. Keith**

# Virtual Education

**Wednesday, August 26, 2020**  
**Sessions**

**8:30 to 9:30 am**

**Successful Discharge to Community**  
**Cindy Brown, BSW**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**12:30 to 1:30 pm**

**The Power of Moments**  
**Joyce Lamilla**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**  
**Sponsored by: Ben E. Keith**

**10:00 to 11:00 am**

**Bowel Care in the Time of COVID**  
**Sponsored by PointRight**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**2:00 to 3:00 pm**

**"New Mexico Value Based Purchasing**  
**Scorecard**  
**Sponsored by PointRight**

**"CE Hours: 1.0 for NHA, NRS, SS, ACT**

**4:00 to 5:00 pm**

**Infection Control Best Practices for ALF**  
**Bonnie Zeiler, LPN**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**



# Virtual Education

**Thursday, August 27, 2020**  
**Sessions**

**8:30 to 9:30 am**

**Resident Rights Under Covid19**  
**TBD**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**12:30 to 1:30 pm**

**Legal Implications Around Covid19**  
**Sutin, Thayer, Browne**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**10:00 to 11:00 am**

**Best Practices for Infection Control**  
**Barbara Mooney**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**2:00 to 3:00 pm**

**Optimizing Your New Mexico Value Based**  
**Payment Program Toolkit**  
**Sponsored by PointRight**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**4:00 to 5:00 pm**

**Caring for Dementia in the**  
**COVID World**  
**Bonnie Zeiler**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

# Virtual Education

**Tuesday, September 1, 2020**  
**Sessions**

**8:30 to 9:30 am**

**Addressing Stress and Anxiety Resulting  
from the COVID-19 Pandemic**  
Barbara Speedling

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**12:30 to 1:30 pm**

**The Champion Within: The Impact of  
Self-esteem on Service**  
Petra Marquart

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**10:00 to 11:00 am**

**Getting to the Root Cause: Preventing  
Trips to the Hospital**  
Sponsored by PointRight

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**2:00 to 3:00 pm**

**Health Care Quality Surcharge:  
An Update**  
Donald Wilson

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**4:00 to 5:00 pm**

**Managing Depression**  
Bonnie Zeiler, LPN

**CE Hours: 1.0 for NHA, NRS, SS, ACT**



# Virtual Education

**Wednesday, September 2, 2020**  
**Sessions**

**8:30 to 9:30 am**

**Modifying Therapeutic Activity and  
Psychosocial Services to Meet the  
Individual Needs of All Residents**  
Barbara Speedling

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**12:30 to 1:30 pm**

**Dealing with Difficult Situations and  
Emotional People**  
Petra Marquart

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**10:00 to 11:00 am**

**Quality Measures: Maximize Your  
Health Care Quality Surcharge Payments**  
Jill Matthews

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**2:00 to 3:00 pm**

**Boosting Your Mental Health During a  
Crisis**  
Alexis Kennedy

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**4:00 to 5:00 pm**

**Activities for More Independent Residents**  
Cindy Brown

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

# Virtual Education

**Thursday, September 3, 2020  
Sessions**



**8:30 to 9:30 am**

**Recognizing and Responding to Residents with  
Special Needs  
Barbara Speedling**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**12:00 to 1:30 pm**

**20 Questions Every Healthcare Leader  
Should Be Asking  
Eric Collett and Sam Stoddard**

**CE Hours: 1.5 for NHA, NRS, SS, ACT**

**10:00 to 11:00 am**

**End of life Care – Covid19  
Elizabeth Ross**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**2:00 to 3:00 pm**

**DOH – Nursing Facility Regulatory Update  
Christopher Burmeister**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

**4:00 to 5:00 pm**

**DOH – Assisted Living Regulatory Update  
Maurella Sooh**

**CE Hours: 1.0 for NHA, NRS, SS, ACT**

## Tuesday, August 25, 2020

**8:30 AM**

### **Advanced Directives and Decision Making**

Susan Stuart, BUS, CMC, NMG

Join Susan Stuart in this in-depth discussion on capacity, when decision-making capacity is no longer with the resident, and honoring wishes.

