

Solving Today's Top Healthcare Challenges

IT'S NO MYSTERY

"There are only four kinds of people in the world: those who have been caregivers; those who are currently caregivers; those who will be caregivers, and those who will need a caregiver." — Rosalyn Carter



2019 Best Seller
August 27-29, 2019
Isleta Resort and Casino

by NMHCA/NMCAL

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10:00–1:30 am	Board of Directors Meeting
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12:00–2:00 pm	Opening Ceremony Awards Luncheon
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Wednesday, August 28, 2019

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7:30–9:00 am.....	Membership Meeting Breakfast
9:00–10:30 am.....	General Session
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Thursday, August 29, 2019

7:00–8:30 am.....	Regulatory/Clinical Meeting
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10:00–10:30 am.....	Break on Your Own
10:30am-12:00 noon.....	Closing Session



NMHCA/NMCAL's Board of Directors invites you to our annual Convention and Exposition, *It's No Mystery: Solving Today's Healthcare Challenges*. This year's 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. Everyone is a winner when we provide quality care!

The 2019 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 an education track for administrators, managers, nurses, activity personnel, social services and dietary staff. We have also partnered with Comagine to roll out the *The Well-Being Model®*. Let's not forget the exhibitors! From the Exposition Grand Opening to Lunch with the Exhibitors, a wonderful time awaits all. And who can forget the Best of the Best Awards? Join us in celebrating our 2019 nominees and award winners!



General Convention Information

REGISTRATION

All registration should be done online at www.nmhca.org. There are two discounts on the pricing this year, the early-bird registration discount of \$75 per registration type is August 1, 2019. There is also a \$35 CMP grant discount. NMHCA is working with Comagine on the *The Well-Being Model®* and CMP funds are paying for that session.

GUESTS

Anyone wishing to attend educational and exposition events must be registered for the convention. Members may attend the membership meeting on Wednesday, August 28, 2019, or purchase a ticket to attend the Best of the Best Awards Luncheon on Tuesday, August 27, 2019, without registering for the full convention.

Exhibit-only tickets* may be purchased at the registration desk. The number of attendees must be guaranteed in advance, so it is recommended you pre-purchase your tickets using the convention registration form.

**Exhibit-only tickets are not available for vendors. Vendors are required to purchase an exhibit booth or education package. Only those who exhibit will be allowed to market their goods and services.*

WHAT SHOULD I WEAR?

For your personal comfort, please bring a sweater or jacket with you to the conference. Adjusting the temperature in a meeting room takes time and is almost impossible to change immediately. Dressing in layers will help ensure that you will be neither too hot nor too cold.

COURTESY REMINDER

The convention is a great time for learning, networking, and having fun with friends—new and old. While we want you to have a great time, please remember to be respectful of speakers and other attendees. Turn cell phones to "manner mode" and take calls outside the meeting rooms if necessary. We also would like to remind you that CE credit will not be granted to anyone missing more than ten minutes of any session, so please keep calls to a minimum.

Member Meeting

There is a general Membership Meeting scheduled for Wednesday, August 28, 2019, from 7:30 am-9:00 am at the Isleta Resort and Casino. A special registration form 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 2018-2019 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 12.00 hours.

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

Tuesday, August 27, 2019

12:00 noon to 2:00 pm

suspense and Intrigue

**BEST OF
THE BEST**

Check out the suspects and
solve the mystery of who is
the Best of the Best

Chapter 1

Tuesday, August 27, 2019

2:15 to 3:45 pm

Concurrent Breakout Sessions

The Healthcare Mystery of Transgender Solved

Adrien Lawyer

CE Hours: 1.5 for NHA, NRS, SS, Act

Adrien Lawyer, Co-Director of the Transgender Resource Center of New Mexico, will deliver training and facilitate dialogue on providing high quality care to transgender residents. He will briefly review the current terminology and then take a deeper dive into the special needs of this population in long-term care. This session will also identify concrete strategies for creating welcoming environments. Bring your pressing questions!

