

# **Best Practices Of Northern Michigan 17th Annual Conference**

RALPH A. MACMULLAN  
CENTER  
104 CONSERVATION DR.  
ROSCOMMON, MI 48653  
THURSDAY, MAY 7TH, 2015

## *Heroes of*

## *Healthcare*



The 17th Annual Conference is brought to you by the Best Practices of Northern Michigan (BPNM) committee and the Michigan Nurses Association in partnership with the Michigan Alliance for Person Centered Communities, recognized by the Pioneer Network as Michigan's culture change coalition. The BPNM committee formed 17 years ago with the mission of bringing culture change to northern Michigan long term care skilled nursing facilities. This year's conference is focused on culture change driven by person-centered care planning and care giving. We hope you can attend and that you enjoy your experience with us this year in our beautiful new location in Roscommon.

# Best Practices of Northern Michigan 17th Annual Conference Heroes of Healthcare



## Conference Speakers



### Juliet Kerlin

Since 2001, Juliet Kerlin has developed and managed programs focusing on the needs of older adults for several organizations in Arizona, New Mexico and Colorado, including fuel and weatherization programs on several Native American Reservations, as well as an ESL curriculum for Cuban refugees. As the Director of Research at It's Never 2 Late (iN2L), she initiates research projects that quantify the benefits of adaptive technology for frail elders and the disabled. She also identifies funding sources that provide access to adaptive technology/aging programs for long-term care communities. She holds a Master's degree in Gerontology; is on the organizing committee of the Leading Age Hack Fest, which provides college students and professionals in the aging field with opportunities to develop technologies for older adults and their families; and has served on the Board of Directors of A Little Help, an organization assisting older adults to age in their community. Though they may be overlooked to focus on the need to attend to basic ADLs, structured recreational and leisure activities (RLAs) are extremely important for a sense of well-being throughout the lifespan, but in particular for older adults living with dementia. Adaptive, multimedia technologies provide access to a myriad of person-centered RLAs and therapy activities that can be tailored to the individual's preferred view to optimize the person-environment fit and enhance opportunities for success.

### Wendi Middleton

Wendi Middleton currently serves as Director of the Program and Partnership Development Division within the Michigan Office of Services to the Aging (OSA). She has been employed by the State of Michigan for almost 39 years, most of which have been at OSA where she has held a variety of positions in grants management, public relations and program development, and for the past 6 years has served as a member of OSA's leadership team. Ms. Middleton has extensive experience in the areas of elder advocacy, public relations, program development, grants management, Medicare/Medicaid and health benefit counseling, volunteer program administration, long term care culture change and quality improvement, person centered planning, public/private partnership development and coalition building. She has a BS from Western Michigan University. Wendy will be discussing Culture Change pertaining to the Long Term Care setting.



### Sawyer Plume

Sawyer Plume is currently the Local Long Term Care Ombudsman for the Region 9 Area Agency on Aging. He graduated from Alma College with a Bachelor's degree in Psychology. Prior to obtaining employment as Long Term Care Ombudsman, Sawyer worked in outpatient mental health. Sawyer was the supervisor of a case management program at an outpatient mental health facility that worked with individuals that did not have insurance. As a native of Alpena, he is excited about the opportunity to return home and help build his community and others. Sawyer's presentation will focus on senior-to-senior bullying and how facilities can appropriately respond to an all too common problem.

### Tom Bissonnette

Tom graduated from the University of Michigan with a Master of Science degree in psychiatric/mental health nursing in 1984. Since that time, he worked in a geriatric psychiatric inpatient setting for eleven years, case managed impaired health care professionals for five years, provided psychiatric consultations in nursing homes for three years, and gave seven years of his life to the executive management of a professional nurse association. Currently, Tom is a Nurse Consultant and Trainer for the State of Michigan, working primarily with long term care providers and surveyors. Tom's presentation will focus on strategies for caregivers to use when working with elders who exhibit difficult behaviors associated with dementia. A foundational understanding of the possible reasons behind difficult behaviors will be presented, as well as pharmacological and non-pharmacological interventions. The need for a comprehensive assessment of the elder and a comprehensive resident focused care plan based upon that assessment will be emphasized.