**10:00 AM**

### **Staffing Challenges and Soultrainns**

Shannon Cupka and Patricia Whitacre, RN

Join Patricia Whitacre, RN and Shannon Cupka in this discussion of the realities of staffing issues when a facility has a positive COVID19 case. They will share real examples of the bumps and bruises as well as lessons learned and best practices from facilities who have been there.

**2:00 PM**

### **Maximizing Insurance to Combat Legal Issues**

Martin Bienstock

A panel discussion lead by Insurance lawyers who will discuss ways to ensure providers know how to maximize their insurance coverage for the potentially devastating wave of coming lawsuits for Covid-19 deaths and injuries

**4:00 PM**

### **Customer Service to Elevate the Dining Experience**

Joyce Lamilla, Ben E Keith

How can you give your senior living community the competitive advantage? It is more important than ever to differentiate your facility from the competition. You need the extras that put your facility over the top. Great customer service will lead to your biggest fans and can be your best referral source. This session will provide practical ways in which you can turn your staff members into your sales force. Learn how to turn an ordinary dining experience into an extraordinary dining experience!

**12:00 PM**

### **Leadership through Change**

Dennis McIntee

There are outstanding opportunities for organizations to grow, yet many leaders face hurdles. In fact, many of these hurdles are internal—not external. According to research by Bain & Company, 85% percent of executives say their greatest barriers to achieving growth objectives actually lie inside their own four walls. Because senior care is changing it is imperative to continually modulate your thinking to deal with uncertainty.

## Wednesday, August 26, 2020

**8:30 AM**

### **Successful Discharge to Community**

Cindy Brown

Join Cindy to discuss an overview of the discharge process, determination of the appropriate next site of care, services needed, and review of interventions to reduce the likelihood of unplanned readmissions and adverse events after discharge.



**10:00 AM**

**Bowel Care in the Time of COVID**

Cissi Wimberly Oloomi MSN, RN, CNS, FNP, CNRN, CRRN

Learn about the importance of an effective bowel protocol when dealing with SARS-CovV-2 virus in fecal matter and recommendation for Covid 19 bowel care best practice. Implementing an effective bowel care protocol can improve your safety but also dramatically save time and money when dealing with incontinent patients.

**2:00 PM**

**New Mexico Value Based Purchasing Scorecard**

PointRight

Your New Mexico Value Based Purchasing (NMVBP) Program Scorecard has launched and opportunity for success is at your fingertips. This session will take a deep dive into the NMVBP P4P Scorecard to walk you through how to use the scorecard and how to monitor your progress with the program. We will also review best practices on how to ensure your data is accurate to ensure you're getting the appropriate financial incentives. If you missed the initial training webinars provided by PointRight in July, or you would like a refresher, please join us for this comprehensive walk through and get off on the right foot with NMVBP.

**4:00 PM**

**Infection Control Best Practices for ALF**

Bonnie Zeiler

Infection control is one of the most frequently cited standards in a survey. Join Bonnie to discuss best practices to minimize the spread of infection in your facilities.

**12:30 PM**

**The Power of Moments**

Joyce Lamilla, Ben E Keith

A defining moment is a short experience that is both memorable and meaningful. Defining moments shape our lives. We don't have to wait to make them happen, we can create them. Defining moments are created from one or more of the following elements: Elevation; Insight; Pride; and Connection. The Power of Moments is about why certain brief experiences can surprise us, elevate us and change us—and how we can learn to create such extraordinary moments in our life and work. Great experiences hinge on peak moments- we'll call them "defining moments"; short experiences that are both meaningful and memorable. These defining moments shape our lives, but we don't have to wait for them to happen. We all work to improve the experience of the people we serve. We want to create memories that matter. This session will focus on teaching the participants how to lift people out of their normal routine to create flagship moments to enhance the experiences of our team members as well as the elders we serve.

**Thursday, August 27, 2020**

**8:30 AM**

**Resident Rights Under Covid**

Zack Quintero, ALTSD

With all the restrictions placed on facilities regarding the movements and interactions of residents, how can a facility ensure their resident's rights are protected? Join the NM Ombudsman program in this presentation to help ensure you are doing everything you can to protect your residents.