Interrogation: Legal Hot Topics

Deborah Mann, Jesse Hale, and Stefan Chacon

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

Attorneys from the Health Law Group at Sutin, Thayer & Browne, APC, will provide attendees with a discussion of best practices for handling tough survey scenarios (and surveyors) and strategies for minimizing exposure and challenging findings. They will also discuss current state and federal laws governing repayments, overpayments by and repayments to government-funded programs, including Medicaid repayment rules and the 60-day repayment rule. There will also be an open discussion with participants highlighting a number of current topics, including legal challenges to facilities with independent living residents; enforcement activity by AG's Medicaid Fraud Control Unit; PASSR litigation, and others.

Unmasked: Infectious Disease Surveillance and Outbreak Response for Long-term Care

Kelly Fitzpatrick Cuoco, Shara Shrum Davis, Chelsea McMullen, and Erin Phipps

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

Meet epidemiologists with the Infectious Disease Epidemiology Bureau and learn about new outbreak toolkits and best practices for containment of infectious pathogens. See the C. diff infections surveillance data for New Mexico, and discuss the emergence of *candida auris* as a pathogen of concern in healthcare settings with staff from the University of New Mexico Emerging Infections Program (EIP).

The Forensics of Dementia - Part 1

Bonnie Zeiler, LPN

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

Bonnie Zeiler, NMHCA's Assisted Living Task Force Chair and NCAL NM State Representative, brings us her expertise in dementia care once again. In this 3-hour program, she will define dementia and its symptoms, discuss how functional changes affect an individual who has dementia, and describe caregiver approaches that can help you provide the best care for individuals with dementia.

Investigate the Basics of Safety

Alleen Wilson, CAWC

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

This training is required for Worker's Compensation Group Members! Safety is a priority in any workplace, and strong safety standards help prevent accidents. Keeping workplace accidents at a minimum helps keep insurance costs program down and makes for a more productive workplace. Join Alleen to discuss the average costs of strain injuries in healthcare as well as ways you can help avoid them.

Chapter 2

Tuesday, August 27, 2019

4:00 to 5:30 pm

Concurrent Breakout Sessions

The Mystery of the Preventable Hospital Re-Admission

Shannon Cupka and Patricia Whitacre, RN

CE Hours: 1.5 for NHA, NRS, SS, Act

Join Comagine and NMHCA as they take you through the twists and turns of the re-admission world. Nail biting case scenarios and hair-raising best practices will entice the facility to investigate clues and secrets to not only improve hospital readmissions but to work with crime-fighting allies in obtaining potential partnerships and aligned goals. This page turner is a refreshing look at the never-ending roller coaster ride we call "rehospitalizations".

Division of Health Improvement: Clues to Better Surveys

Chris Burmeister and Maurella Sooh

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

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

Lost and Found in the Alzheimer's Forest or Alzheimer's and Life

Ruth Dennis

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

Join Ruth in this hands-on learning session and discover a little bit about what dementia feels like to your residents.

The Forensics of Dementia - Part 2

Bonnie Zeiler, LPN

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

Continued: Bonnie Zeiler, NMHCA's Assisted Living Task Force Chair and NCAL NM State Representative, brings us her expertise in dementia care once again. In this 3-hour program, she will define dementia and its symptoms, discuss how functional changes affect an individual who has dementia, and describe caregiver approaches that can help you provide the best care for individuals with dementia.

Get the Facts: Antimicrobial Stewardship Programs in Long-Term Healthcare Facilities

Lourdes Irizarry, MD

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

This program will provide an overview of the Centers for Disease Control and Prevention core elements of antimicrobial stewardship programs from the long-term healthcare facility perspective and introduce the audience to team dynamics development to navigate the vital role of nurses on antimicrobial stewardship. We will discuss the feasibility of establishing antimicrobial stewardship programs in long-term healthcare facilities by examining potential barriers to the establishment of successful programs and exploring ways to overcome them. Tools that may be used to establish programs including the implementation of clinical guidelines and antibiogram interpretation will be presented.