### Dona J. Wishart

Dona Wishart is the Executive Director of the Otsego County Commission on Aging (OCCOA). She has served the agency in a leadership role since February 1994. Wishart is the immediate past president of the Michigan Directors of Services to the Aging (2011-2013). She received recognition for exemplary leadership on behalf of Alzheimer's patients and their families in 2013 from the Greater Michigan Chapter of the Alzheimer's Association. Wishart served the State of Michigan by appointment to the Michigan Commission of Services to the Aging (2002-2006) and the Independent Living Council (2002-2007). Under Wishart's leadership, the OCCOA received the Diana C. Jones award from Michigan Blue Cross Blue Shield in 2011, for providing outstanding exemplary volunteer programs and services and for helping improve the overall well-being of older adults of Otsego County. Wishart was the recipient of the ATHENA award in Otsego County in 2006. Dona's presentation will focus on a pilot program in her community. An innovative community model using Internet technology for connecting older adults, friends and family, BeBloomin enables users to always remain supportively connected to all the people, organizations and services that are important to them and their well-being. This innovation adds quality and meaning to life!

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## Conference Schedule

**8:30-9:30 AM Registration, Continental Breakfast, and Visit Vendors**

**9:30 AM Conference Opens**

**12:00-1:00 PM Lunch and Visit Vendors**

**1:00 –4:30 PM Afternoon Speakers**

**4:30 PM Door Prizes and Closing Comments**

## Registration

- General attendance \$35
- Attendees receiving CE credits \$45

Registration is limited to 150 participants. Be prompt in registering to ensure your space at the 17th Annual BPNM Conference!!



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Best Practices of Northern Michigan  
17th Annual Conference



Go to <http://www.nemcsa.org>  
prior to the conference and download  
your conference handout materials.

## Best Practices of Northern Michigan Conference Committee

- Sawyer Plume BA, SST  
Long Term Care Ombudsman  
Northeast Michigan Community Service  
Agency—Region 9 Area Agency on Aging
- Heather Wiggins, LPN  
Activities Director  
Hilltop Manor Health Care Center
- Sara Socia, LBSW, CDP, CADDCT  
Generations Wellness LLC
- Marie Marshall LPN—Care Solutions  
Manager Intelicare Health Services
- Andrea Hepburn, Referral Manager  
Tendercare Alpena and Greenview
- Tom Bissonnette, RN—Michigan Nurses  
Association

## Conference Host and Emcee

**Marie C. Marshall LPN-Care Solutions Manager for Intelicare Health Services. Marie has been a Home care and Hospice nurse for 10 years and has now joined the Sales and Marketing Team at Intelicare Health Services located in Standish. Marie has been a member of the BPNM Committee for the past 4 years and enjoys her role with many community events helping Seniors..**

Please thank your committee members for their time and dedication to ensuring a wonderful day of education and growth!

# Best Practices of Northern Michigan 17th Annual Conference Heroes of Healthcare

## Conference Registration

\*Your Name: \_\_\_\_\_

\* Company: \_\_\_\_\_

\* Email Address: \_\_\_\_\_

\* Telephone: \_\_\_\_\_

\* CEU requested? Yes No

\* License Number: \_\_\_\_\_

**Title Designation: (Circle One)** 1. C.N.A. 2. NHA

3. Activities 4. AFC 5. Social Worker 6. Nurse

7. Dietary 8. Environmental Services 9. Housekeeping

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General Attendance \$35.00

Requesting CEU \$45.00

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Special Dietary Needs: \_\_\_\_\_

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**Register by mail with payment.**

**No telephone registrations, please**

No Online Registration, sorry for any inconvenience.

**Make Checks Payable To: NEMCSA-BPNM**

**Mail Your Check And Registration Form To:**

**Best Practices of Northern Michigan  
Attn: Sawyer Plume  
2375 Gordon Road  
Alpena, MI 49707**

## A Message from your Conference Chair, Sawyer Plume

We are pleased to invite you to our 17<sup>th</sup> annual Best Practices of Northern Michigan Conference. This year will bring some exciting changes to our conference. We will have the opportunity to utilize a new facility. This year we will be hosting the conference at the DNR Ralph A. MacMullan Conference Center in Roscommon. Our goals for this year's conference are the same. We hope to provide educational speakers that will help us improve the quality of life of the residents that we serve. We hope to remove some of the myths and misconceptions that are associated with aging. Most importantly, we hope to prove you a relaxing, but educational conference that will allow you to take new ideas back to your facilities. We look forward to seeing you on **May 7<sup>th</sup>, 2015!**



\_\_\_\_ My check is attached

\_\_\_\_ I will pay at the door (additional \$10 per registration if paid at door.)

**For More Information Call Your Ombudsman  
at: (989) 358-4630**