**10:00 AM**

**Best Practices in Infection Control**

Barbara Mooney BSMB, BSMT(ASCP),CIC

Infection control is one of the most frequently cited standards in a survey and good infection control procedures is the most important way to stop the spread of COVID19 in your facility. Barbara Mooney has been on the frontlines in New Mexico facilities and brings her knowledge to you to help you stave off outbreaks.

**2:00 PM**

**Optimizing Your New Mexico Value Based Payment Program Toolkit**

PointRight

Improving the quality of care and optimizing the health of New Mexico's Medicaid members are key goals of the Centennial Care 2.0 Value Based Payment Program. Nursing facilities are incentivized to participate in the program and are provided with valuable tools to be successful. This session highlights the key tools available to providers and offers strategies to optimize their use so that nursing home residents and providers alike are winners within the NMVBP program.

**4:00 PM**

**Dementia in the COVID World**

Bonnie Zeiler

Dementia presents unique challenges under normal circumstances, but in today's world, those challenges are even more pronounced. Join Bonnie to learn how to better care for your residents in these challenging times.

**12:30 PM**

**Legal Implications in Today's Environment**

Deborah Mann, Sutin, Thayer, Browne

COVID19 has placed facility practices under additional scrutiny as outbreaks occur across New Mexico. Join the attorney's from Sutin, Thayer, Brown to discuss the legal aspects of the pandemic and how you can minimize your exposure to lawsuits.

## **Tuesday, September 1, 2020**

**8:30 AM**

**Addressing Stress and Anxiety Resulting from the COVID-19 Pandemic**

Barbara Speedling

Part one of a three-part series of discussions offers guidance on adapting care and services to achieve compliance with regulatory directives, while maintaining quality of life for all concerned.

**10:00 AM**

**Getting to the Root Cause: Preventing Trips to the Hospital**

PointRight

Preventing avoidable trips to the hospital for both short and long-term residents is essential for nursing facility providers in their quest to provide high quality of life and care to all everyone they admit to their facilities. The first step in improving the care is to understand where the problems are so that comprehensive quality improvement plans can be put in place. This session will review best practice approaches to reducing hospital admissions and readmissions, and highlight key quality improvement solutions available to NM providers through the Value Based Payment program



**2:00 PM**

**HCQS: An Update**

Donald Wilson

Join Donald Wilson for an update on the changes to the Health Care Quality Surcharge and to gain a better understanding of how the payments will be made.

**4:00 PM**

**Managing Depression**

Bonnie Zeiler

Bonnie will discuss depression and how to better manage it in your residents.

**12:00 PM**

**The Champion Within: The Impact of Self-esteem on Service**

Petra Marquart

If the tank is empty, the car won't run. And if self-esteem is low or empty, performance, innovation, risk-taking and dealing with conflict won't work either. To achieve high performance and engagement, each long-term care professional's sense of self must be intact. When it's not, blaming, denying, barely functioning and being angry undermine day-to-day performance. This presentation clarifies the role of self-esteem in productivity and service, and defines each person's responsibility to maintain one another's sense of self—including difficult customers.

## **Wednesday, September 2, 2020**

**8:30 AM**

**Modifying Therapeutic Activity and Psychosocial Services to Meet the Individual Needs of All Residents**

Barbara Speedling

Part two of a three-part series of discussions offers guidance on adapting care and services to achieve compliance with regulatory directives, while maintaining quality of life for all concerned.

**10:00 AM**

**Quality Measures: Maximize Your Health Care Quality Surcharge Payments**

The Quality Measures under the Health Care Quality Surcharge (HCQS) will directly affect payments to your facility. Join Jill Mathews to discuss how to analyze your MDS coding and maximize the payments for the value-based purchasing bucket of the HCQS.

**2:00 PM**

**Boosting Your Mental Health During a Crisis**

Alexis Kennedy

The Covid-19 crisis has highlighted how physical health impacts our ability to fight off the virus. Similarly, our mental health needs to be monitored and boosted so that we have the resources or reserves to fight off the stress and anxiety accompanying this world-wide crisis. This presentation includes research on the fight-or-flight response and how stress can be understood from a physiological perspective. Four strategies to manage the stress response will be presented and includes practical tips for boosting mental health.