Tuesday, August 27, 2019

5:30 to 7:00 pm



Cocktails and Appetizers Served

Vendors as of June 12, 2019

American Medical Technologies
Ben E Keith Co.
Comprehensive Mobile Care
Cork Medical
Encore Rehabilitation
It's All About Satellites
McKesson Medical Surgical
OMNICARE Pharmacy
PharMerica
PointClickCare

PointRight Inc.
RehabCare
Relay New Mexico
Reliant Rehabilitation
Schetky Bus and Van Sales
Schryver Medical, Inc.
Service Master Performance
StateServ/Hospicelink
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Sponsors as of June 12, 2019

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Chapter 3

Wednesday, August 28, 2019

9:00 to 10:30 am

and

10:45 am to 12:15 pm

General Session

The Well-Being Model®: Solving your Anti-psychotic Mystery

Angela Norman, DNP, GNP, ACNP

CE Hours: 3.0 for NHA, NRS, SS, Act

Join Dr. Angela Norman, DNP, GNP, ACNP, Director of the Centers on Aging at the University of Arkansas for Medical Sciences, to learn a model of care (The Well-Being Model®) which demonstrated statewide success in improving dementia care and reducing the unnecessary use of antipsychotic drugs in long-term care settings.

Developed using an evidence-based curriculum, the Well-Being Model aims to establish a state of well-being for dementia patients living in long-term care facilities. It is based upon the framework of the domains of well-being, from the Eden AlternativeSM and foundational concepts of well-being from Dr. G. Allen Power's Dementia Beyond Disease, and utilizes a proactive, person-centered care approach to address the behavioral and psychological symptoms of dementia. Through the statewide implementation of the Well-Being Model, Arkansas was able to achieve significant success in improving their antipsychotic ranking.

Join us to learn more about the Well-Being Model, its ability to benefit residents in your nursing home, and plans for statewide implementation of this model.

**Break on your own
10:30 AM to 10:45 AM**



Chapter 4

Wednesday, August 28, 2019

2:00 to 3:30 pm

Concurrent Sessions

Guardianship in Long-Term Care: No More Suspense

Susan Stuart, BUS, CMC, NMG

CE Hours: 1.5 for NHA, NRS, SS, Act

What is the process of guardianship and should the individual's voice matter? What standards of practice and ethical principles are guardians required to follow? What are some ways that facility staff can effectively interact with a guardian?

Identifying Clues in Behaviors: Learning to Speak Dementia

Cindy Brown

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

Do you have residents with "problematic behaviors"? How does "behavior management" work in your facility? Come to this session with an open mind about how to "manage" resident behavior and gather some tips and techniques to offer your staff.

Gathering the Suspects: Critical Elements for Interdisciplinary Communication for MDS Accuracy and PDPM Success

Heather Harrison

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

Sponsored by



The Patient Driven Payment Model (PDPM) shifts from payment based on the quantity of skilled treatments provided to predictive payments based on clinical characteristics. Payment determination is reliant upon MDS accuracy and specificity. This session will review the five case mix components impacted by MDS coding and identify the most recent guidance for coding accuracy from CMS. Successful interdisciplinary strategies for communication and care planning will be identified.

Taking the Mystery out of Advocacy: Grassroots 101

LaShuan Bethea and Michael Jacobs

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

Grassroots advocacy is using your influence as a long-term care professional and constituent to educate and engage with legislators and policy makers. Influence comes in a variety of forms, but it all starts with a commitment to become an advocate. The session will provide an overview of the legislative process, describe how to communicate with legislators, how to craft an effective message, and review a few key issues at the state and federal level.

Remove the Suspense from Compliance in Behavioral Health—Part I

Barbara Speedling

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

Phase Three of the revised Federal regulations for Trauma-Informed Care and Behavioral Health Services challenge long-term care facilities to ensure they are fully prepared to care for residents with complex psychosocial needs. Beyond differentiating between dementia and psychiatric illness or addictions, the facility staff must have a working knowledge of the interventions and services necessary to achieve quality care for a rapidly changing population. This session offers an overview of the regulatory expectations and insight into staff education and training, assessment and care planning, service development, and therapeutic activity interventions to address a broad range of behavioral health needs.

Chapter 5

Wednesday, August 28, 2019

3:45 to 5:15 pm

Concurrent Sessions

Bullying—Mean Girls in the House?

Cindy Brown

CE Hours: 1.5 for NHA, NRS, SS, Act

Bullying comes in many shapes and forms...is it happening in your facility? How do staff respond to bullying behavior among your residents? Is there anything else you can do? Cindy will discuss some examples of bullying among seniors and explore some possibilities for managing it.

Resident Behaviors and Unmet Needs in the Assisted Living Environment

Patricia Whitacre, RN

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

By now, it's no mystery that "behaviors" are a form of communication and stem from the "clues" of unmet needs. How do these "clues" alert us to the kind of interventions your fact-fighting staff need to prevent or respond to the "motive" for resident behaviors? Also, let's put the magnifying glass on how we monitor self-medicating residents to ensure safety and follow-through, along with responsibilities of the facility. Unlock the secrets of behavioral interventions and hone in on the discovery of the "who dunnit" with regards to great resident care and best practices. Do join "Detective" Pat Whitacre, RN, as she leads you on a path of twists and turns as the plot thickens for assisted living quality of care!

The Powers of Deduction: Solving the Mystery of Superior Customer Service

Rayna Fagus

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

A beautiful building may attract people to your door, but it won't provide the care your residents need. Implementing measures to ensure your entire team is centered on patient well-being is a must. A strong social media presence is a must in today's digital age and building a strong reputation online is the key—negative online comments will turn off families. Join Rayna to discuss customer service in long-term care and learn how to improve your model.

Finding the Clues to Better Emergency Preparedness

Bruce Brauninger

Sponsored by Readiness Associates

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

As of March 15, 2017, compliance with the Emergency Preparedness requirements for Medicare and Medicaid participating providers' and suppliers' rule became a mandatory condition to participate in the programs. Readiness Associates developed a tool to allow attendees to conduct a self-assessment of any healthcare facility's current emergency preparedness efforts. Based on the results of this 15-minute assessment, Readiness Associates will also help you analyze your survey data and identify your organization's strengths and opportunities for improving emergency preparedness.

Remove the Suspense from Compliance in Behavioral Health—Part II

Barbara Speedling

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

Phase Three of the revised Federal regulations for Trauma-Informed Care and Behavioral Health Services challenge long-term care facilities to ensure that they are fully prepared to care for residents with complex psychosocial needs. Beyond differentiating between dementia and psychiatric illness or addictions, the facility staff must have a working knowledge of the interventions and services necessary to achieve quality care for a rapidly changing population. This session offers an overview of the regulatory expectations and insight into staff education and training, assessment and care planning, service development, and therapeutic activity interventions to address a broad range of behavioral health needs.

Chapter 5

Thursday, August 29, 2019

8:30 to 10:00 am

And

10:30 am to 12:00 pm

General Sessions

Plotting Better Behavior: Yours, Mine, and Everyone Else's

Barbara Speedling

CE Hours: 1.5 for NHA, NRS, SS, Act

As the long-term care demographics continue to shift and diversify, the greater the need to understand people as individuals. Achieving such understanding presents new challenges and considerations in assessment and care planning. While long-term care facilities once cared almost exclusively for the frail elderly, many of whom had also been diagnosed with dementia, today's populations are far more varied in age, disability, and psychosocial circumstances. That makes understanding "what makes someone tick" more complicated. This session provides professional caregivers a framework for developing an assessment process that results in a deeper understanding of what motivates someone to do what they do. With greater understanding comes a more focused, personalized plan to accommodate the complicated needs of every individual.

Mystery.

Break on Your Own

10:00am to 10:30am



The Suspects



Angela Norman, DNP

Dr. Angela Norman, DNP, GNP, ACNP currently serves at the University of Arkansas for Medical Sciences Donald W. Reynolds Institute on Aging as the Director of the Centers on Aging. Norman also serves as an Assistant Professor at UAMS the College of Medicine and Clinical Professor at UAMS College of Nursing.

Dr. Norman holds a Doctor of Nursing Practice degree from the University of Tennessee Health Science Center, a Master of Nursing Science degree and a Bachelor of Nursing degree from the University of Arkansas for Medical Sciences. She is recognized statewide and beyond for her leadership and focus in the community-based care of older adults and families across the long-term care spectrum, focusing specifically on those affected by dementia. She is committed to caring for older adults in the State of Arkansas and regularly provides educational opportunities through the University of Arkansas for Medical Sciences.

Dr. Norman is an active part of the Arkansas Quality Partners Initiative. Norman developed a model of care designed specifically for those living with dementia in long-term care. The model has been adopted by Arkansas Quality Partners as the state model and is being implemented into nursing homes and assisted living facilities across Arkansas.

Dr. Norman was recently appointed by Governor Hutchinson to the Palliative Care Task Force. She serves on numerous boards and committees across the state of Arkansas regarding aging, Alzheimer's, and Dementia.