**4:00 PM**

**Activities in a COVID World for more independent residents**

Residents who are used to having more freedom are particular susceptible to sinking into depression with the state imposed orders. Join Cindy Brown to discuss ways to get your more independent residents involved in the facility.



**12:00 PM**

**Dealing With Difficult Situations and Emotional People**

Petra Marquart

Service is never more important than when people are having a difficult time or being emotional. Without the skills to handle these things, they can escalate, which makes them even more challenging. In this session, you will learn how to manage people's feelings in order to help manage their behaviors. With these skills, you will deal with complaints before they turn into problems and problems before they turn into situations.

**Thursday, September 3, 2020**

**8:30 AM**

**Recognizing and Responding to Residents with Special Needs**

Barbara Speedling

Part three of a three-part series of discussions offers guidance on adapting care and services to achieve compliance with regulatory directives, while maintaining quality of life for all concerned.

**10:00 AM**

**End of life Care - Covid**

Elizabeth Ross

Join Elizabeth to discuss how to better manage end of life care under the COVID19 restrictions, including suggestions on communicating with family when compassionate visits are not allowed; a discussion on the value of Hospice during shutdown, and suggestions on how to work with the hospice nurse to minimize face-to-face and how facilities can contribute to the care.

**2:00 PM**

**DOH - Nursing Facility Regulatory Update**

Chris Burmesiter

Join the Department staff for updates and to learn about the most recent nursing facility survey citations and other issues

**4:00 PM**

**DOH – Assisted Living Regulatory Update**

Maurella Sooh

Join the Department staff for updates and to learn about the most recent assisted living survey citations and other issues.

**12:00 PM**

**20 Questions Every Healthcare Leader Should Be Asking**

Eric Collett and Sam Stoddard

When times get tough, most people start looking for answers- new solutions that will help us find a path forward. In our panic for ideas, we often forget that the best answers come when we ask really effective questions. In this insightful webinar, Sam Stoddard and Eric Collett, two experienced administrators and nationally recognized speakers, will guide you through 20 questions every healthcare leader should be asking right now. You'll learn: 6 questions to help you and your team prepare for growth. 5 questions to help you know what strategic pivots you should make. 4 questions that will help you lead with greater vision and purpose. 5 questions to help you generate out-of-the-box solutions.

# Code Writers

## **Maria Arellano, MS, RN, RAC-CT (for Sessions 1 and 2)**

With over 35 years' experience as a registered nurse in the post-acute industry, Maria Arellano currently serves as a Senior HealthCare Specialist for PointRight, Inc., a post-acute analytics company. Maria has served in a variety of roles directly in or supporting the long-term post-acute care sector including staff development, director of nursing and corporate consultant where she demonstrated regulatory excellence and exemplary quality outcomes. She participated on CMS Technical Expert Panels as well as various committees and advisory boards throughout her career focusing on quality improvement which fuels her passion for transforming data into knowledge and actionable insights that lead to quality outcomes. Maria has undergraduate degrees in business administration and her graduate degree in nursing informatics from the University of Colorado.

## **Martin Bienstock**

Marty Bienstock is a civil litigator with a passion for justice. A graduate of Yale Law School and Brooklyn College, Marty combines strategic vision, street-smart litigation skills and cost-sensitivity to efficiently achieve success for his clients.

## **Cindy Brown**

A graduate of the University of Tennessee School of Social Work, Cindy Brown specializes in dementia care and has worked in nursing homes, assisted living facilities, and adult day care. Currently, she is with Home Instead Senior Care as a Community Care Manager working with families, clients, and dementia education. Offering her experience and knowledge to others who are passionate about caring for people with dementia is one of her favorite activities.

## **Christopher Burmeister, MS, MFT**

Chris Burmeister is Assistant Deputy Director for the NM Department of Health, Division of Health Improvement.

**Eric Collett**, Principal and CEO of A Mind for All Seasons, LLC, is a nationally recognized speaker, consultant and dementia expert, a licensed residential care administrator, and a teacher at Boise State University and the College of Western Idaho. Eric passionately believes that lifelong learning is a key to finding powerful new solutions to significant challenges and has spent over 19 years changing lives through innovative dementia care techniques and leadership strategies.