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.



The Suspects



STEFAN R. CHACON

Stefan is Counsel in the Albuquerque office. His practice involves Healthcare Fraud and Abuse, Qui-Tam Actions (FCA and FATA), Government Investigations, Commercial and other Civil Litigation, Healthcare Compliance, and Professional Licensure. Stefan has represented a broad variety of clients in healthcare and other industries.

Stefan's health law practice covers a full range of providers, from hospitals, nursing homes, and large FQHCs to solo family practices and dental offices. He advises healthcare clients on billing and reimbursement, compliance, risk management, employment matters, general contracting, licensing, and many other issues unique to the industry. Stefan is on the Board and is a former Chair of the New Mexico State Bar Health Law Section and teaches a course on "Healthcare Fraud and Abuse" at the University of New Mexico School of Law. He is also Vice-Chair of the ABA Health Law Section's Litigation Interest Group. As part of his involvement in these organizations, Stefan has spoken at several conferences and

JESSE D. HALE

Jesse practices primarily in the areas of health law, real estate, and commercial litigation. Jesse is a graduate of the University of New Mexico School of Law.

As a member of Sutin's health law team, Jesse represents a variety of healthcare providers, from small practices and dental offices to hospitals, nursing homes, and FQHCs. He advises and represents healthcare clients in regulatory and compliance matters, fraud and abuse, False Claims Act (FCA) and New Mexico Fraud Against Taxpayers Act (FATA) matters and litigation, government investigations, billing and payment issues, payor auditing, credentialing, licensing, contract formation, and purchasing and



Deborah E. Mann

Deborah brings vast experience and knowledge on health law, institutional and professional malpractice, and insurance defense matters, as well as periodically serving as a mediator in a variety of civil disputes. In the healthcare arena, Deb has represented hospitals, nursing homes, residential treatment centers, and individual providers including doctors, nurses, occupational therapists and dentists in personal injury and wrongful death cases. She is particularly knowledgeable regarding HIPAA compliance issues. She represents hospitals and physician groups being investigated by the U.S. Department of Health & Human Services, the Office of Civil Rights for alleged HIPAA violations and alleged discrimination.



The Suspects

Bruce Brauning

Bruce comes to us from Readiness Associates having worked within the insurance and preparedness industries for 22 years, most recently providing strategic sales guidance and coaching to the American Red Cross. Brauning has successfully guided teams and various preparedness programs at local, regional, and national levels. His collaborative approach to understand a client's need and requirements before proposing solutions, has enabled businesses and organizations of all sizes and scope to prepare for a corporate emergency, reduce their workplace risks, and decrease their related cost of claims.

LaShuan Bethea

LaShuan is Vice President of Legislative Affairs with a demonstrated history of working various roles within the skilled nursing and long-term industry. Experience in communicating policy positions at the Federal and State level; Legislative and regulatory review and analysis; Advanced understanding of Medicare & Medicaid coverage & payment models; Incorporates understanding of clinical reimbursement into regulatory analysis. Registered Nurse with a Juris Doctorate from Widener University School of Law.

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.

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.

Kelly Fitzpatrick Cuoco

Kelly Fitzpatrick Cuoco has an MPH with an epidemiology focus from UNM. Prior to working in the public health sector, she did molecular genetic research to identify virulence factors in arboviruses and has also worked on developing novel treatments for enteric illness. She started as the foodborne illness epidemiologist at the New Mexico Department of Health (NMDOH) in 2016 where she has investigated over 150 illness clusters, including more than 15 foodborne outbreaks and 6 animal associated outbreaks.

Ruth Dennis, MA

Ruth is the Director of Social Services and Education for Vista Living Care in Santa Fe.

Sarah Shrum Davis

Sarah Shrum Davis obtained her undergraduate degree from the University of Georgia and her Master's in Public Health from the University of New Mexico. She was worked for New Mexico Department of Health since 2016, and as part of the Healthcare-associated Infections program since 2017.