## **Shannon Cupka**

Shannon Cupka joined HealthInsight New Mexico in February, 2017, as the Project Manager for the Nursing Home Initiative, after nearly a decade with the New Mexico Long Term Care Ombudsman Program. As an Ombudsman, Shannon worked with providers and industry partners in her capacity as Education and Outreach Manager and, more recently, Interim State Ombudsman. She has a master's in counseling psychology from Rutgers University and more than nineteen years of experience with geriatric and behavioral health populations as a direct care provider, clinician, consultant, and trainer.

**Pam Kaiser MSN, RN** - Pam has enjoyed 27 years in the healthcare field. A second career for her, she worked her way from a certified nursing assistant through the long-term care ranks to become a leader in clinical reimbursement and compliance for several large long-term care providers. She has a B.A in Advertising from Michigan State University and an MSN in Community Health Nursing from the University of Southern Maine.

## **Alexis Kennedy**

Dr. M. Alexis Kennedy is a trauma researcher at the University of Nevada, Las Vegas, and the founder of Compassion Recharge. She is a forensic psychologist who has worked for decades on the issues of child abuse, sexual violence and human trafficking. Her research and teaching for the past six years has been focused on the cumulative effects of working with victims and people in crisis. She works with first responders, health care workers and other helpers throughout the U.S. and Canada.

## **Joyce Lamilla, M.Ed, RD, LD, FAND**

Director Business Development & Nutrition Services, Health & Nutrition Services for Ben E Keith Company/Food Division-General Office

## **Petra Marquart**

Petra Marquart is an inspirational speaker who has received rave reviews at conventions, conferences and meetings around the globe. She is principal in the global speaking and training firm, Petra Marquart and Associates. From her property management work in Michigan and Minnesota, she understands the challenges of communal living and weaves those experiences into her messages. She is listed in Who's Who of American Women and the author of the best seller, *The Power of Service: Keeping Customers for Life*. In addition, she wrote and taught the customer-service training program for Elim, Inc., a Minnesota-based long-term care company with 25 nursing home and assisted-living properties in a five-state area. She also wrote and developed a video-based customer-service training program for The MENTOR Network, an 18,000-employee company based in Boston that provides housing for developmentally challenged and brain injured individuals. And she wrote and is featured in customer service training videos for Minnesota's Senior Linkage Line and Metro Mobility, a service of the Metropolitan Council. Whether speaking on customer service, leadership, personal power or performance, Petra's skilled stage presence comes, in part, from her experience working as a performer in Las Vegas with such stars as Elvis Presley, Tina Turner and some of the most recognized names in the world.

## **Jill Mathews**

Director of Reimbursement and Revenue Integrity at Heritage Management Services.



**Dennis McIntee**

Dennis McIntee, a gifted keynote speaker and author, travels across the US speaking at leadership summits, management training events and healthcare conferences. So many people already know Dennis as "The Drama Free Guy." This is because Dennis understands that if you eliminate unhealthy drama in the workplace, your teams will thrive and succeed. In addition to being a keynote speaker, he is also a leadership consultant passionate about helping leaders create high-trust, high-performance cultures. Dennis is also the author of *The 8 Qualities of Drama Free Teams*, *The Power of Pursuit*, *Drama Free Teams in Healthcare*, *Drama Free Productivity*, *Drama Free Relationships*. He has been married to his wife, Lisa, for 27 years and together they have four children. Whenever he isn't writing, traveling or speaking, Dennis is an avid runner and enjoys training for races and watching soccer.

**Barbara Mooney BSMB, BSMT(ASCP),CIC**

Infection Control Consultant at Infection Control Consultants of New Mexico, LLC

**Cissi Wimberly Oloomi MSN, RN, CNS, FNP, CNRN, CRRN**

Cissi Wimberly has over 40 years in various settings of the specialty of neuroscience and rehabilitation nursing, including acute & chronic care of the SCI patient. She received her master's degree as a Clinical Nurse Specialist and a post-graduate certificate as a family practice Nurse Practitioner from Texas Women's University, Houston. She retired as an SCI service line Clinical Nurse Specialist and Nurse Practitioner at a VA Spinal Cord Injury Center. She has certification in rehabilitation nursing (CRRN) and neuroscience nursing (CNRN). She is a member of the American Association of Neuroscience Nurses (AANN), Association of Rehabilitation Nurses (ARN) and the Academy of Spinal Cord Injury Professionals. She is a published author & also a co-editor of chapters in the neuroscience nursing core curriculum. She has presented numerous times at the national and local levels on various neuroscience topics