Rayna Fagus

Rayna holds a BS in HealthCare Administration and AAS as a Physical Therapist Assistant. Prior to becoming an NHA, she was a Director of Rehab and Senior Director of Rehab for 5 years within several skilled nursing facilities in NM. She has been an NHA since 2013 and has worked in 3 out of the 4 regions of NM. Her specialization has been entering troubled facilities; whether to assist in developing survey/clinical compliance or building a team with a focus on customer service. Since May 2017, she has sat as a voting member of the NM DOH IDR Committee, which has assisted in her development of a stronger more dynamic survey and clinical NH Administrator. Since May 2018, Rayna has been working for Eduro Healthcare as the NHA for The Suites Rio Vista (SRV) in Rio Rancho. The 3 main expectations Rayna teaches her current and new team members are 1) Accountability with Regulatory Compliance, 2) Communication, and providing a 3) Positive Customer Service Experience. These expectations are a direct reflection of the SRV Core Values: Wellness, Compassion, Experience, Results.

Heather Harrison

Heather Harrison serves as Divisional Vice President of Operations for Reliant Rehabilitation. She began her career with Reliant as a PRN SLP in June of 2011. Since then she has served Reliant in many leadership roles in her tenure including Director of Rehab, Regional Manager and Regional Vice President. Serving a wide range of roles within Reliant, Heather brings this perspective to her daily management. Heather received her undergraduate degree at the University of New Mexico and received her Master's in Communication Disorders from Eastern New Mexico University. Heather is a Teepa Snow Certified Trainer and has a passion for educating and treating cognitive deficits caused by TBI and Dementia in adult populations.

Michael Jacobs

Mike serves NMHCA as Chair of our Government Affairs Committee and on the Board of Directors. He has over 15 years' experience in developing and communicating policy positions and strategies at the state and federal level. He brings substantial knowledge of state legislative and political practices and vast experience with political action committees, creating strategies for both raising dollars and highly-focused distribution with the greatest impact.



The Suspects

Adrien Lawyer

Adrien Lawyer is the co-director and co-founder of the Transgender Resource Center of New Mexico. The TGRCNM is the only organization that provides a wide array of services solely for the transgender community of the state of New Mexico, including food, clothing, monthly bus passes, rapid HIV testing, counseling and much more. Adrien has presented Transgender 101 more than 1000 times all over the state of New Mexico and has been instrumental in doing advocacy at the individual and policy levels. For instance, TGRCNM worked for several years with Albuquerque Public Schools to implement transgender student policy. He is a transgender man and a father and is working for equality and accessible resources for the entire transgender community.

Lourdes Irizarry, M.D., Healthcare-Associated Infections (HAI) Medical Epidemiologist

After completing her training, Dr. Irizarry joined the Internal Medicine/Infectious Disease faculty of the University of New Mexico (UNM) School of Medicine, holding a combined UNM and Veterans Affairs (VA) appointment. As such, she served as attending physician, conducted research, and mentored trainees and junior faculty. Dr. Irizarry served as VA Infectious Disease Section Chief between 2001-2005 and Interim Chief of Medicine from 2004-2005. In 2005 Dr. Irizarry became the Chief of Staff (COS) of the Albany Stratton VA Healthcare System in Albany, NY, a position she occupied until July 2016. As COS, she had the overall responsibility and oversight of quality of patient care and research as well as organizational strategic planning. Quality improvements and patient safety measures included the reduction of healthcare-associated infection rates, a significant reduction in MRSA transmission, and establishment of an Antibiotic Stewardship Program. At the time of her departure from NM, Dr. Irizarry was a Professor of Medicine with a major interest in bacterial resistance to antibiotics, antiseptics, and disinfectants; MRSA and penicillin; and macrolide-resistant streptococcus pneumoniae. In October 2016, Dr. Irizarry joined the New Mexico Department of Health as the HAI medical epidemiologist. In this capacity, she conducts research and identifies quality improvement opportunities for the reduction of healthcare-associated infections, working in close collaboration with the Centers for Disease Control and Prevention, and building regional partnerships with other agencies and healthcare facilities. Dr. Irizarry is also one of the medical directors for the UNM Antimicrobial Stewardship TeleECHO program.

Chelsea McMullen

Chelsea McMullen is the Respiratory Disease Surveillance Coordinator with the Infectious Disease Epidemiology Bureau at the New Mexico Department of Health. She received her Master of Science in Global Health from Duke University, where she specialized in zoonotic disease epidemiology and global health policy. Before joining NMDOH, Chelsea completed fieldwork in the Democratic Republic of Congo, and worked with a consortium based at the University of Oxford in the coordination of research during international disease outbreaks.