**Zack Quintero**

New Mexico State Ombudsman

**Elizabeth Ross**

Area Market Executive at Compassus

**Maurella Sooh**

Maurella Sooh is the Bureau Chief for District Operations, NM Division of Health Improvement, NM Department of Health.

**Susan Stuart, BUS, CMC, NMG**

Susan has over thirty years of experience working with the elderly and disabled populations. She is a Nationally Certified Master Guardian, a Nationally Certified Long-Term Care Manager and a Certified Legacy Navigator. She is an instructor for the CNM Ethics and Fundamentals of Guardianship and Conservatorship Series.

Susan founded Decisions in Care, LLC in 2001. Services provided include guardianship, power of attorney, care management and consultation services. She is an aging life care professional™. She was a co-founder and past board member of the New Mexico Guardianship Association and is a trained mediator through the UNM Law School.

**Barbara Speedling**

An inspirational and motivational speaker, Barbara is an author, educator and management consultant at the forefront of person-centered care. An innovator with more than 30 years of practical experience within the adult care community, she is the expert providers turn to when they want to ensure that the services they provide meet not only the physical needs of their residents, but their emotional and psychosocial needs as well. Working from a core belief in the dignity and individuality of all people, Barbara has helped countless adult care communities implement her unique training and education programs that improve the quality of care for those living with Alzheimer's disease, bring better quality of life to such residents, as well as to those who live with disease-related dementia, a mental illness, or a brain injury. In addition to her degree in healthcare administration, Barbara is an accomplished musician and artist. She uses those talents to develop new and creative ways of reaching out to those who are cognitively diminished. She was also certified in 2015 by Dr. Susan Wehry as a Master Trainer for the OASIS education program for improved care of residents with dementia. The author of two books devoted to common sense advice for meeting the holistic needs of an increasingly diverse and challenging community, both *Why is Grandma Screaming* and *Toward Better Behavior: Yours Mine & Everyone Else's* are now widely distributed to staff members at community, residential and long-term care facilities across the country and in Canada. Blessed with boundless energy and tireless enthusiasm, Barbara also volunteers in her free time to offer caregiver education and support to families who need it most. Through her affiliations with local artists and musicians in her native New York City, she also arranges therapeutic music, dance, and wellness programming that improves the quality of life for local seniors.

**Sam Stoddard** developed a love for the elderly as a boy when his father began taking him to volunteer at a nursing home. Years later, he began working as a caregiver in assisted living. As a 22-year-old freshman at BYU-Idaho, an opportunity presented itself for Sam to become the executive director of The Homestead Assisted Living. His career has taken him from managing small 11 bed communities to being the executive director of one of the largest standalone communities in the country- a 250-bed assisted living and memory care. Sam has built his career by inspiring teams and turning around troubled communities, bringing each to the highest occupancy of their history. He has spoken to and trained thousands of professionals, sharing the principles that cause such transformation. He is currently the Vice President of Operation at The Homestead Senior Living where he oversees the operations independent living, assisted living, memory care, home health, and hospice.

**Donald Wilson**

Donald is the Center Executive Director for The Village at Northrise in Las Cruces.

**Bonnie Zeiler, LPN**

Bonnie has been a nurse for 20 years. She is a Certified Dementia Practitioner and has worked at The Village at Northrise for 10 years as the Director of Alzheimer's Services. Bonnie was awarded the National Nurse of the Year Award in 2015 from National Council for Assisted Living and NM Best of the Best Nurse Manager in 2012 from NM Health Care Association. In addition, Bonnie led her Walk to END Alzheimer's Team 3 out of the last 4 years to being the highest fundraising campus for all of Genesis Health Care, which has over 500 campuses nationwide. Bonnie is the nurse and director for the 24-bed memory care assisted living at The Village at Northrise.