Maurella Sooh

Bureau Chief for the District Operations Bureau/Division of Health Improvement

Erin Phipps

Erin joined the New Mexico Emerging Infections Program in 2011 as the Clostridium difficile Infection Principal Investigator; she also serves as PI for the Multi-site Gram Negative Surveillance Initiative (MuGSI) and Candidemia Surveillance. She received her undergraduate degree from the University of Maryland, D.V.M. from Cornell University, and M.P.H. from the University of New Mexico. Her prior experience has focused on epidemiology, health promotion, and infectious diseases.

Susan Stuart

Susan has over thirty years of experience in long term care, having started her career as an activity director and then a director of social services in long term care settings. She was a consultant for The Isleta Pueblo Elder Center and helped plan for the development of their Assisted Living Facility.

Alleen Wilson

Ms. Alleen Wilson is a risk control professional with approximately 20 years of experience. Her areas of responsibility include conducting risk assessments and managing risk control services for a portfolio of accounts. She markets risk control services, provides technical advice and account information to underwriting and business development for risk assessment and analysis, and coordinates the provision of risk control services on assigned accounts by utilizing outside Risk Control Consultants or internal resources.

Patricia Whitacre, RN

Pat Whitacre joined the New Mexico Health Care Association in 2015, bringing with her an extensive and diversified background in long-term care. For the last 18 years as a Registered Nurse, Pat has served as a Director of Nursing in skilled nursing and assisted living facilities in New Mexico. Additionally, she has served as a corporate and regional nurse overseeing national clinical operations, performing quality service reviews.

Marla Sievers

Marla M. Sievers, MPH, Healthcare-Associated Infections (HAI) Program Manager, is a graduate of the University of Michigan School of Public Health. She has over 23 years of experience in health services and community health, and she joined the New Mexico Department of Health as the HAI program manager in 2016. In her role as the HAI program manager she participates in and coordinates the activities of a team of epidemiologists dedicated to research, detection, response, and prevention of healthcare-associated infections under the Centers for Disease Control and Prevention's Epidemiology and Laboratory Capacity (ELC) and Emerging Infections Programs (EIP). Ms. Sievers is the facilitator of the UNM Antimicrobial Stewardship TeleECHO project, a partnership between the University of New Mexico and the New Mexico Department of Health.

Bonnie Zeiler, LPN

Bonnie has been a nurse for almost 20 years. She is a Certified Dementia Practitioner and has worked at The Village at Northrise for 8 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.

Holding Cell

The Isleta Resort and Casino,
11000 Broadway SE, Albuquerque, NM 87105

Guest room reservations will be made by individual attendees directly with hotel reservations at (877) 747-5382 or (505) 848-1999. Mention the NMHCA Convention and Exposition or the group code of **NMH0819** to receive a discounted rate of \$129/night. The cutoff date is **July 28, 2019**.



Directions:

From the Albuquerque Intl. Sunport / North: Take I-25 South to Broadway Blvd, exit 215.

Continue approximately 1.2 miles and the hotel will be on the left.

From Southern New Mexico: Take I-25 North to Broadway Blvd, exit 215.

Continue approximately 1.2 miles and the hotel will be on the left.

2019 NMHCA Convention and Exposition

Pricing

The early bird deadline is August 1, 2019. Online registration ends August 23, but you may register onsite beginning at 11:00 am on August 27. Onsite registrations will incur an additional \$75 charge per facility.

Regular pricing is as follows. At check out, there will be a \$35.00 CMP discount applied to all registrations and a \$75 early bird discount applied through August 1, 2019.

Member, One Participant	\$475.00
Member, 2 to 4 participants	\$875.00
Member, Each additional	\$300.00
Non-member, One Participant	\$775.00
Non-member, 2 to 4 Participants	\$1500.00
Non-member, Each additional	\$525.00
Non-facility State Employee	\$325.00
Membership Meeting Extra Registrations	\$30.00
Awards Banquet Only - Members	\$50.00
Awards Banquet Only - Non-member	\$80.00

Please register online by visiting our website at nmhca.org. Click on the Education and Events tab, then Convention and Conferences. The 2019 Convention and Exposition registration link will be at the top of the page.